



MONTHLY FAMILY/STAFF HOUSING

LIVING AREA MANUAL

NORTHWEST UNIVERSITY 2016-2017

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Living Area Staff

Management

As a part of Student Development, Northwest University Residential Life & Housing is overseen by the Director of Residential Life & Housing, the Housing Coordinator, and the team of Area Coordinators.

The Student Development office is located in the Pecota Student Center, and is open Monday through Friday from 8:30 a.m.-5:30 p.m.

Housing information is located online at eagle.northwestu.edu/departments/housing/.

To contact NU Housing, email housing@northwestu.edu or call 425-889-5334.

Area Coordinators

Area Coordinators are live-in professionals who serve full time to provide relational and administrative leadership within a living area in order to develop a Christ centered living-learning community. Some of their duties include supervision of student staff, crisis intervention, developing personal relationships with students, planning and implementing programs in the residence halls and student apartments, and assisting residents in all aspects of their spiritual, academic and personal growth.

Your Apartment

Access

Northwest University reserves the right for University-authorized personnel to enter the premises in case of an emergency (i.e. fire) or for the purposes of inspection, repairs, alterations, improvements, the supplying of services, or for health/safety inspections. The University also reserves this right if there is probable cause to believe that a violation of University regulations or federal, state, or local laws may be taking place, or has taken place in

the unit, or to exhibit or display the premises to prospective or actual purchasers, mortgagees, residents, workmen, or contractors. An appropriate effort will be made by staff to respect residents' rights of privacy at all times.

For unplanned service or work that has not been requested, staff will attempt to notify residents 24 hours in advance, but depending on the severity of the issue and the staff's ability to reach the residents of a particular apartment, advanced notice cannot be guaranteed.

Alterations and Decorating

*Residents are **not** permitted to modify their apartments in any way*, including but not limited to altering, defacing, hanging wallpaper, painting, attaching anything or removing anything from the walls or the unit (e.g. heaters, plumbing, etc.). Damages caused by unapproved decorations will be applied to a residents' housing bill upon checkout.

The following **ARE NOT** permitted:

- Large nails, screws, molly screws, drywall anchors, hooks, hangers, duct tape, packaging tape, glue, double sided sticky tape, staples, foam mountings or putty on the walls, ceilings or cabinetry.
- Low quality Christmas lights on the walls or ceilings. (Encased tube-style Christmas lights or safety lights are permissible.)
- Live trees.
- Posters, pictures, displays, clothing or artwork that contain images, words or sounds that are suggestive or negatively portray Christian values are prohibited anywhere on campus.
- Candles, incense, or any item with an open flame/smoldering tip. (A candle warmer under a candle with an unburned wick is permitted.)

The following **ARE** permitted:

- Push pins, small picture nails, and removable mounting strips may be used to hang pictures and other decorative items on the walls.
- Small plants and flowers if contained in small potting containers.

Holiday Decoration:

During holiday seasons we encourage residents to decorate and celebrate with the following guidelines:

- Residents should be considerate of neighbors.
- Decorations may be attached with tape or tacks that will not cause permanent damage to the window, walls or furnishings. Any damage caused will be the resident's responsibility.
- Outside decorations may not block the entrance to the apartment door in any way.
- The use of permanent paint or markers on the windows is prohibited.
- Decorations should be in compliance with the Biblical beliefs and standards of Northwest University. Any offensive, derogatory, or hazardous decorations will be removed immediately.
- NO LIVE CHRISTMAS TREES
- NO BURNING CANDLES

Apartment Care

Residents are expected to keep their apartments clean and orderly to avoid potential health problems. Residents should purchase cleaning supplies for this purpose; it is expected that all cleaning solvents will be used properly as to not cause damage to the property. Fines associated with an apartment found in poor condition can be found under the Guidelines for Damage/Cleaning Assessment.

- Residents should dispose of all garbage in a timely fashion. Storage of garbage on decks or porches is not permitted. Garbage should be bagged and placed in the dumpsters

located near building B, the south laundry room, or the south end of the complex. Recycling bins are also located on the premises. Electrical items are not to be disposed of in any dumpsters. Dumpsters are emptied periodically throughout the week.

- Window screens should not be removed from windows. Windows may not be used as an access point into the room. Missing or damaged window screens may be charged to the resident's student account.
- Window blinds should be used with care. Residents should open the blinds prior to raising or lowering them. Personal belongings placed near windows need to be placed away from the blinds to avoid damage. Broken blinds may be charged to the resident's student account.
- Decks and patios should be swept and cleaned regularly.

Cable Service

FIRS residents living in apartments 1-48 may utilize a satellite cable service such as Direct TV or Disk Network to set up cable service. Residents in these locations do not have the capability to attain quality service through services similar to Comcast. The University permits for a small satellite dish to be attached to the back deck, fascia board, or on an unattached object located in the back lawn area. Please note: the University is not responsible for stolen dishes. Dishes improperly attached to the building or altering the building in any way may be removed by the University and discarded without notice. All residents planning to have a satellite dish installed should contact the Housing office to receive specific permission for planned installation procedures.

FIRS residents living in apartments 49-78 may utilize Comcast or any other non-satellite service for their cable needs. Residents in these locations are not permitted to attach small

satellite dishes to their dwellings due to adequate wiring capabilities within the home. The University's IT department has cable boxes and the capability to install them for these residents, who will then pay for their own service. Contact IT for more information.

Cable service is not included in the monthly rent. Therefore, residents must contact their chosen cable provider directly to set up service.

Computer/Internet Access

Northwest University provides wireless network access in all on-campus housing. Ethernet outlets are located in each apartment's living room. **Modem use on campus is prohibited.**

Damages/Cleaning Fines

The resident is responsible for any and all damage to the apartment. A walk-through is conducted by the resident upon check-in and all findings need to be recorded on the NU Family Housing Room Condition Inventory (RCI). Broad or unclear statements may not be considered during a check out. Be as specific and detailed as possible. Residents are required to submit the RCI within two weeks of moving in to their apartment. Upon moving out, the Area Coordinator will assess the condition of the apartment by comparing it to the check-in RCI. Charges will be assessed for all damage or cleaning issues not indicated on the RCI. Residents have 30 days from the date of checkout to appeal damage charges.

In collaboration with the Maintenance department, the Housing office has compiled a list of charges and fines that may be assessed for general and miscellaneous damage to University-owned property. The cost of repairs including materials and labor time are minimums and are ESTIMATED; actual costs may be higher. The FIRS Guidelines for Damage/Cleaning Assessment can be found in Appendix A, located on page 17. The Guidelines

for Damage/Cleaning Assessment is not a comprehensive list. Damage to appliances, furniture, windows, blinds, doors will be estimated by the maintenance department for the current retail rate to replace the items. Charges are split between the residents in a unit except where noted. Actual fines may vary.

Please note: The University is not responsible for RCIs that are incomplete, not turned in, or misplaced. If damages are not communicated on the RCI, they may not be considered.

Heating

FIRs apartments 1-24 are heated by a central hot water system. FIRS apartments 25-78 have individual forced air furnaces. Residents should maintain the cleaning of the vents by wiping down any spills or dust build up. For proper heat distribution and maintenance, leave a space of at least 18 inches around the heaters clear of any items. Residents who leave their apartments during the winter should set the heat to a minimum of 60 degrees to keep the pipes from freezing.

Keys

Adult residents are each issued one door key and one mail key is issued per apartment upon check-in. The mail key is not part of the University mail system, but is a separate mailbox located at the FIRS that can be used for personal mail service; campus mailboxes are located in the Pecota Center. Replacement keys are issued through the Student Development office. Replacement door keys cost \$25; replacement mailbox keys cost \$10. All keys are to be returned to the Housing office upon check-out; keys may not be duplicated.

Lockouts

Residents locked out of their apartments should contact Security. The first occurrence is free, other occurrences could result in a fine.

Lighting

Halogen lighting is prohibited in campus housing. All lamps should use appropriate light bulb wattage designated on the fixture by the manufacturer at all times. Energy efficient compact florescent light bulbs (CFLs) contain mercury and should NOT be disposed of in the garbage bins. Please dispose of these bulbs through approved recycling venues.

Placement

Apartment Changes

The Housing office cannot accommodate apartment changes for current residents, except in the case of growing families. These residents should contact the Housing Coordinator by emailing housing@northwestu.edu to request to be placed on the waitlist for a new apartment. When an apartment change is offered, the resident will be charged the \$100 Building Maintenance Turnaround Fee and any assessed damages for their old apartment, but the \$300 deposit will roll over to the new apartment.

Checking In

Applicants who are offered an apartment in the FIRS have one week from the offer date to reply to the Housing Coordinator with their acceptance and the dates/times they are available to check in to the apartment (within the date range specified in the offer letter). The check-in appointment generally happens on the day students move in, as keys are issued at the appointment. Check-in appointments can be scheduled during business hours Monday through Friday depending on the Area Coordinator's schedule. In some circumstances, the check in appointment can be scheduled for ahead of the move-in date. Keys will then not be issued until the move-in date.

At the check-in appointment, the Area Coordinator for the apartments will review the rental agreement and sign paperwork with the new resident, as well as receive proof of renter's insurance from the new resident. For more information on renter's insurance, see "Liability/Loss/Theft." Residents will be issued the RCI (apartment condition form) to fill out and return to the Housing office within two weeks of moving in. For more information about the RCI, see "Damages/Cleaning Fines." Residents begin being charged prorated rent on the day they receive their apartment keys.

Checking Out

Residents of the FIRS are not required to commit to a year-long lease; the apartments are rented month-to-month. However, in order to receive the \$300 deposit back, residents must stay for at least five consecutive months and give at least a 30-day notice. The official 30 Day Vacate Notice is available on Eagle, on the Family Housing page. Once the Housing Coordinator has received the 30 Day Vacate Notice, the resident will be sent check-out paperwork and pertinent information related to checking out of the apartment. After the resident moves out, the Area Coordinator will assess the apartment for any damages or cleaning issues. If the resident wishes to be present for this appointment, they should contact housing@northwestu.edu to schedule an appointment.

Upon move-out, the \$300 deposit is refunded to the resident's University account (if conditions listed above are met), and the \$100 Building Maintenance Turnaround Fee is charged. The BMTF is essentially the non-refundable portion of the housing deposit that is retained for wear-and-tear related upkeep of the unit. Any damage or cleaning fines will then be charged if applicable. The resident will receive a final check out email documenting all charges.

Children

Apartments 1-36 are one-bedroom units designed for married couples or individuals without children. Residents in these apartments who are expecting a child should contact the Housing office to be placed on the waitlist for a two-bedroom unit. They can remain in their existing unit until an apartment change is available, but then would need to move apartments. For more information, see “Apartment Changes.”

Apartments 37-78 are limited to families with a maximum of two children. Exceptions may be made for a third child born within the school year. Children of the opposite sex over the age of 10 may not share a room.

Continued Residency

In order to gauge upcoming apartment occupancy, the continued residency inquiry is conducted each fall and spring semester by the housing staff. All residents are required to submit a form stating their intent for housing for the next semester. Residents who specify they intend to vacate their apartment before or during the next semester still would need to submit a 30 Day Vacate Notice once they are definitively sure they will be leaving the apartment.

Residents who intend to stay for another semester must meet all requirements listed in the “Housing Requirements” section of this manual, as well as be enrolled for the upcoming semester at a full-time status (registration must be complete by May 1st for the fall semester and December 1st for the spring semester). Staff or faculty members must remain as full-time employees. Please note that continued residency is not automatic. Failure to meet all requirements in any given semester, including

submitting a signed continued residency form, may result in termination of the rental agreement.

Housing Deposit

Upon official acceptance of an apartment, the Housing office will charge a \$300 damage deposit to the resident’s account. \$100 of the deposit is non-refundable as a Building Maintenance Turnaround Fee, associated with the upkeep of the specific apartment noted on the rental agreement. Once a resident vacates an apartment or switches to another, the BMTF will be charged. To receive back the housing deposit, residents should follow all procedures related to check out, specified in the section “Checking Out.”

The deposit is forfeited if: a housing placement is cancelled 21 days or less before the scheduled move-in date, the Housing office receives less than a 30-day written notice to vacate, the resident rents the apartment for less than five months, or if the resident is in breach of the rental agreement, Community Handbook, or this manual and is asked to vacate the premises.

Housing Placements

The housing staff oversees all housing placements on campus. Placements in the FIRS are made based on a waitlist process. Due to the quantity of applications received and the limited openings, all applicants are placed on a waitlist before assignments can be made. Apartments are assigned based on the date students apply, as well as a priority ranking. Undergraduate families and students receive priority.

Students can apply to join the waitlist by submitting the FIRS Student Housing Application, and a \$25 application fee will be charged to their individual University account after an application is received. While the housing staff cannot guarantee when a

placement will be available, applicants will remain on the waitlist until a placement is available as long as they are still eligible.

Rent & Utilities

Monthly rent for the FIRS includes water, sewer, gas, and garbage service, as well as internet access (both wireless and Ethernet). Residents are responsible for their own electric bills, with the exception of apartments 1-24. Rental rates are reviewed annually by the University board of directors. Notification of any rental increase will be sent out at least two months in advance.

Rent is charged on the first day of each month, and must be paid monthly. Rent is considered late if it is paid after the 5th of each month. Rent charges post directly to students' accounts and are payable online or through the University cashier in the Davis Administration Building. Employees of the University pay rent through bimonthly payroll deductions. The resident is subject to a late charge equal to 5% of the monthly rent amount if rent is not paid by the 5th of each month.

Electric service for apartments 25-78 is managed by Puget Sound Energy. The University will begin service for the resident on the date of move-in, but bills, payments, and any required deposits will be managed by PSE directly. For electric service questions, contact PSE at www.pse.com.

Policies

Alcohol

Alcohol (the possession, use, consumption, manufacture or distribution, including paraphernalia) is not allowed in campus housing – this includes guests of residents.

Click [here](#) for the full policy.

Car Repair

Car repair is not allowed on campus or in any campus parking lots; changing a tire is permitted.

Children & Supervision

Supervision: Children 3 years old and younger may not be outside without an adult present. Children between the ages of 4-10 should be supervised by an adult while outside. Children 11-18 should be educated on proper play areas and biking policies and be prepared to provide their home address if asked by NU Security officers. Under no circumstances are children 10 years of age or younger to be left home alone for any length of time.

Play areas: A playground is located to the north of the FIRS apartments for resident use. Supervised children may also play on the Green located near Perks residence hall. There are tennis courts and outdoor basketball courts, as well as athletic fields available for supervised play. Residents should not allow their children to bike in the parking lots and roadways on campus. Children may not play in the parking lot at any time.

Toys and bicycles: Toys and bicycles should not be left on the lawns, stairs, or sidewalks. Larger toys may be stored neatly on the back patio or balcony. Toys and bikes should not be stored under the stairwells at any time.

Northwest University does not assume any responsibility or liability for the safety of children—responsibility for all children lies with their parents.

Community Handbook

Northwest University as a community has common guidelines to protect our mutual right to a safe, just, and wholesome environment.

Residents should read/review the entire Community Handbook before moving in to the FIRS apartments, and check it periodically, as updates are made as needed. The most up-to-date version of the Community Handbook is located here:

<http://eagle.northwestu.edu/departments/student-handbook/>

Guests

Overnight guests are allowed for a maximum of two weeks in family housing each year. At no time may residents have a non-resident move in to the apartment to live, even for a brief time period. No overnight guests of the opposite sex are allowed in single student housing. Guests remaining past the allotted days are considered non-contracted residents, and the residents of such an apartment may be referred to the University judicial committee. Guests are the responsibility of the resident hosting the visit and are expected to abide by all Community Handbook regulations. It is the responsibility of the hosting student to convey guest expectations.

Housing Requirements

The FIRS apartments are reserved for Northwest University undergraduate students and their immediate families. Immediate families include a spouse and/or individuals a student can claim as their dependents. Couples living in the FIRS must be legally married to cohabitate in an apartment. One person of an engaged couple can move in up to one month before their wedding. The other spouse can only move in after the wedding. No adult children, parents, brothers, sisters, or friends are permitted to live or temporarily stay in a resident's apartment. Undergraduate students over the age of 25, faculty and staff, and graduate students may also apply. The University cannot accommodate CAPS students in the FIRS.

If a single resident would like to have a roommate, the roommate must also be

individually qualified to live in the FIRS. The roommate would also need to complete an application and a check-in appointment with the Area Coordinator to be approved to move in. All parties within a roommate situation must have separate deposits on file and must sign individual rental agreements. Each roommate must also maintain a renter's insurance policy to cover their own possessions within the apartment.

At all times during occupancy, all residents must have a full-time academic load each semester. If a student is in their final semester of study and fulfills all other occupancy requirements, but has 6-12 credits remaining, he or she may be permitted to reside in housing for their final semester with written approval of the Housing office. Staff and faculty must be continually employed by the University to remain in housing; adjunct and part-time faculty do not qualify to live in University housing. The University reserves the right to require any resident who is administratively withdrawn from the University or is no longer employed full-time to move out of their housing location without notice.

All residents, including spouses, children, and guests, are required to comply with the policies outlined in the Community Handbook and this manual. Residents who are not associated with the University are still subject to forfeiture of rental privileges if any of these policies are violated.

To qualify to live in the FIRS, all residents must:

- Complete a FIRS application and pay the relevant application fee
- Be enrolled and registered for classes at full-time status or be a full-time employee of the University
- Pay a \$300 deposit
- Comply with all policies in this manual, the NU Lifestyle Policy, and the Student Handbook

All residents must either be:

- Traditional undergraduate students with dependent children
- Traditional undergraduate married students
- Traditional undergraduate/CELE students 25 and older
- Full-time employees of the University
- Graduate students

Legal Fees

The resident agrees to pay all attorney fees and legal costs involved in the collection of rent, fines, fees, or the enforcement of any provision of the rental contract. Refer to the rental agreement for more information.

Liability/Loss/Theft

The University accepts no responsibility for any loss, damage, or theft to personal possessions whether caused by fire, flood, other persons, or disasters. Residents agree to maintain liability insurance and/or renter's insurance to protect against loss or damage caused by earthquake, fire, theft, water, other disasters, or from any other cause whatsoever.

Lifestyle Standards

The University Lifestyle Standards outlined in the Community Handbook detail specific expectations regarding Alcohol, tobacco, illegal drugs, weapons and firearms for students and residents of University-owned housing. Northwest University places a great deal of importance on relationships and recognizing the need for responsible behavior. The covenant found within the Life Style Standards is a description of the environment the University seeks to maintain.

All residents, including those who are not University students, have a responsibility to maintain these Lifestyle Standards. These standards include a restriction on the use of

tobacco and alcohol. The use of tobacco products and alcohol is not permitted in any campus housing unit or on the University campus. Violators will be referred to the University judicial committee. All remediation costs to remove the smell of smoke in a unit (including carpet and paint replacement) will be the resident's responsibility.

Pets

No pets or other animals are permitted to be housed, boarded, brought to, or kept in the residence halls, student apartments, or FIRS apartments. This includes dogs, cats, birds, guinea pigs, gerbils, rabbits, chickens, snakes, turtles, frogs, or any other pets or other animals not specifically mentioned herein. The only exception to this rule is a small, non-poisonous fish stored in a one (1) gallon bowl. Aquariums that require electricity/battery to operate are not allowed. It is the responsibility of the resident to inform visitors that no animals are allowed in the apartment.

Violation of the pet policy may result in a referral to the judicial committee. The resident will be directed to remove the pet immediately. Sanctions include removal from housing, which includes the forfeiture of the housing deposit. If the resident is allowed to remain in housing, the \$500 violation fine and any damage the pet may have caused (or remediation costs) will be charged to the resident's student account. The University does not assume that animals found in apartments are free of fleas, dander, and did not urinate or soil the flooring. Therefore, all charges in regards to pet remediation (i.e. treatment for fleas, carpet replacement, and/or duct cleaning) are not able to be repealed.

Respect/Courtesy

Residents should maintain a low level of noise during the quiet hours of 10:00 PM – 8:00 AM (including weekends). Residents occupying upper level apartments should be considerate of neighbors below. Walking heavily, stomping, or

yelling is not permissible. Loud music or conversations, singing, loud gaming, or playing instruments during the hours of 10:00 PM – 8:00 AM is not permissible. Repeated violations to the noise policy may result in a referral to the judicial committee.

From time to time residents may have issues with neighbors and roommates. Residents are encouraged to use Matthew 18:15 as a guideline in all disputes with neighbors. If communication and dialogue are not successful, residents should contact their Area Coordinator.

Service Animals or ESAs

In accordance with the Disability Accommodations Guidelines, students must initiate an accommodation request for a residential service animal or emotional support animal by contacting the Director of Academic Success and Advising. Students must provide recent documentation of the disability by a qualified medical or other licensed professional in a statement of requested accommodations.

Reasonable and appropriate accommodations are determined on a case-by-case basis for qualified students who have demonstrated a need or have a qualifying disability for these services. Students must also submit a registration and care plan to the Director of Residence Life and Housing.

Granted accommodations are reviewed annually or as needed.

Email Housing at housing@northwestu.edu to see the animals that are excluded from accommodations and other related definitions and policy.

Termination of Rental Contract

Applicants have 21 days prior to a scheduled move-in date to cancel their assignment. Cancellation must be in writing and submitted to the Housing office at housing@northwestu.edu.

Cancellations less than 21 days prior to move-in will result in a forfeiture of the housing deposit.

After move-in, if a resident should fail to perform any of the terms of the rental agreement, including the requirement to maintain full time status according to their enrolled program, the Housing office may terminate this agreement immediately and re-enter the premises. In the event that the Housing office reenters the premises, the University reserves the right, but not the obligation to remove all the personal property located in or about the premises and to place such property in storage at the expense and risk of resident for 30 days. Northwest University cannot be held responsible for items left behind by the resident.

Moving Out

If the resident wants to terminate their residency, the Housing office must receive a 30 Day Vacate Notice at least thirty (30) days before the intended move-out date, otherwise the resident forfeits the housing deposit.

Please follow the below procedures:

1. Submit a 30 Day Vacate Notice (found on the Housing page of Eagle) at least 30 days before the intended move-out date to housing@northwestu.edu or by dropping it off in person at the Student Development offices in Pecota.
2. Once a 30 Day Vacate Notice is received, the Housing Coordinator will email check-out paperwork, including a cleaning checklist and a forwarding address sheet. Clean the entire apartment using the checklist's specifications and remove ALL possessions. On the day of move-out, residents should leave keys and the forward address information on the kitchen counter.

3. After move-out, the Area Coordinator will walk through the apartment to assess any damage or cleaning issues that require additional charges, using the resident's RCI to assess what the existing issues were before the resident moved in. It is not required for the resident to be present at this walk-through, but if the resident wishes, they can contact the Housing office via email to set up a walk-through time for the day of move-out. Any damages in excess of normal wear and tear will be charged to the student's account. Normal wear and tear is at the discretion of the Area Coordinator conducting the walkthrough. Residents who have a remaining credit on their account can request a refund check from Student Accounts. This process can take about 3 or 4 weeks normally and slightly longer around the holiday periods and traditional semester closures.

4. Residents should change their addresses through the post office by picking up a change of address form or by visiting www.usps.com.

Graduation

All graduating students have until the end of the month of graduation to vacate their apartments (so May 31st for spring semester graduates and December 31st for fall semester graduates), and the Housing office needs to receive a 30 Day Vacate Notice from all graduates. Extensions may be requested for up to a month with approval from the Director of Residence Life & Housing.

Continued Residency: Every fall and spring the Housing office sends out continued residency forms. Please review the section entitled "Continued Residency."

Vehicle and Parking Policy

All vehicles, motorcycles, and scooters operated or parked by students must display a current Northwest University parking permit. Students

may not park on the nearby City of Kirkland neighborhood streets.

One numbered parking space is assigned to each apartment. Residents should not park in a numbered parking space that belongs to another apartment, or there is risk of ticketing or towing the vehicle. One additional car is allowed to park in free parking spaces labeled "FIRS" on a first-come, first-served basis. No apartment is allowed more than two vehicles, and all vehicles must be registered to the residents who live in the unit. All guests must park in the Barton administration building parking lot. Any non-permitted vehicles within the complex are subject to being towed.

At no time may residents or their guests park south of the complex on 114th Street or anywhere on 53rd Street. Any vehicle found parked in the fire lane or in front of the dumpsters will be towed at the owner's expense.

The neighborhood surrounding campus has a speed limit of 25 mph. The speed limit within the FIRS complex is 10 mph. All vehicles must come to a complete stop at all stop signs.

Your Living Area

BBQ

Residents may ONLY use:

- Electronic grills outside
- Grills with an open flame (propane) a minimum of 15 feet away from a building

**Residents may not store propane inside apartments.*

Bulletin Boards

Bulletin boards located within specific housing locations such as laundry rooms are maintained by the Residence Life staff. Residents wishing to

post items on such boards should obtain permission from the Area Coordinator. Items posted elsewhere on campus should be cleared through the Student Development office located in the Pecota Student Center. Any form found posted without appropriate approval will be removed.

Community Room

The Community Room is located directly underneath building D of the student apartments (south end). It is furnished with a kitchen and offers full size appliances, a large screen cable television, seating, wireless internet and several game tables. The room is open for Student Apartment residents, not FIRS residents, and is accessed using a door code.

However, the Community Room may be reserved for FIRS residents by emailing the Area Coordinator for Apartments, filling out a Community Room Use Form, and getting approval.

Interim Housing

Monthly residents in the FIRS may stay in their apartments between semesters if they are registered for the upcoming semester. Residents should submit a Continued Residency Form prior to the break period.

Laundry Facilities

Apartments 49-78 are furnished with stackable washers and dryers located in the hallway bathroom. Residents are required to clean the machines and properly use them according to the manufacturer's directions.

Apartments 1-48 have access to two centralized laundry rooms with debit/credit card-operated washers and dryers. Each apartment door key opens the laundry rooms.

When a debit/credit card is swiped in the laundry machines, a PENDING HOLD amount of \$8.00 is put on the resident's bank account for 24 hours. It is assumed that there will be more than one \$1.25 charge within that period of time and rather than having each small individual transaction post, they are all charged together the next day. On the next day, only the correct amount will be charged to the resident's bank account and the \$8.00 HOLD is taken off.

On occasion, an incorrect laundry charge has posted to residents' bank accounts. If that occurs, please submit a Maintenance Request online (<http://eagle.northwestu.edu/maintenance-requests/>) explaining their situation and they will assist in communicating the issue with the appliance company.

Health & Safety Checks

Health & Safety Checks are facilitated once a semester by the Area Coordinator and Housing Coordinator. This is not a room search; staff members will not be opening drawers, closets, etc. This is a general check to look for potential maintenance requests and to ensure decorating and living area policies are being followed. It is also an opportunity for connection with residents.

Residents will have one week after the health and safety check to fix or modify any violations that were found. To avoid having to fix or modify decorations or to prevent policy violations, residents should be familiar with this manual and the Community Handbook.

Safety/Security

Emergencies

NU Security is available 24/7 to assist community members. To receive an escort to their cars, assistance with a dead battery, or general help, residents should contact a security

officer at (425) 889-5000 (or 222 from any campus phone).

- In case of emergency, call campus security or 911 for Kirkland Police or Fire.
- For maintenance or housing emergencies during non-office hours, please contact the RA or AC on call by dialing 425-577-8135.
- Campus emergencies, school closures, and other important time sensitive notifications may be broadcast in several ways including the University telephone, text message alerts, email, bullhorn, and posts on the Eagle Website. All residents should sign up for the text message alerts through NU Campus Alerts. Residents are encouraged to become familiar with the University's Emergency and Crisis Management Plan.
- Residents locked out of their apartments should contact Security to be let in. The first time is free; multiple occasions may result in a fine from Security.

For the safety of residents, personal property, and University property, all apartment doors and windows should remain locked any time the apartment is empty. It is advised to keep all doors locked, especially at night, while the unit is occupied.

Fire Alarms

Fire alarms are there for your safety! *Do not disconnect the smoke detectors.* All fire alarms are battery operated. Fire alarms and smoke detectors are checked periodically for malfunctions and battery testing. Malfunctioning smoke detectors or dead batteries should be reported immediately to the maintenance department by filling out an online maintenance request form.

When a fire alarm sounds, residents are to get out of the building as quickly as possible.

Services

Mail Service

To receive regular U.S. mail service at the apartments, residents should use the addresses listed below:

FIRS Apartments 1-24:

5325 113th Pl. NE #__ Kirkland, WA 98033

FIRS Apartments 25-48:

5415 113th Pl. NE #__ Kirkland, WA 98033

FIRS Apartments 49-78:

5517 113th Pl. NE #__ Kirkland, WA 98033

All traditional undergraduate students must also keep their mailboxes in the Pecota Student Center for student-related communication. Packages mailed to the FIRS address will be left at the door. Packages mailed to the resident's student mailbox in Pecota will be delivered to Print and Mail Services to be picked up at the Barton Building.

Maintenance

The Maintenance department manages the upkeep and repairs of the University facilities. Residents should report items immediately that need to be repaired or serviced through the online Maintenance Request Form: <http://eagle.northwestu.edu/maintenance-requests/>

Failure to report maintenance needs in a timely fashion may result in a damage charge to the resident.

General Reminders:

- If you are experiencing a maintenance emergency, please contact the AC on call.
- No hair, paper products (other than toilet paper), cotton balls, tampons, sanitary napkins, etc. are to be disposed of down the toilets. Please do not use chemicals in the tank of the toilets (i.e. blue water chemicals, bleach tablets etc.).
- Northwest University will make every effort to communicate with residents prior to entry. In practice, work persons or contractors may enter the apartment 9:00 a.m.-8:00 p.m. If an emergency situation warrants a visit outside of these hours, a member of the Residence Life staff may accompany them. University Maintenance and Housing personnel reserve the right to make periodic inspections and/or to make maintenance repairs important to fire safety, sanitation, or general repairs in cooperation with Residence Life and Housing staff members.
- Residents must keep sidewalks, steps, grounds, and the general area around their residence clean and free of litter.
- General light bulb replacement is the resident's responsibility. Replacement needs for appliance bulbs, florescent tube-style lighting, and heat lamps may be submitted as a maintenance request. Most fixtures in the apartments are not wired for bulbs over 75 watts. Bathroom fixtures should not have bulbs 60 watts or above.
- For best practice, no more than four electrical items should be plugged in to one wall outlet. The University retains the right to limit the amount of electrical devices used in one room in the case of excessive or unsafe numbers of items plugged in at once.
- Residents should use great care in operating garbage disposals. Do not

place potato peels, egg shells, bones, or any hard garbage down the drain.

- Residents should keep the heat set at a minimum of 60 degrees during the winter months to prevent pipes from freezing.
- Residents are responsible for disposing of larger personal items upon checking out. Items are not to be left in the apartments or next to dumpsters. To dispose of electrical items, residents should contact a local recycling location for assistance.

Storage

Apartments 1-48 have storage lockers located next to each laundry room. Lockers for apartments 1-24 are adjacent to the south laundry room. Lockers for apartments 25-48 are adjacent to the north laundry room. Residents should secure their lockers with their own personal locks and keep the main door to the storage area closed and locked at all times. Apartment door keys unlock the storage room door. Any items being stored improperly on the floor of the storage room or in a hazardous way will be disposed of by management. Please do not store food or perishable items in storage lockers.

Apartments 49-78 have storage closets located on the decks or patios of each apartment. Storage of recreational vehicles, boats, or other large equipment outside of the apartment is not permitted on campus. Storage on decks, patios, around front doors, or under the stairwells is not permitted. This includes boxes, plastic storage bins, furniture, recreational equipment, toys, and shoes. Exceptions are made for patio furniture, grill storage, and potted plants.

Odds & Ends

Appeals

Residents seeking to appeal a housing related damage charge, fine, placement or policy should complete and submit the Residence Life and Housing Appeal form to the Director of Residence Life and Housing unless otherwise instructed by their Area Coordinator. Appeals should highlight the policy and why the resident's circumstance or unavoidable event prohibited compliance to the policy. Evidence and other pertinent details to help garner an informed decision should be included. Petitions are taken to the Housing Appeal Board where members review submitted documents and make necessary decisions; all decisions are considered final. It should be noted that the Housing Appeal Board cannot accept appeals related to damage charges upon move-out for any damages not listed on the resident's RCI upon move in.

The Res Life & Housing Appeal Form can be found on the Housing page of Eagle; the Housing

Appeal Board members include but are not limited to: the Director of Residence Life and Housing, Area Coordinators and the Housing Coordinator.

Communication

It is expected that residents will send all University-related questions or inquiries from their NU email address. Residents are responsible for information communicated through their NU email by the Student Development office and staff.

When communicating housing cancellations or withdrawals, verbal communication is not an acceptable form of notification. Residents should submit a completed and signed copy of the 30-Day Vacate Notice (found on the Housing page of Eagle) to the Student Development office to communicate their intentions. Scanned copies of signed forms are acceptable.

FIRS Guidelines for Damage/Cleaning Assessment:

CARPET

Stain/Rip/Hole (under 3")	\$10
Stain/Rip/Hole (over 3")	\$20
Professional Cleaning	\$100

CEILING

Hole/Dent/Paint/Chip/ Scratch/Stain (under 1")	\$10
Hole/Dent/Paint/Chip/ Scratch/Stain (1"-3")	\$20
Hole/Dent (3"+)	\$25
Repaint Ceiling	\$35

CLEANING

Not Vacuumed (per room)	\$15
Sticky Substance (under 3") (over 3")	\$10 \$20
Not Wiped Down	\$10
Candle Wax	\$25
Oven	\$50
Stove	\$25
Microwave	\$15
Refrigerator	\$20
Top not cleaned	\$10
Sink	\$10
Freezer	\$15
Floor	\$25
Bathtub/Shower	\$20
Toilet	\$10
Cupboards	\$15
Washing Machine	\$20
Dryer	\$15
Front Porch	\$15
Back Deck	\$15

CLOSET

Hole/dent/paint/chip/ Scratch/stain (under 1")	\$10
Hole/dent/paint/chip/ Scratch/stain (1"-3")	\$20
Hole/dent (3"+)	\$25
Repaint wall	\$25
Broken/Missing dowel	\$15
Broken/Missing shelf	\$25
Dismantled	\$15

DOOR

Scratch/Stain (under 3")	\$10
Scratch/Stain (over 3")	\$20
Dent/Hole	\$10
Broken/Missing unit	\$150

HEATER

Scratch/stain (under 3")	\$10
Scratch/stain (over 3")	\$20
Dent	\$10
Broken frame	\$25

LIGHTS

Cracked/broken	\$20
Burned out (each bulb)	\$10

OUTLETS

Cracked	\$10
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WALLS

Hole/dent/paint/chip/ Scratch/stain (under 1")	\$10
Hole/dent/paint/chip/ Scratch/stain (1"-3")	\$20
Hole/dent (3"+)	\$25
Repaint wall	\$35

WINDOWS/BLINDS/LOCK

Broken blind	\$10
Broken/missing small screen	\$15
Broken lock	\$15
Residue on window	\$10

FINES:

REMOVAL

Furniture	\$25-50
Hazardous Material (Per item)	\$50
Personal items (each)/garbage	\$10

SMOKE/CARBON MONOXIDE DETECTOR

Damaged/Dismantled	\$50
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Missing apt key	\$25
Missing mail key	\$10
Animal remediation	\$250+

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