

### Proof of Residence FAQ

I received a declined email. Can I have more information on why my submission was declined?

Declined reason	Explanation
Name on POR is not a guardian/parent.	If you are living with a relative or friend in the MISD attendance zone, a Statement of Student Admission Information Affidavit of Residence form must be completed, notarized and returned to the school office with a current utility bill. Other possible reasons: Nickname is listed on utility bill and does not match guardian name on student record. Sometimes a stepparent's name is on bill but is not identified as a stepparent on the student record.
POR out of Date	POR must be current bill with a June, July or August. The submitted utility bill has dates prior to June.
POR unacceptable utility bill.	Acceptable bills are water, gas, or electric. Usually this decline is sent out when a cable, telephone, property tax bill, etc. is submitted or when the bill provided can't be identified as a water/gas/electric bill.
Utility Bill is missing required information.	The utility bill must show bill date, guardian's name, usage, and service address. One of these pieces of information was not included on PDF to be able to verify residency.
The lease contract is missing required information.	The contract must include property address, property occupants, move-in date, and signed signature page.
The home contract is missing required information.	The contract must include property address, owners, closing date, and signed signature page.
The POR is unreadable or blurry.	PDF is unreadable and a new PDF should be sent.
Address is out of the school zone.	Please contact your zoned school for more information.
Other	Specific information should be included with your email regarding reason.

#### Other questions

I am having trouble with the process online. Can I bring in a paper copy? – Yes, please contact your campus for location, dates, and times that paper proof of residence can be dropped off.

Where can I get the requirements for proof of residences? On the Muenster ISD website under Registration.

Where can I get the affidavit? On the Muenster ISD website under Registration.

Are all Muenster ISD schools using this electronic process for proof of residence? Yes. However, each campus will have a process to accept paper submissions if you are unable to submit electronically. Please contact your campus for further information about how to turn in a paper proof of residence.

I have more than one student. Do I have to submit one form for each student? Yes, a proof of residence must be submitted for each student. A link on the confirmation page will direct you back to the form to submit for another student.

I have more questions! Where can I go? – Please contact your campus registrar or campus data clerk and they will be able to help.