

# BALSAM & SPRUCE

HOUSING BILLING  
INFORMATION

**Balsam & Spruce  
Management Office**


Spruce 103  
285 Old Westport Rd.  
Dartmouth, MA 02747

508-999-8450


 **UMass** | Dartmouth  
Office of Housing  
& Residential Education



# HOW TO RECEIVE YOUR HOUSING BILL




Submit the Enrollment Deposit & Housing Deposit




Log into your StarRez Portal to complete Housing Agreement using SSO login



Select a Room

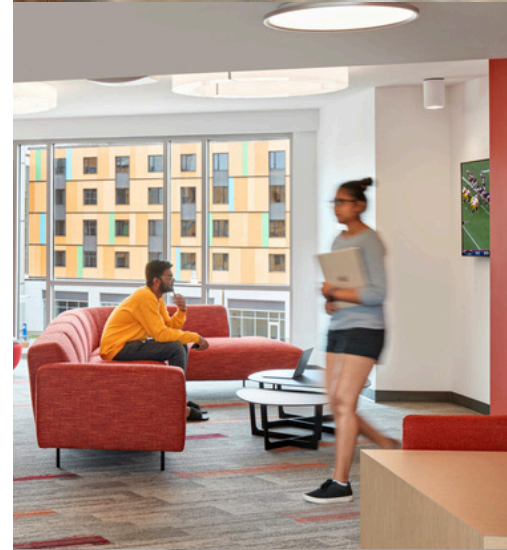


Check your UMass Dartmouth email - Electronic bills sent here monthly




After you receive the initial Balsam & Spruce bill, you can activate the Entrata ResidentPortal

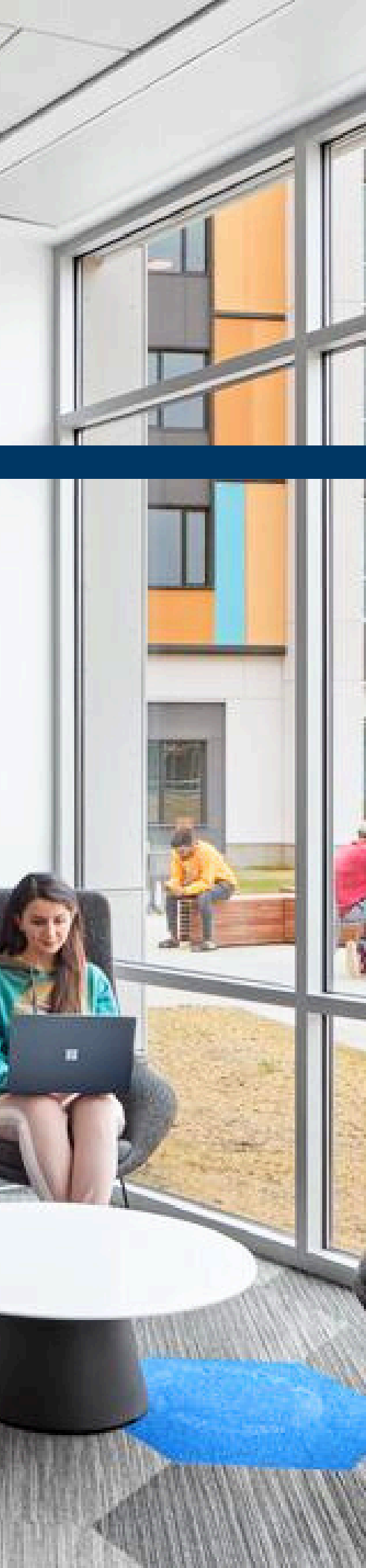
Please wait for the activation instructions to be sent to your UMass Dartmouth email before proceeding to the next section



# WELCOME!

We are looking forward to seeing you for the upcoming semester. As we are busy preparing for your arrival, we wanted to share instructions on how to set up your ResidentPortal to be able to pay your housing bill and submit maintenance requests. If you have any questions or need assistance with this process, please call us at 508-999-8450 between 9 am and 5 pm Monday through Friday.

- 1** You can either download the app from your app store (search for “Resident Portal” ) or you can go to <https://umassdartmouth.residentportal.com>
- 2** Click on the link that says “Need to Sign Up?”
- 3** Select UMass Dartmouth
- 4** Enter your first and last name exactly how it’s listed on your StarRez account.  
\*If your name has an apostrophe, please call us if you run into any issues
- 5** Enter your UMass Dartmouth email address  
- Make sure to remember the ‘D’ in @umassd.edu.
- 6** The unit number is your 4 digit room number.





# A FEW NOTES:

- When you set up your password, please make it something different than your COIN password for security.
- To keep your information safe and secure, we cannot share information about you or your account with anyone but you.
- Housing charges will be visible on your account after you are checked in by Housing staff. Any payments made before move-in will display as a credit until this time.
- Payments can be made either electronically or in person with a check or money order.
  - Checks and money orders can be made out to:

*Provident Commonwealth Education  
Resources II, Inc.*

- If you are mailing your payment, please send it to:

Balsam & Spruce Management Office  
Spruce 103  
285 Old Westport Road  
Dartmouth, MA 02747

## Balsam & Spruce 2024-2025 Rates

	<b>Base Agreement</b> Billed on Entrata	<b>Base Plus Agreement</b> Billed on Entrata & COIN
<b>Double Room</b>	\$5,525/semester \$11,050 for year	\$5,525/semester Entrata \$1,719/semester COIN \$14,488 for year
<b>Single Room</b>	\$6,125/semester \$12,250 for year	\$6,125/semester Entrata \$1,719/semester COIN \$15,688 for year

Residents are billed based on the room type and agreement type they selected when they completed the agreement and selected a room in the StarRez portal.

For more information about agreement types, please visit <https://www.umassd.edu/housing/room-dining-rates/>.

To adjust your agreement type or room type, please contact [housing@umassd.edu](mailto:housing@umassd.edu) from your UMassD email.

### To be eligible to move in, the housing balance must be one of the following categories:

- Paid housing charges in full
- Approved Housing payment plan AND complete the first required payment.
- Confirmed Financial Aid to cover your tuition, fees, and housing.

Electronic payments can be made on the Entrata ResidentPortal at <https://umassdartmouth.residentportal.com> or via the Resident Portal app. Service fees may apply.

Physical payments of checks, money orders, and cash are also accepted.

Make check/money orders payable to:

*Provident Commonwealth Education Resources II, Inc.*

Dropped off or Mailed to:

Balsam & Spruce Management Office  
Spruce 103  
285 Old Westport Road  
Dartmouth, MA 02747

Residents can sign up for a Housing payment plan. There is a \$35 non-refundable enrollment fee per semester. Payment plans for the Fall semester are August through December and the Spring semester are January through May. Housing payment plan payments are due on/before the 1st of each month. Applications submitted before August 5th & January 5th can be approved for 5-month terms. Applications received before September 5th & February 5th can be approved for 4-month terms. Both payment plan require the first payment to be completed before moving-in per the university policy above.

Please review the next page on how to verify financial aid amounts and potential credit balances. Residents must select the Greystar Financial Authorization (GFA) student hold to be added to their COIN account for this option to be valid. Your GFA status will be marked on the monthly billing statement.

If your GFA status is No or you would like to revoke your GFA authorization, please email [housing@umassd.edu](mailto:housing@umassd.edu) with a request to alter your GFA status.

**Residents do not see charges in the Entrata ResidentPortal until they have moved in. The balance will be zero before move-in.**

Pre-payments may be necessary to be eligible to move in. All pre-payments will be posted as a credit balance on the Entrata account. The "Residential Balance" on COIN may reflect the anticipated semester charges (see next page for example).

## ResidentPortal

The screenshot shows the ResidentPortal interface. At the top, it says 'Home'. Below that, there's a status box that says 'No Balance Due' with '\$0.00' and a 'Make a Payment' button. Underneath is a navigation bar with tabs for 'Dashboard', 'Announcements', 'Events', 'Classifieds', and 'Clubs'. A 'Quick Links' section contains six buttons: 'Request Maintenance', 'Contact Us', 'View Documents', 'Reserve an Amenity', 'Refer a Friend', and 'Resident Services'.



# COIN Account

The screenshot shows the COIN Account interface for a 'Sample Resident' with ID '01234567'. The interface includes a navigation bar with tabs for 'Account Summary', 'Account Activity', 'Payment Plans', and 'Make Payment', along with a 'Payer Actions' dropdown. The main content area is divided into two sections: 'Account Summary' and 'Quick Links'. The 'Account Summary' section displays the following information:

Account Balance	\$10,000.00
Less Anticipated Aid	(\$14,000.00)
Less Balance On Payment Plan	\$0.00
<b>Balance Due</b>	<b>\$0.00</b>

Below the account summary are two buttons: 'Make Payment' and 'View Payment Plans'. The 'Quick Links' section includes the text 'You Have Financial Holds' with a 'View Now' button, and 'Resident Balance: \$5,525.00 as of 8/1/2024' with a 'Pay Now' button.

Financial Aid credit cannot transfer until a few weeks after the add/drop period each semester, but residents may use anticipated financial aid to achieve Option C of having enough Financial Aid to cover their tuition, fees, and housing to be eligible for move-in.

Please review your 'to-do' items in COIN to make sure all financial aid requirements are complete. The UMassD COIN account must be at zero before any credits can transfer to Housing. The funds must be received and posted to your student account to be eligible for transfer. Estimated aid cannot be transferred.


Review the COIN account to verify if financial aid credits will cover any UMassD and/or Housing balance. Please log into the COIN account. Click on the Finance Center -> Account Summary (may have to enable pop-ups) -> Account Activity (2nd tab) -> Term Balance box. Only account balances in a (parenthesis) may be eligible for transfer. The COIN credit balance should be equal to or greater than your Entrata ResidentPortal balance.  $Entrata\ ResidentPortal\ Balance - (COIN\ CREDIT) = Gap\ Balance$

## EXAMPLES – THIS IS NOT YOUR ACTUAL AID PACKAGE

- Resident with a Housing bill of \$5,525 and expected aid of zero are required to pay their \$5,525 balance before move-in or be approved for a Housing payment plan with the first payment submitted.
- Resident with a Housing bill of \$5,525 and an expected credit of (\$4,000) may opt to pay the "Gap Balance" of \$1,525 before move-in or be approved for a Housing payment plan with the first payment submitted.
- Resident with a Housing bill of \$5,525 and expected aid of (\$5,600) may have their Housing bill paid by financial aid and will receive a \$75 refund for the remaining credits from UMassD.



# Payment Scenarios

	No Credit, No GFA, and/or No Payment Plan	Has GFA with COIN credit	Has GFA with COIN credit & 5-month Payment plan	Has GFA with No COIN credit & 4-month Payment plan
Cost of Double Room Base Agreement	\$5,525.00	\$5,525.00	\$5,525.00	\$5,525.00
Payment eligible for move-in	(\$5,525.00)	(\$1,525.00)	(\$1,140.00)	(\$1,416.25)
September 1st payment			(\$1,105.00)	
October 1st payment			(\$1,105.00)	(\$1,381.25)
COIN Transfer when available <small>(Financial Aid beyond University charges)</small>		(\$4,000.00)	(\$1,000.00)	
November 1st payment			(\$605.00)	(\$1,381.25)
December 1st payment			(\$605.00)	(\$1,381.25)

All questions about the Entrata ResidentPortal, Balsam & Spruce billing, Balsam & Spruce payment plans, please contact Nachel Motta at 508-999-8450 or [nmotta@umassd.edu](mailto:nmotta@umassd.edu).

All questions about the UMass Dartmouth bill, COIN account, University payment plan, financial aid package, scholarships, etc., please contact the Student Service Center at 508-999-8857 or submit a ticket to [www.umassd.edu/ssc](http://www.umassd.edu/ssc)

All questions about Housing, move-in, room assignments, roommate selection, community engagements, stow & go, etc...please contact the main University Housing Office in Oak Glen at 508-999-8140 or [housing@umassd.edu](mailto:housing@umassd.edu)

The Balsam & Spruce Payment Plan Application is an agreement between the Balsam & Spruce Management Office and the resident expressing the resident's intent to pay the specific semester's room charges in multiple installments. The Balsam & Spruce Management Office will review the application and calculate the monthly rate based on the semester cost, application fee, and number of monthly installments.

I, the resident, understand the following terms and conditions of the Balsam & Spruce Payment Plan Application:

- I must be in good financial standing with the Balsam & Spruce Management Office. If there is a past-due balance, it must be paid in full before this application can be approved, i.e. the Fall balance must be zero before the Spring application can be approved.
- Applications are accepted for the Fall semester from July 1st to September 5th and for the Spring semester from December 2nd to February 5th. The room cost for my assigned room type at the time of receipt will be divided into 4 or 5 payments. Applications received before August 5th and January 5th will be entered into a 5-month term. Applications received between August 5th - September 5th and January 5th - February 5th are approved for a 4-month term unless payment and/or credit are on the Entrata ResidentPortal account for the 5-month term rate before the application is submitted. I must re-apply if I want a payment plan for more than 1 semester.
- A one-time per semester, non-refundable application fee of \$35.00 will be charged when I apply. The \$35 fee is included in the first month's payment amount. There are no finance or interest charges for enrollment in this agreement.
- The Entrata ResidentPortal does not post room charges on my account until after I move in. I may be required to submit payment before move-in which will post as a credit on the account until charges are activated. The monthly payment plan rate for the approved application will not be reflected in the Entrata ResidentPortal. I must refer to the approved application email to confirm my monthly rate amount.
- I will continue to receive bills with my open remaining semester balance each month. I should use it as a reminder that a payment may be required on/before the 1st of the next month.
- This application does not retain any payment information. It is my responsibility to submit the scheduled monthly payment amount before the monthly deadline of the 1st of the month at 11:59pm. Electronic payments can be submitted 24 hours a day on the Entrata ResidentPortal. Physical payments are accepted in the Balsam & Spruce Management Office during business hours Monday-Friday (excluding holidays).
- The Entrata Resident Portal does permit me to create an auto-payment. The auto-payment option is not the same as an approved payment plan. Balsam & Spruce Management Office does not recommend using the auto-payment method as the system will continue to withdraw funding based on the timeframe and amounts, I authorized even if the account balance is zero. If I decide to set up an auto-payment, I will not select the variable rate as this will deduct the entire semester rate in one transaction. I will continue to monitor my Entrata ResidentPortal and delete any auto-payment when my account achieves a zero balance. Any credits created by an auto-payment will not be eligible for a refund until I have moved out and my room has been assessed for damage.
- I further understand that if the full monthly payment amount is not received by 11:59pm on the 1st of the month, the terms of this agreement are void (defaulted) and the remaining balance shall immediately become due and payable. A \$50 late fee and a registration hold may be added to my account as early as the next business day. The registration hold cannot be removed until the remaining balance has been paid in full for the semester. Financial hold(s) prevent me from being eligible to move into the residence halls, register for future classes, and receive my official transcripts or diploma.
- The Balsam & Spruce Payment Plans does not factor in financial aid until the university can guarantee the funding amount for transfer. The earliest the university can transfer funds is October and March for the Fall and Spring semesters respectively. If COIN credits are applied to my Housing account, I will receive an updated schedule of payments for the remainder of the term.



By submitting this application via UMass Dartmouth email or a paper version to the Balsam & Spruce Management Office confirm "I agree to these Terms and Conditions" and attest that you have read, understand, and agree to the terms and conditions.

Resident Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

UMassD Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Electronic payment can be made on the Entrata ResidentPortal at <https://umassdartmouth.residentportal.com> or by downloading the Resident Portal app. Click the "Make A Payment" button on the right side of the home screen and click Payment Amount to select "Other" to customize the amount to pay. Service fees may apply.

Check/money orders payable to: Provident Commonwealth Education Resources II, Inc.

Dropped off or Mailed to:  
Balsam & Spruce Management Office  
Spruce 103  
285 Old Westport Road  
Dartmouth, MA 02747

Applications can be returned as an attachment in one of the following file types (.doc, .docx, .pdf, .png, .jpg to Nachel Motta, Business Manager, at [nmotta@umassd.edu](mailto:nmotta@umassd.edu). To avoid any delays in processing your payment plan, please do not send the application in Pages & HEIC or as a link to a shared/one drive. When sending your application via email, please send it from your UMassD email address so that we can verify your identity. If you wish to share this information with anyone else, please CC them on your email. Paper copies can be picked up/dropped off in the Balsam & Spruce Management Office – Spruce 103.

---

### FOR OFFICE USE:

This payment plan rate is based on a \_\_\_\_\_ room for the semester rate of \$\_\_\_\_\_ per semester plus the \$35 application fee. If you change your room type or Housing Agreement Type for Base or Base Plus, the payment plan will be updated to reflect the rates.

Fall Dates	Amount Due	Office to Fill in Chart: Please refer to the chart for the monthly rate	Spring Dates	Amount Due
August 1:			January 1:	
September 1:			February 1:	
October 1:			March 1:	
November 1:			April 1:	
December 1:			May 1:	