



RESIDENCE HALLS & STUDENT APARTMENTS LIVING AREA MANUAL



Northwest
UNIVERSITY

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*All students are advised to read the community handbook and living area manual – as they will be held accountable for the policies and procedures found within.

Living Area Staff

Area Coordinators (AC)

Area Coordinators are live-in professionals who serve full time to provide relational and administrative leadership within a living area 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, and assisting residents in all aspects of their spiritual, academic, and personal growth.

Resident Assistants (RA)

The Residence Life student leaders (RAs) exist for the purpose of building a community committed to the rewarding, challenging, and energizing work of living life well, together. RAs provide administrative support and assistance to the Area Coordinator and leadership and care to on campus residents. There is typically one RA per floor or apartment building.

Your Room/Apartment

Access

Northwest University reserves the right for university-authorized personnel to enter and/or search a student's room without notice in emergencies where imminent danger to life, safety, health, or property is reasonably feared, when the university is closing at breaks, or when it has been determined, at the discretion of appropriate university officials, that sufficient cause exists. University personnel (professional staff) may enter and/or search a student's room, without notice when there is probable cause to believe university regulations have been or are being violated. While it is preferred for students to be present, in some situations, searches may be conducted in the student's absence.

For unplanned service or maintenance that has not been requested by the resident, staff will attempt to notify students 24 hours in advance. However, depending on the severity of the issue and the staff's ability to reach the student and/or residents of a particular floor, advanced notice cannot be guaranteed. A work request submitted to maintenance is considered consent to enter. During breaks (such as Christmas and Spring Break), university personnel may enter university housing to routinely assess the condition of fire alarms, smoke detectors, etc.

Check-In/Check-Out

New incoming students attending Welcome Weekend check in on the Thursday before classes begin. Returning students can check in for the fall semester on the Friday before classes begin; for spring semester returning students can check in on the Sunday before classes begin.

During the check-in process each resident will receive and/or complete:

- Room Condition Inventory (RCI)
- Living Area Guide and Policy Overview
- Door Code or Key, as appropriate

Room Condition Inventory: Resident Assistants will preemptively fill out a Room Condition Inventory (RCI) to describe the condition of each room and its contents. Residents are responsible for double-checking the RA's

assessment, and mark any of their own notes in the Condition In section on the RCI. Once the resident is confident in the detailed description of the room, they should then turn the form into their RA immediately.

It is important to note that any damage found at check-out will be compared to what was listed during the check-in. Residents have 24 hours after turning in the RCI to adjust the form if needed. If an RCI has not been turned in after add/drop week, residents could be fined \$25. **Please note:** *The University is not responsible for forms that are incomplete, not turned in, or misplaced. Forms submitted improperly may not be accepted. Verbal accounts of damage assumed prior to occupation are not acceptable forms of notification. Pictures of the room's condition will not be accepted as evidence for prior damages unless submitted along with the RCI.*

Students will be held responsible for the condition of the room and contents upon checking out (unless otherwise noted on the RCI).

Checking Out

Students should vacate their room by 5:00 PM on the Saturday after the last day of finals week through a detailed check-out process and sign up (information given in November and April). Spring graduates may vacate the Sunday after commencement by 12:00 noon without additional cost.

The mandatory meetings held in November and April outline important information for residents to follow when checking out of housing. Missing the meeting will result in a \$25 fine unless approved by the AC and communicated with at least a 24-hour advance notice.

Residents are to schedule a check out appointment with their RA if they are moving out of housing. Prior to the checkout appointment, residents should remove all belongings, return furniture to its original configuration – beds un-bunked and furniture in designated/proper place (one set per side of room), and thoroughly clean the room/apartment.

Damages are initially assessed with the RA present at the checkout appointment. The Area Coordinator will follow-up to do a final walkthrough of the room and living area to assess final damages. The Area Coordinator will communicate final damage charges via email. Students wishing to appeal any damage fines will have one week to email their AC with a detailed explanation of why the charges should be waived.

Residents moving out mid-semester must also follow the check-out process. Finances are assessed based on the Academic Catalog Policy stated [here](#).

Computer/Internet Access

Northwest University provides network access in all on-campus housing. **Modem use on campus is prohibited.** Please see the complete Network Use Policy in the online Student Handbook.

For help logging in, visit the Information Technology website online, [here](#).

Health & Safety Checks

Health and safety checks occur once a semester by Residence Life staff for both residence halls and student apartments. This is not a room search; staff members will not be opening drawers, closets, etc. This is a general check; we are looking for potential maintenance requests and entering 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 found. To avoid having to fix or modify decorations or to prevent policy violations, residents should be familiar with the living area manual and community handbook. A week grace period will not be given for the use of thumb tacks or similar damage-causing violations, as residents will be fined for using them and asked to remove them immediately.

Damages

In collaboration with the Maintenance Department, we have 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. To request a damage list guide for your living area, please email housing@northwestu.edu.

Bedframe Modifications

All rooms come with furniture pre-arranged for two or three people, depending on room occupancy. Upon arrival, rooms will have a bed, dresser, desk, and bookshelf for most residents in the room as space allows. Residents may rearrange furniture when they move in, but upon checkout, rooms must be put back into the configuration of the room at the time they moved in.

Depending on the size of your room (double or triple) there will be at least one short bed and one tall bed that can be used as a bunking set. These taller beds are ones that can have dressers fit underneath them. The shorter ones will not be able to have dressers fit beneath them. To increase the height of either bed, students may use one set of bed risers per bed. Students may not stack multiple sets of bed risers on top of each other.

You are permitted to:

- Request pins (from your RA) to bunk your beds.
- Rearrange the furniture layout in your room.
- Use one set of bed-risers to increase the height of your bed frame (by no more than 12 inches).
- Adjust the height of your mattress platform on the bedframe (if your bedframe is adjustable) to raise your mattress higher.

You cannot:

- Build a loft that increases the height of your bedframe.
- Stack multiple sets of bed risers or stack the bedframe on any furniture.
- Use a bed-riser on a bunked set of beds.
- Request to have two tall beds or two short beds; each room comes with at least one bunk-able set.
- Remove any university-issued furniture from the room or request maintenance to remove it. This includes moving furniture between rooms, or from a room to the floor lounge.

Decorations

Residents are **not** permitted to modify their room/apartment in any way, including but not limited to altering, defacing, hanging wallpaper, painting, attaching anything or removing anything from the walls (e.g., air conditioners, heaters, plumbing, etc.) or the unit (e.g., furniture). Damages caused by approved decorations will be applied to a resident's student account upon checkout. Residents are encouraged to NOT attempt to fix their own damages as it creates more work for the Maintenance Department; attempting to fix damages could result in higher fines.

The following **IS NOT** permitted:

- Thumb tacks/push pins, nails, screws, molly screws, drywall anchors, hooks, hangers, duct tape, packaging tape, glue, double-sided sticky tape, foam mountings or putty are not allowed on the walls, ceilings, or furniture.
- Candles, incense, or any item with an open flame/smoldering tip (candle wick must be white).
- Christmas lights that take on heat.
- Live trees.
- Posters, pictures, displays, clothing, or artwork that contain images, words or sounds of suggestive or negatively portrayed Christian values are prohibited anywhere on campus.
- Decorations/clothing/pictures relating to alcohol, drugs, paraphernalia, including shot glasses or empty bottles.
- Per fire code, no decorations can be attached to the ceilings or over/across door frames.

The following **ARE** permitted:

- Removable mounting strips may be used to hang pictures and other decorative items on the walls. Must be removed when you move out and fines will be assessed if damage occurs.
- White or blue sticky tack.

Holiday Decoration:

During holiday seasons residents can decorate and celebrate with the following guidelines:

- Residents should be considerate of roommates and neighbors.
- Decorations may be attached with tape or sticky tack that will not cause permanent damage to the window, walls, or furnishings. Any damage caused will be the resident's responsibility.
- If residents decorate with real pumpkins, etc., please remove them within 2 weeks of putting them out, or whenever they start to decay (whichever comes first).
- Outside decorations may not block the entrance into the residence hall room or apartment door in anyway.
- 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 or wreaths.
- All holiday decoration must be removed **before** moving out at the end of Fall semester.

Door Codes

Giving out your door code is up to you and your roommate's discretion. You and your roommate need to communicate your expectations for sharing your personal door code. You may not share your door code with non-NU students. For safety reasons, we recommend not sharing your door code.

Residence Hall Lockouts

Between the hours of 8:00 am and 11:00 pm, if residents are locked out of their residence hall and cannot connect with a roommate or friend, they should contact an RA on-call. The RA will advise the student when they are available to meet to allow entry. Security may be called as well.

Between the hours of 11:00 pm and 8:00 am, if residents are locked out of their residence hall and cannot connect with a roommate or friend, they should contact Security, not the RA on call.

Apartment Lockouts

Residents locked out of their apartment should contact a roommate or friend, the RA on call and then Security, if needed.

Furnishings

Students living in the residence halls and student apartments are provided basic furnishings. Furniture may not be removed from your room/apartment and cannot be dismantled or relocated. Damage to any university-owned furniture/appliance may be charged to all occupants in the room. Each student is supplied with a: desk, chair, bookshelf, extra-long twin bed and mattress, dresser, and window blinds or curtains. Students are allowed to replace curtains with their preferred curtains; however, the university-owned curtains must be replaced at the end of the year, or students will be charged for replacement.

In addition to the above, each student apartment is supplied with a: couch, loveseat, dining room table and chairs, and washer/dryer. Apartment residents should provide their own: trash cans, vacuum, shower bar and curtain, and cleaning supplies, etc.

Each residence hall room and student apartment has a recycle bin.

Upon checking out, all furniture should be returned to the original configuration – beds un-bunked and furniture in designated/proper locations.

Keys

Student apartment residents are each issued one door key (per resident) upon check in. All students will be given a key for their personal mailbox upon arrival to campus. Student mailboxes are in the Pecota Student Center. Questions about your mailbox can be answered by Mail Services which is located in Lower Barton. Students are required to return their mailbox key to Mail Services at the end of the time at NU.

Lighting

Halogen lighting is prohibited in campus housing. All lamps should only use appropriate light bulb wattage designated on the fixture by the manufacturer. 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.

Personal Electronic Items

Residents should adhere to the following:

- Residents are permitted to bring items such as computers, lamps, grooming devices and small personal size appliances that include items such as a mini coffee maker or hot water kettle. Microwaves, toaster ovens and any appliances with an open flame or element are prohibited in the residence halls.
- In the residence halls, the maximum size limit for refrigerators is 48 inches tall and 24 inches wide.
- At no time may more than 8 electrical items be plugged into one wall outlet (by using a surge protector). Only one surge protector extension can be plugged into one wall outlet: no “daisy chaining cords” – plugging one multi-plug into another multi-plug.

The university retains the right to limit the number of electrical devices used in one room if excessive use of electricity is found. For energy conservation, all lights and electrical items should be **turned off or unplugged when not in use.**

Room Care

Residents are expected to keep their room/apartment clean and orderly to avoid potential health problems and in consideration of others. Vacuums are available in each living area and can be checked out with your RA. Other cleaning supplies will need to be purchased by the resident.

- Furniture should not be removed from the room/apartment at any time. Upon checking out, furniture is expected to be cleaned and put back in its original configuration: beds NOT bunked in the residence halls (expect for triple rooms) and beds bunked in the apartments.
- All garbage should be disposed of in the dumpsters located outside each residence hall building and apartment block. Personal residence hall room garbage should not be disposed of in the shared bathroom receptacles or lobby.
- 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. Personal belongings placed near windows need to be placed away from the blinds to avoid damage.

*All student apartment residents are provided an [Apartment Upkeep Guide](#) to help with additional room/apartment care.

Placement

Billing

The semester charge is published in the current Academic Catalog. For residence halls, it includes the use of one room, furnishings, utilities, maintenance, cleaning of common areas, community programming, use of lounges, and a full meal plan. For student apartments, it includes the use of one apartment, furnishings, utilities, maintenance, community programming, use of the community room and a block-meal plan.

The fall housing semester consists of the Friday before classes begin in August until the Saturday after the last day of finals in December. The spring housing semester consists of the Sunday before classes begin in January until the Saturday after the last day of finals in May. The total number of days in either semester can change from year to year.

*Residents assigned to a student apartment placement both fall and spring semesters may stay in their apartment between semesters at no additional cost (but still must apply for Christmas housing).

Housing Cancellations

To cancel housing, residential students must:

- Submit a Housing Cancellation Form through eRezLife.
- If they are living in campus housing and cancel, students must check out with a Residence Life staff member.

If a student cancels before the start of the new semester, the semester housing charge is refundable. If a student cancels after the start of the new semester, the prorated semester charge will be applied to their bill based on the financial information laid out in the university catalog [here](#).

Non-Refundable Fee

A \$150 **non-refundable** housing placement fee is required to secure an on-campus housing placement. This fee will follow students even if they change housing locations on campus. It will be kept on file until a student moves out of campus housing.

This fee is refundable only to new incoming students who apply for housing and pay the housing placement fee but withdraw **before** being assigned a room. Once the student has been assigned a room, the placement fee is non-refundable even if they do not end up attending Northwest University.

Placements can always be checked by students by logging into [eRezLife](#) on the Eagle website.

Room Assignments & Selection

All residential students should submit an online housing application and have a \$150 non-refundable housing fee on file. Students will receive room placements through their NU email account.

Housing Requirements – Res Halls

Traditional undergraduate residents must:

- Be between 17 and 25 years old
- Have an academic load of 12 credits or more
- Have a \$150 non-refundable housing deposit on file
- Have filled out a housing application

Residents under the age of 18 prior to the start of the semester will need to fill out the Parental Waiver of Liability/Permission form that can be found on the [Housing website](#).

Housing Requirements – Student Apartments

Traditional, undergraduate residents must:

- Be between 20 and 25 years old
- Have an academic load of 12 credits or more
- Have a \$150 non-refundable housing deposit on file
- Have filled out a housing application

Returning students

The **priority** for returning students to select their room for the upcoming fall semester is during the previous spring semester. It is tied closely to when class registration begins.

Returning students should participate in the Housing Selection Night to select a fall placement. In order to participate, students need to be qualified – as outlined in the Housing Info Meeting and other housing selection information found on the housing [webpage](#).

Once the priority time frame ends, the Housing Office will work with returning students to get housing assignments as space and time allows. Students can always log onto eRezLife and view their housing profile, assignment, and roommate(s).

New Incoming Students

Housing assignments will be sent to your NU email address. To receive a campus housing assignment, students must fill out an online housing application, pay the non-refundable placement fee, AND register for classes. Beginning in June, students will be notified of their housing placement around the first of every month. Students can always log onto [eRezLife](#) and view their housing profile, assignment, and roommate(s).

Roommate Placement

Incoming students can request roommates on their housing applications. Room and roommate assignments are final (either through the selection process for returning students or through placements by the housing office).

Room Occupancy

Most rooms are double occupancy. There are, however, a few triple rooms, housing up to 3 students, that are larger than a double room. Rates are all the same.

Single Rooms

Private rooms are standard double rooms with only one resident assigned to the space. Both sets of furniture will always remain in the room; maintenance will not remove the extra set. Returning students may request a single room through the process outlined during the housing selection process in the spring; priority will be given for medical need. **Requests are for the entire academic year** (unless a student enters mid-year). There is an additional cost for a single placement. Single rooms will not be offered to first year students.

Single rooms are not guaranteed but requests are granted *when space permits*.

Room/Roommate Changes

In efforts to establish floor/building community and provide a smooth transition into the academic year, room or roommate changes may not be permitted during the first six weeks of the academic semester. Room and roommate assignments are typically for the duration of the academic year. Room or roommate changes may be approved on a case-by-case basis (but only after the first six weeks of each semester), depending on circumstances, available space, and other factors.

Room or roommate changes will not be approved:

- In the case of unaddressed roommate conflicts.
- Without an in-person meeting with an AC*.

**Exceptions are made for residents moving from the residence halls to an open room in the student apartments.*

Policies

Northwest University places a great deal of importance on relationships and recognizing the need for responsible behavior. The university Lifestyle Standards & Code of Conduct outlined in the Community Handbook detail

specific expectations that **all residents**, including those who are guests, have a responsibility to maintain. A full list of community policies can be found in the Community Handbook.

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 in the Community Handbook.

Car Repair

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

Overnight Guests

Residence hall and student apartment students may host overnight guests (at least 16 years old) of the same gender with roommate consent. Prior to the visit, the resident should complete the [Overnight Visitor Request Form](#) found on eRezLife to seek approval. Failure to register guests and be approved can result in a fine.

Visitors can stay for up to **three** nights per semester if approved by the Area Coordinator. No visitors of the opposite sex are allowed to stay overnight in a student's room.

Guests are the responsibility of the student hosting the visit and are expected to abide by all community handbook regulations. Guests should stay with their host during the visit. It is the responsibility of the hosting student to convey guest expectations.

Parking

All vehicles, motorcycles, and scooters operated or parked by students must be registered with a valid NU parking permit through Security (which can be purchased on the [Security Eagle page](#)). Students may not park on the nearby City of Kirkland neighborhood streets.

In the student apartments, students can park in any open, unmarked spot by the apartments. Students may not park on the marked fire lane or in the designated accessible parking spot. Student apartment residents should not park in the FIRS lot. Overflow student apartment parking is also permitted in the upper Barton parking lot. Apartment residents CANNOT park in the FIRS parking lot, on NE 53rd Street or on 114th Street south of 53rd. Violations could result in a fine and disciplinary sanctions.

Guest Parking: Parking within the student apartment complex is for permitted Northwest University apartment residents ONLY. Apartment guest parking is located in the lower Barton Building parking lot. Any guest (to the residence halls or student apartments) can secure a guest parking pass through the Security Office.

Pets

No pets or other animals are permitted to be housed, boarded, brought to, or kept in the residence halls or student 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 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 residence halls.

Individuals who choose to bring a pet to campus may incur a fine (this includes animals that have not been approved for ESA status).

Pranks

Students are encouraged to promote an environment of trust and respect where students feel valued and safe. Therefore, pranks are discouraged. Any prank that endangers people, damages property, puts people in legitimate fear for their lives, or otherwise breaks community guidelines is not allowed and may result in disciplinary action.

Quiet Hours

The noise level in residence halls, lounges, common areas, and outside these living areas should be low during quiet hours **10:00 PM – 8:00 AM** (including weekends); **9:00 PM – 8:00 AM** (including weekends) in the student apartments. Loud music or conversations, singing, gaming, playing instruments, stomping, and yelling are not permissible during quiet hours.

Respect/Courtesy

Residents should maintain a low level of noise during quiet hours. Residents occupying upper-level rooms/apartments should be considerate of neighbors below, and residents on the bottom floor should be aware that loud talking, door slamming, etc. can still be heard from above. Repeated violations to the quiet hour policy may result in a conduct process and or the confiscation of electronic equipment.

Working out problems with neighbors or roommates.

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. Confrontation may be uncomfortable, but residents are encouraged to seek resolution on their own with a roommate or neighbor. After going to the other party directly, residents may seek the guidance of their RA. If communication and dialogue are not successful, residents should contact their Area Coordinator.

Roommate Success Plan

It is encouraged that all residents go through the [Roommate Success Plan](#) with their roommate at the start of each semester. The first step in any disagreement is generally a roommate contract and/or adjustment to one already in place. If issues arise mid-semester, roommate contracts may become mandatory as part of a mediation plan. Ask your RA for a Roommate Success Plan to help with communication and expectations.

*Student apartment residents are provided with an [Apartment Success Plan](#) at the beginning of the fall semester to assist with roommate expectations and delegation of responsibilities.

Roof

For general safety, the University prohibits activities such as: climbing interior or exterior building walls or campus structures, climbing through windows, or being on any building roof or ledge. Violation fines do apply.

Service or Emotional Support Animals

In accordance with 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. ESA's may not be approved for first year students.

Reasonable and appropriate accommodation is 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 contact the Director of Academic Success and Advising to submit proper paperwork.

Residents who have an approved ESA will be responsible for any fees related to cleaning the room and removing any allergens at the end of the year. An ESA policy will be given to resident and must be followed.

Granted accommodations are reviewed annually or as needed.

Email housing at housing@northwestu.edu for more information regarding animals that are excluded from accommodations and other related definitions and policy. Failure to gain approval from Residence Life and Housing prior to bringing the ESA to campus may result in a \$250 fine.

Theft or Damages

The University accepts no responsibility for any loss, damage, or theft to personal possessions (including vehicles) whether caused by fire, flood, other persons, disasters, or pests. Residents can obtain their own insurance for personal belongings. Contact Security to report lost or missing items.

Visitation

No person of the opposite sex is allowed on the wing/floor, hallway, stairwell or room except during visitation hours. Students who have family visiting can inquire ahead of time with the RA for an exception for family members, but this is not guaranteed.

GPC and GB: Visitation hours are from 6:00 pm – 10:00 pm Monday through Friday. and 2:00 – 10:00 pm Saturday and Sunday.

APT: Visitation hours are from 12:00 pm – 12:00 am every day.

Visitation Expectations:

- Room doors must be completely open while guests are present.
- Lights should be on - there should be adequate lighting in the room.
- We ask residents to "remain vertical" and limit PDA.
- (APT only) **After 10:00 pm** visitors must **NOT** be in bedrooms but only in living/dining areas.

Your Living Area

BBQ

Residents may ONLY use:

- Electronic grills
- Grills with an open flame (propane/charcoal) a minimum of 10 feet away from the building and cannot be used on apartment balconies (Fire Code 308.4.1).

**Residents may not store propane inside or around residence halls, apartments, rooms, patios, balconies, stairwells, etc.*

Community Room

The Community Room is located directly underneath building D (south end). It is furnished with a kitchen and offers full-sized appliances, a large screen cable television, seating, wireless internet, several game tables, and a print kiosk.

The room is open 24-hours for student apartment residents and can be accessed using a door code.

The Community Room may also be reserved by completing the Living Area Room Reservation Request form on eRezLife.

Kitchens

Each residence hall has access to a kitchenette that includes a microwave, stove/oven, and rice cooker for individual *light* cooking. In GPC, the kitchenette is in the basement of Guy Hall. In Gray/Beatty, the kitchenette is in the basement of Gray Hall. *Refrigerators are not provided.* Residents using the kitchenettes are responsible for keeping the area clean and free of personal cooking items when they are finished. Any items left in the kitchenettes may be disposed of without notice.

Kitchens and lounge areas are NU community space for residents and students. Use of kitchens or lounges for non-NU organizations or people is not allowed; however, exceptions could be cleared through the AC of those buildings.

Laundry

Residence halls residents have access to a centralized laundry room with credit/debit card operated washers and dryers. Follow the payment instructions located on the machines.

Residents should not leave their clothing in the laundry room. Northwest University is not responsible for lost or stolen items. Please do not leave “free” items in the laundry room at any time. Items left longer than 24 hours may be removed/donated.

Each student apartment is furnished with a credit/debit card operated washer and dryer located within a closeted area in the hallway. Follow the payment instructions located on the machines. Dismantling the pay unit will result in a fine.

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

****If there are problems with the machines, please submit a [maintenance request online](#).***

Breaks

Thanksgiving Break

The residence halls and student apartments are open during the Thanksgiving break while there are no classes. There are no overnight guests during this break and no visitation. The Caf is closed over the Thanksgiving break.

Christmas Break

Residence Halls are closed between semesters as outlined in the Academic Catalog. Christmas housing is allowed on specific days between the fall and spring semester for residents in the residence halls who meet the qualifications and apply through eRezLife. Residents who are registered for spring classes and assigned to a room may leave their personal belongings in their room without charge. Students who need to stay on campus during Christmas housing dates must apply by filling out a Christmas housing application. The Caf is closed during Christmas Break.

To qualify for Christmas housing, students must be registered for spring classes and assigned to a room for the spring semester.

The residence halls close the Saturday after the last day of the semester at 5 p.m. Those who are not approved to live in Christmas housing must vacate their room for break (but can leave their belongings in their room if they are registered for the spring semester). However, if they leave something there, they will not be able to return to retrieve it before they check in for the next semester.

Apply by filling out the Christmas housing application available on [eRezLife](#). Christmas housing charges do apply for the residence halls. There is no visitation or overnight guests during this break. Student apartment residents are permitted to stay in their apartments for the full Christmas break without charge.

Spring Break

The residence halls and student apartments are open during the spring break while there are no classes. Overnight guests are allowed during this break. No visitation. The Caf is closed during Spring Break.

Summer Break

Summer housing is allowed on specific days between the spring and fall semester for residents who meet the qualifications and follow the application process. Students who need to stay in the summer housing must apply by filling out a summer housing application online through eRezLife. ***To qualify for summer housing, students must be returning NU students, registered for fall classes, and have a placement on campus for fall to be considered.***

Graduated students may apply for summer housing and may be given a placement, if space permits. Graduated students will have an earlier move-out date (near the end of July).

The residence halls and student apartments close the Saturday after the last day of the semester by 5pm; those who are not approved to live in summer housing must check out of their room/apt.

Apply by filling out the summer housing application available online via [eRezLife](#) through Eagle. Summer housing charges apply.

Safety/Security

Emergencies

NU Security is available 24/7 to assist community members. If you need an escort to your car, assistance with a dead car battery, or help in general, please contact a Security officer at (425) 889-5000.

- In case of emergency, call NU Security or **911** for Kirkland Police or Fire.
- For emergencies during **non-office hours** please contact the RA on-call by dialing:
 - **GB RA on call:** 503.476.1296
 - **GPC RA on call:** 503.673.6294
 - **APT RA on call:** 971.266.1073
 - **Weekend on call (Thursday at 11 pm-Sunday 11 pm):** 503.673.6294
- Campus emergencies, school closures, and other important time-sensitive notifications may be broadcasted in several ways, including via text message alerts, email, and posts on the Eagle Website. All residents should sign up for the text message alerts through [NU Campus Alerts](#) on their Eagle My Profile page. Residents should also download the Rave Guardian App, as our community uses this app for communicating emergency updates on campus. Email campus.security@northwestu.edu for more information.

Fire Alarms

Fire alarms are there for your safety. *Do not disconnect the smoke detectors.* Fire alarms and smoke detectors are checked periodically for malfunctions and battery testing. If you find a smoke alarm that is malfunctioning or needs batteries, please report it immediately to the Maintenance Department by filling out an online [maintenance request form](#).

During a fire alarm, residents must exit the building as quickly as possible.

GPC residents should **evacuate** to the tennis courts.

Gray/Beatty residents should **evacuate** to the GPC courtyard (across from the Caf).

Apartment residents should **evacuate** to the north FIRS parking lot or the grass island.

Residents can only re-enter the building or apartment once the “all-clear” sign from Security, the AC, or the fire department has been given. If you do not evacuate you will be fined \$50 for not responding to fire protocol, including during a planned fire drill. We deeply care about student safety and ask for respectful and quick compliance with alarms.

Hall and Apartment Safety

To provide for the safety of residents and visitors alike, students in the residence halls may not prop hall or building doors open. Violations will result in a \$50 fine.

Student apartment residents are encouraged to always lock their front apartment door. At night, residents are encouraged to lock windows and draw blinds closed.

ID Card

Your ID card is proof that you are a current NU student. You will scan at Chapel (pending protocol), the Caf, the Library, and the Eagle Fitness Center.

This card gets you into residence hall exterior and hallway doors. Protect it the same way you would a regular key. Punching a hole in the card will damage its internals – stop by the Information Technology Office to get a lanyard clip if you need one. You can find phone numbers for the receptionist and Campus Security on the back as well as your campus mailing address. If you need a temporary card or replacement, stop by the Information Technology Office for help.

Your ID card will also give you access to visit other living areas during visitation hours, other living area lobbies 24/7, and other halls of the same gender during the daytime hours.

Services

Maintenance

The maintenance department manages the upkeep and repairs of university facilities. Residents should report items immediately that need to be repaired or serviced through the online [Maintenance Request Form](#).

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

General Reminders:

- No hair, paper products (other than toilet paper), cotton balls, tampons, sanitary napkins, etc. should be flushed down toilets. Please do not use chemicals in the tank of the toilets (i.e.: blue water chemicals, bleach tablets, etc.)
- If you submit a maintenance request, our Facilities team will get to it in a timely manner. A submitted request implies you understand a technician will be coming to your room within the hours of 10:00am-5:00pm. They will not be able to identify a specific time to come by.
- If you are experiencing a maintenance emergency, please contact Security or a member of the Residence Life staff immediately.
- Residents are responsible for disposing of larger personal items upon checking out. Items are not to be left in the residence halls, lounges, or next to dumpsters. Fines apply for items left behind.
- Northwest University will make every effort to communicate with residents prior to entry of rooms/apartments for repairs. In practice, work persons or contractors of the opposite gender may enter the floor 10:00 a.m. – 8:00 p.m. If an emergency warrants a visit outside these hours, a member of the Residence Life staff will accompany the technician onto the floor. University maintenance personnel reserve the right to enter the floor to perform periodic inspections, make furniture adjustments, or perform repairs related to fire safety, sanitation, or general needs in cooperation with Residence Life staff members.
- Submit a [maintenance request](#) for custodial needs in the residence hall bathrooms or common areas.

Room Reservations

To reserve large commons spaces, please complete the Living Area Room Reservation Request form or email the AC for that living area. Quiet hours and all other living area expectations do apply. Screen use should be limited to community oriented gatherings. Residence Life staff have permission to ask individuals or groups who take

advantage of this to make space for others. Rooms may not be reserved for the entire semester or year; however, exceptions can be made for smaller rooms for life groups. Reservations are on a first-come, first-served basis. Residents reserving the room are responsible for their belongings and cleaning up the space.

Storage

Storage of personal belongings in residence hall hallways, empty rooms or apartment front/back porches is not permitted. Residents may request to store personal belongings in the storage units located in the basement of Crowder Residence Hall. Information and pricing are available in the Student Development office or [online here](#).

Miscellaneous

Appeals

Residents seeking to appeal a housing-related damage charge, fine, placement, or policy should complete and submit the [Residence Life and Housing Appeal](#) unless otherwise instructed by their AC. Appeals should highlight the policy and why the resident's circumstance or unavoidable event prohibited compliance with 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 the Residence Life staff review submitted documents and make necessary decisions; all decisions are considered final.

Student Petition or Appeals can be found on the [Student Development website](#).

Charges

Failure to follow processes as communicated via email or through contracts, including failure to meet deadlines, may result in processing fees or community fines.

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. Resident Assistants will also use their floor GroupMees communicate important information – residents should make an effort to pay attention to these for important updates and notifications.

Mandatory Meetings

There are three **mandatory** meetings each year. The first one at the start of each semester is designed to help students acclimate to the residence life program, housing expectations, and community guidelines. The second one is near the end of the fall semester to inform students about important Christmas break checkout procedures and housing options. The third mandatory meeting is held in the middle of the spring semester to help students with checkout procedures, expectations, and summer housing options.

Hosted by the Residence Life Staff, the meetings are informative and provide up-to-date information regarding policies, check-out procedures, and other relevant living area details. Therefore, all residents, whether new or returning, are required to attend these meetings. The meeting is specific to the housing location and is often held in the community lounges. Residents who do not attend the meeting without prior permission to miss by their Area Coordinator are charged an absence fee, and still required to make up for the meeting with their RA. See your RA for questions or details about these meetings.

