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Community Assistant (CA)

CAs are students or residents who are Residential Life staff members living in the community. CAs can be among the most helpful and resourceful people you will get to know. Carefully selected because of their leadership and interpersonal skills, positive attitudes and sense of commitment, CAs have many roles and responsibilities. They help to build a sense of community in your residential building. They serve as a resource for information and tips on adjusting to the University of Washington (UW), conduct safety and security checks, and ensure that policies are followed.

Your CA is your main point of contact. They will make an intentional effort to create community over the year. You can talk with them about a variety of issues, and they will connect you with other staff and UW resources as needed.

CA on duty

A CA is always on duty every night from 5 p.m.—10 a.m. They can be reached by calling 206-543-1000.

Program supervisor

The CAs in Blakeley Village and Laurel Village report to a full-time professional called a program supervisor. Your Program Supervisor Office is located in the Blakeley Village Community Center. The program supervisor is a great resource who can answer questions about living in family housing, academic concerns or other issues that may arise. Please feel free to contact your program supervisor with any questions or concerns.
Residential Life staff organize and present a wide variety of programs and events designed especially for the residents of family housing. These programs and events offer ongoing opportunities to interact with each other, learn about different cultures, become familiar with campus resources, celebrate seasons and cultural traditions, increase awareness around issues of safety and security, and much more. Most programs and events are provided by Residential Life at no additional cost to participants.

The following are some examples of programs and events offered to family housing residents in the past:

- Cooking classes
- Fall Festival and Resource Fair
- Financial seminars for students
- Movie nights
- Operation Husky Smiles (in cooperation with the UW School of Dentistry)
- Potluck dinners
- Scrapbooking
- Talent shows
- Weekly playgroups for children
- Yoga instruction

To learn more about current and upcoming offerings, please visit your Residential Life Office (RLO) or look for announcements in the monthly family housing calendar.
The community centers at Blakeley Village and Laurel Village are available for residents’ use, and activities sponsored by Residential Life staff. Each community center has a meeting space, a kitchenette and a piano. If you are interested in reserving a community center, make reservations at least 48 hours in advance by contacting the RLO by phone, email or in person. Facilities may not be used for commercial purposes.

**Equipment checkout**

You may check out assorted equipment from the RLO. The following items are generally available for checkout:

- Brooms
- Dustpans
- Handcarts
- Vacuum cleaners
COMMUNITY STANDARDS

Living on campus at the UW is a unique opportunity and one that may significantly enhance your overall educational experience academically, socially and developmentally. To create and maintain an environment conducive to your success in these areas, Community Standards are in place to guide behavior within the residential community. It is the responsibility of each member of our community to be familiar with and abide by the Community Standards, and share in building and maintaining a respectful and productive living and learning environment for one another.

To ensure your understanding of the rights and responsibilities of every resident and guest of UW housing, please familiarize yourself with the terms and conditions of your respective housing agreement. Your understanding and cooperation will help to make the residential experience positive and enriching for yourself and your fellow residents.

Common topics residents have questions about can be answered in the agreement including:

- Alcohol and drug use
- Charges
- Conduct
- Guests
- Harassment
- Important dates
- What is allowed in UW residential buildings

Information about the Conduct Process can be found on our website.

Listed below are several guiding documents relevant to students wanting to know more about the Residential Life Conduct Process:

- Residential Life Conduct Process Guide (PDF)
- Conduct FAQ Handout (PDF)
- Formal Hearing Process (PDF)
- Appeals Form (PDF)
Housing and Food Services (HFS) Desk Services operates several front desks. These front desks are a convenient, centralized locations for residents, guests and visitors, providing a range of services. Family housing's front desk is located in the Blakeley Village Community Center. Below are the hours of operation and contact information.

<table>
<thead>
<tr>
<th>Family Housing's Front Desk Location</th>
<th>Phone Number</th>
<th>Hours of Operation*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blakeley Village Community Center</td>
<td>206-685-2918</td>
<td>Monday–Friday 10 a.m.–5:30 p.m., closed daily from 12:30–1:30 p.m.</td>
</tr>
</tbody>
</table>

*Please note that front desk hours are subject to change during certain times of the year (i.e., holidays, Finals Weeks, break periods, Move-in/Move-out days). Contact or visit your front desk to learn the operating hours during those times.

Lost and found

Items found inside HFS residential buildings are brought to the HFS front desks and are held for 30 days. When valuable items, such as Husky Cards, credit/debit cards and keys, are dropped off at the front desks, Desk Services staff will try to contact the owner about the found item(s). Items that are not claimed within 30 days are taken to the HUB Lost and Found.

Husky Card deposits

Any student, staff or faculty member of the UW can deposit funds to their Husky Card Account at any of the HFS front desks with cash or check only. Funds can also be added to Husky Card Accounts with debit/credit cards on the UW website at MyUW.

Check-in/checkout services

Residents checking out of family housing will receive an envelope on their door or can stop by their front desk to retrieve a checkout envelope. They will schedule an appointment with HFS Facilities Services to conduct a pre-vacate inspection. On the day they move out, they will leave their keys in the checkout envelope, and HFS Facilities Services will process them the next business day.
Addressing mail and packages

While you are a resident on campus you may have mail and packages delivered to you. Letter mail will be delivered to your mailbox located in Blakeley Village/Laurel Village. Mail for Blakeley Village and Laurel Village residents is handled by the U.S. Postal Service, and packages are delivered by carriers directly to the apartments. HFS front desks will not sign for or take responsibility for any packages. Please work with a neighbor to receive a package if necessary. In order to properly direct mail and packages, your items must be addressed correctly and include:

• Your name (your legal name or the name in the preferred nickname field in your MyHFS profile)
• Your assigned room number
• The name of your HFS residential building

Please be aware that items without the above information will be delayed and may be returned to the sender.

Receiving letter mail

Letter mail will be placed inside your mailbox by USPS staff. You will not receive notification that letter mail has been placed in your mailbox. It is your responsibility to check your mailbox regularly. Please be aware that letter mail is typically not trackable in any way unless sent via trackable services such as USPS Priority, Express Mail and certified mail.

Sending out letter mail from the front desk

Letters can be dropped off at the front desk or dropped into the outgoing letter box located near the residents’ mailboxes for USPS pickup.” **Outgoing letter mail must be sealed in an envelope, and the appropriate postage or indicia (permit imprint) must be affixed or printed on the envelope. The front desk staff does not have the tools to weigh and measure your mail or to determine the required amount of postage. If you need to send mail or package, you can drop off items at the Nordheim Desk, located next to the Blakeley Community Center.

**Due to USPS requirements, some letter mail that needs special handling (e.g., Express Mail, certified mail, international claims form) may need to be taken to the post office by the sender.

Building addresses

<table>
<thead>
<tr>
<th>Building</th>
<th>Resident Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blakeley Village</td>
<td>4747 30th Avenue NE ###</td>
<td>Seattle, WA 98105</td>
</tr>
<tr>
<td>Laurel Village</td>
<td>4200 Mary Gates Memorial Drive N.E. ###</td>
<td>Seattle, WA 98105</td>
</tr>
</tbody>
</table>
**Your Husky Card**

Your Husky Card is the property of the UW and is for your exclusive use. It has your dining account funds on it, in addition to any other funds that you deposit onto it. Always carry your Husky Card, and treat it as you would cash or a key.

Unfortunately, if you misplace or lose your Husky Card there is nothing to prevent others from using it. Report a missing Husky Card right away by contacting the Husky Card Office or visit them on the ground floor of the Odegaard Undergraduate Library. You can also suspend a lost Husky Card on the Online Card Office. Replacement charges may apply; see the Incidental Charges section for current pricing.

**Your keys**

The set of keys you received at check-in are assigned uniquely to you but are considered UW property. Avoid switching keys with anyone, and turn in your keys at your front desk or your designated checkout location when you move out or move to a different space.

Use your keys for entering and securing your residential space. Always carry your keys (and Husky Card), and lock your room or apartment doors whenever you exit. If a key goes missing, please report it at once. There is a fee associated with getting your keys replaced.

**LOCKOUTS AND LOST KEYS**

If you are locked out of your bedroom, apartment or building, you may temporarily check out a key. • During business hours, go to your front desk.
  • If you are locked out after the front desk is closed, call the CA on duty.

There is a $15 fee for any lockout assistance outside front desk hours or any time a Residential Life staff member is required to unlock a door.

The lockout key must be returned within 24–72 hours. Failure to return the key within 72 hours may result you being charged for a lock change.

Charges may apply to rekey your room if your keys are lost or otherwise unreturnable. See the Incidental Charges section for current pricing; charges are placed on your housing account. Charges to replace a bent or broken key may apply as well. If your keys are stolen, contact the UW Police Department (UWPD) at 206-685-UWPD (8973)/TTY 206-543-3323 to file a report and receive a case number. Rekeys due to stolen keys won’t result in a charge if we can document your case number.

Since HFS building keys are considered high security, the UW Lock Shop will not replace any key unless we can provide them with a bent or broken key in return for its replacement. This means that when any key is lost, stolen or otherwise unaccounted for, the whole key series must be rekeyed. Missing keys cannot be replaced. Rekey or key-replacement costs may be charged to your housing account.
The UW provides many campus resources to promote student success and personal health and wellness. Please refer to the information below to find out more about these valuable resources.

**Health and wellness**

LiveWell: Center for Student Advocacy, Training, & Education provides students with support around the social, emotional, intellectual, physical, financial and spiritual dimensions of life. Visit [LiveWell](http://www.livewelluw.edu) to find the tools and resources available to students.

**Emotional wellness**

Behavioral health promotion and suicide prevention are among the UW's top priorities. With support and proper treatment, students struggling with these issues can be successful throughout their college years and beyond. There are a variety of on-campus resources available to help with these issues.

**Hall Health primary and special care clinics**

Hall Health aids the academic success of UW students and the well-being of patients through a commitment to high-quality, patient-centered healthcare. Hall Health is dedicated to improving and maintaining physical and mental health, with a focus on health promotion and the appropriate use of health services. Visit [Hall Health](http://www.hallhealth.washington.edu) to learn more.

**Counseling Center**

The [Counseling Center](http://www.uw.edu/counseling) is staffed by psychologists and mental health counselors who provide developmentally based counseling, assessment and crisis-intervention services to currently enrolled UW students.

**UW Food Pantry**

The [UW Food Pantry](http://www.uw.edu/foodpantry) provides food to any students, staff member and faculty member with supplemental, shelf-stable groceries and seasonal fresh produce for no cost. Anyone with a Husky ID is eligible to receive support.
DIVERSITY AND INCLUSIVITY

You have decided to join a new community, one that very much values the diversity of its members. With more than 8,000 students, the HFS on-campus residential community boasts an array of values, beliefs, perspectives and abilities. This rich diversity is one of the reasons living in residence is such a valuable and worthwhile experience.

HFS strives to create an environment of mutual respect. In addition to offering many programs and services that support this goal, HFS works collaboratively with numerous offices on campus to advise and support our work and our students including the Office of Minority Affairs & Diversity (OMA&D), the Ethnic Cultural Center and Theatre (ECC), the UW Women’s Center, Hillel at the UW, the Office of International Education, the Q Center, the Foundation for International Understanding Through Students (FIUTS), and Disability Resources for Students (DRS).

Whether it is through our collaboration with other offices or event programming in the residential communities, HFS staff strive to ensure that residents get to know each other and gain a better understanding of others. We ask that you do your part by respecting others’ traditions and beliefs. We set this expectation for you with the following statement:

Everyone who chooses to live in or visit our residential communities has their own beliefs and must understand that acts that denigrate an individual’s national origin, race, gender, gender expression, sexual orientation, heritage, culture, religion, disability or age have no place in our community. Strive to understand the individual differences of those around you, especially your neighbors. As you engage in daily activities and interactions, challenge yourself to learn from others. Give others the respect and tolerance that you desire.

If you become aware of any situation or incident where this community standard of mutual respect has been violated, please discuss it with a Residential Life staff member. You may wish to talk with a staff member about the following circumstances: homophobic comments, ethnic or racial slurs, any action or situation involving physical or mental abuse, threats to a person’s health or welfare, and offensive displays and pranks. Though some of these acts may be subtle in nature, it is important that staff members are made aware so they can appropriately address the situation. All communications will be handled with sensitivity and discretion.

Setting this standard for our residential communities and having high expectations for our residents ensures that students can have a productive, meaningful and personally rewarding experience while living on campus.
Bias-related conduct is behavior that by intent, action and/or outcome may offend, harm or threaten to harm a person or group. Such behavior is usually motivated by prejudice toward a person or group because of factors such as race, religion, ethnicity, disability, national origin, age, gender or sexual orientation.

Some bias-related conduct comes in the form of speech that can appear to be offensive, derogatory or demeaning. Although these and other expressions betray the UW's ideal of a campus community committed to honor and respect, the First Amendment of the U.S. Constitution may protect expressions of this nature. Regardless of whether or not a specific situation is punishable, acts of bias should be appropriately addressed. In the absence of a disciplinary procedure, an educational response may be warranted.

All members of the UW community should be familiar with the UW's policies regarding discrimination and harassment.

If you experience a bias-related incident

If you have experienced a bias-related incident, the best thing that you can do is to report it. Talking about what happened can be difficult, but it is our hope that you will contact someone who is prepared to assist you. Your willingness to identify and discuss an incident may help you and, at the same time, prevent other students from experiencing similar treatment. Some incidents of bias-related conduct may be addressed through formal disciplinary action. Others might be subject to protection under the provision of the First Amendment of the U.S. Constitution. All such incidents should be addressed in an educational manner.

Talking with your CA or program supervisor is a great first step to report possible bias-related incidents.

The following UW offices offer support and confidential assistance:
- Community Standards and Student Conduct
- Office of the Vice President and Vice Provost for Student Life
- University Ombudsman
- University Complaint, Investigation and Resolution Office
SAFETY IS EVERYONE’S RESPONSIBILITY

UW employees work together to help promote the safety and security of the campus community. However, being on an urban campus means each member of the community needs to be aware of safety and security risks and how to minimize them. The following information describes many of the programs, policies, and services that exist to help promote your safety and well-being both on and off campus.

Your responsibilities

• In case of fire or other emergency, know your building’s evacuation procedures (located on the back of your door).
• Secure doors and windows when you are alone, when you are asleep at night, and when you leave the room or apartment—even if it’s just for a minute.
• Look through the peephole to make sure it is someone you know before opening the door.
• Keep outside doors closed, even if you need to go in and out frequently.
• Only let people you know into HFS residential buildings.
• Immediately report any obscene, harassing or threatening phone calls, emails and messages and any suspicious circumstances or activity to your CA/program supervisor or the UWPD at 911.
• Keep emergency telephone numbers readily available including your roommates’ contact information.
• If you see a firearm or hear gunfire, go somewhere safe and secure. Call 911. Do not investigate the situation.
• Keep your Husky Card secure. For most residents it serves as your residential building key and/or your checkbook, and, for all residents, your identity. Don’t lose it or loan it.
• Know where to go for help when you need it.
• Be cautious when walking outside after dark. Travel in groups whenever possible or call to request a Husky NightWalk security guard to accompany you to your destination (within a one-mile radius of campus).
• Abide by the regulations stated in your housing agreement.

• In case of an earthquake: DROP, COVER and HOLD. Do not evacuate your building unless instructed to do so.
• Keep in touch. Always let someone know where you are going and when you will return.
• Keep your emergency contact information up-to-date via your online Student Profile page.

Privacy and safety

HFS will not, under any circumstances, release room or apartment numbers to any person including friends, relatives and parents without written authorization from the student. Although this policy may seem inconvenient at times, it promotes residents’ safety and a more secure living environment. We encourage you to make sure your family and friends have your address, room number and telephone number, and that they are aware of the UW housing guest policy.

PERSONAL PROPERTY

The UW is not responsible for theft or damage to residents’ property in HFS residential buildings. To protect your belongings, you are encouraged to:

• Use an engraver to put your name on valuables such as phones and computers. This will make them less desirable to thieves and easier to trace if stolen.
• Register your bicycle and electronics (such as your computer, phone and MP3 player) with the UWPD. If an item is stolen, registration can aid in recovery. Please consult the UWPD website for more information.
• Record the description, serial numbers and identifying characteristics of your valuables. Photos can also serve as useful records.
• Get renters insurance for your possessions or make sure you are covered through your family’s insurance.
• Report all thefts to the UWPD immediately at 206-685-UWPD (8973)/TTY 206-543-3323.
• Protect yourself against the illegal or fraudulent use of your identity. Visit the UWPD website for detailed information about how to protect your personal information.
SAFETY RESOURCES

Residential Life staff
Residential Life staff provide safety information to HFS residential communities during the first orientation of the quarter, through personal interactions, and by facilitating awareness programming that encourages students to make smart decisions regarding their personal safety. Do not hesitate to contact your CA or program supervisor about any safety concerns you may have. CAs are on duty during and after business hours to address safety issues. All HFS staff members wear official photo IDs when in the residential areas in order to help you identify them.

UW Police Department
The UWPD patrols the community each night and works directly with on-duty Residential Life staff. UWPD officers are fully commissioned and have the same authority as other law enforcement officers.

Residential Life staff members work closely with UWPD Crime Prevention Unit officers to provide programs and resources for residents to raise awareness about safety and security issues. Learn more about safety and security by visiting the UWPD website.

For emergency situations requiring police, medical or firefighter response, call 911.

For nonemergency assistance, call the UWPD at 206-685-UWPD (8973)/TTY 206-543-3323.

Husky NightWalk
Husky NightWalk provides uniformed escorts for students walking to and from buildings, from parking lots and within close proximity to the campus. Husky NightWalk operates from 6 p.m.–2 a.m., seven days a week except UW holidays. Visit their website to learn more about their hours and call 206-685-WALK (9255) to take advantage of this service. UWPD will escort individuals back to family housing if requested.

NightRide Shuttle
If you stay on campus after dark take the NightRide Shuttle home. The NightRide Shuttle takes you from campus right to your front door (within a mile of campus). For more information visit their website.

SafeCampus
SafeCampus works with all students, and faculty and staff members, as a resource for individuals who have safety concerns due to relationship violence, stalking, harassment, intimidation, cyberstalking, interpersonal conflicts at school or work, and suicidal thoughts. They also receive calls when the behavior of others is strange, erratic, alarming or just plain doesn’t feel right. For individuals who have a gut feeling that something is off, or if a situation is escalating or someone may be in danger, SafeCampus is just a call away.
Preparing for an emergency is everyone’s responsibility. Please read the following information carefully. For additional information about campus-wide emergency response to earthquakes, severe storms, fires, hazardous materials incidents, terrorism and extreme heat, visit UW Emergency Management.

**Emergency Kit**

Family housing residents are highly encouraged to put together and maintain an emergency kit with enough supplies to accommodate the needs of their entire family for 72 hours.

**Fire safety**

Fire safety is of the utmost importance in community living. To prevent fires, be mindful of what is prohibited in our facilities and always watch your food when cooking. Your agreement articulates these restrictions and guidelines.

**EVACUATION PROCEDURES**

On the back of the main apartment doors you will find the evacuation route for your unit. Each building has an evacuation assembly point. If the building goes into alarm, exit immediately and quickly. Treat all alarms as real. When you exit the building, Residential Life staff will guide you to the evacuation assembly point. Do not reenter the building until you are given permission by police, fire officials or Residential Life staff. The silencing of the alarm does not indicate that the building is safe to reenter.

For more information on fire safety visit the main UW Environmental Health and Safety page, as well as their Residence Hall Fire Safety page.

HFS conducts quarterly evacuation drills in accordance with Seattle Fire Code Section 405. One evacuation drill per building or area is conducted each quarter.

**FIRE SAFETY EVACUATION PROCEDURES FOR STUDENTS WITH DISABILITIES**

The program supervisor and CAs in each family housing building know the room locations of students who have identified themselves as having a disability. Each student with a disability is responsible for meeting with the program supervisor to review their personal evacuation procedure. In consultation with DRS, the program supervisor and student will create an evacuation plan specific to their unit (see the UW brochure Emergency Evacuation for Persons with Disabilities).

**FIRE LINES**

The wide sidewalks at Blakeley Village and Laurel Village are designated as fire lanes. These are reserved for emergency-vehicle access only. Do not drive or park on these lanes. If you unlawfully use the fire lanes, you may be ticketed or fined by the Seattle Fire Department or the UWPD.

**SMOKE DETECTORS**

If your smoke detector malfunctions, contact your front desk or the CA on duty to report the problem immediately. Do not disconnect the smoke detector. HFS staff will enter apartments periodically to check smoke detectors. If a smoke detector needs repair as a result of your tampering, you will be billed for the cost of the repair, and you may be subject to disciplinary action.

**CARBON MONOXIDE DETECTORS**

Carbon monoxide (CO) is a gas that is produced by fuel-burning appliances, fireplaces and vehicles that can cause illness and death in some situations, particularly within enclosed indoor areas. CO cannot be seen or smelled, and the most common causes of CO poisoning are the indoor use of charcoal or gas grills. While the risk of CO poisoning in HFS facilities is low, CO detectors have been installed in residential areas in compliance with the Seattle Fire Code, and it is important to treat all alarm activations seriously.

The type of detector installed varies based on the type of building. Typically, apartments with central fire alarms have in-unit CO detectors integrated into the system, and other apartments have plug-in or battery-operated CO detectors in the apartment unit. Regardless of the type, if the detector or system alarms, you should evacuate the apartment or building and contact the CA on duty or the UWPD so that a maintenance team can be dispatched to investigate.
American Red Cross Safe and Well Program

The American Red Cross Safe and Well program provides a resource for students and families to connect with one another following any kind of major event that might affect the UW campus. The UW has provided some information on this program, as well as links to other emergency resources.

Should disaster strike, we encourage you to report your status on the Safe and Well website. Your family and friends will be able to search for you by name to find out your status, location and other information you choose to provide.

OUT-OF-AREA CONTACT

If you are separated from loved ones when disasters strike, you will immediately wonder how and where they are. The stress of the event may make it difficult to remember even routine information like phone numbers. Consequently, we recommend that every person have an out-of-area contact card in a wallet, purse or backpack at all times. It may be difficult to make local calls because of the number of people trying to make calls at the same time. The local systems may be overloaded. However, you may be able to make a long distance call.

Ask a family friend or relative who lives at least 100 miles away from you to be your out-of-area contact.

After a disaster, all family members call this person to tell him/her how they are and to find out how other members are. You create a communication circle through a third party.

You may be able to send a text message to your loved ones on your phone. Keep it short!

Earthquake safety

The state of Washington is in a seismic activity zone that could be subject to a major earthquake. Preparing for an earthquake is everyone’s responsibility. Please visit the UW Emergency Management page for information about preparing for an earthquake.

Active shooter preparedness

HFS considers your safety to be the highest priority, and we need you to be a partner in this effort. Unfortunately, active shooter situations have happened on college campuses. For your safety, please visit the UWPD website for active shooter emergency procedures.
Disability services and accommodations
HFS works closely with UW Disability Resource for Students (DRS). If you are in need of a permanent or temporary accommodation reach out directly to DRS.

Apartment temperature
Thermostat programming instructions may be located on the cover flap or your thermostat, depending on the model. For heating system assistance, please call the HFS Facilities Services and Planning Office at 206-543-4017.

Electric service
Blakeley Village and Laurel Village residents are responsible for paying for electric service. Your Seattle City Light account will be set up by a student services representative when you sign your agreement. Contact Seattle City Light if you would like to inquire about assistance programs. It may take a while for your first bill to arrive. If you want more information regarding electric services reach out to Seattle City Light.

Countertop care
Please be cautious when placing hot items directly on the countertops. This causes significant burn damage that you will be held responsible for financially. Please place a cloth or trivet underneath hot items before placing them on the countertop. Do not use the countertop for cutting.

Maintaining healthy air quality
Good air quality in your apartment promotes good health and a cleaner, safer living environment. The air quality is highly dependent upon good circulation and the regular exchange of air. Excessive or trapped moisture can lead to mildew and mold problems, allergens and possible damage. The Washington State Department of Health has a page on mold prevention.

Please help maintain your living environment by following these suggestions:
  • Leave a window open, even slightly, when boiling water or doing any cooking in your room. If you live in an apartment, turn on the exhaust fan over the stove.
  • Curtains or blinds should be left open whenever possible to allow air circulation over the window. Sunlight inhibits the growth of moisture. If you notice moisture buildup on the windows or walls, dry it off with towels.
  • Leave interior doors open whenever possible for better air circulation.
  • If you notice any signs of mildew, mold or moisture buildup, please submit a work order.
  • Use a clothes dryer to dry your laundry. Hanging wet clothes in your room can significantly increase moisture levels in the room.
  • Allow space between furniture or personal items and walls. Furniture or personal items that are placed too close to walls limit the airflow and may encourage the growth of mildew.
  • Use the bathroom exhaust fan when taking a shower or bath. In our new West Campus buildings the fan should come on automatically.
  • If you are experiencing severe moisture problems place a work order.

Air conditioners
The UW is located in a temperate climate affected by the cool waters of Puget Sound. On occasion, however, periods of hot weather may negatively impact the comfort level of indoor spaces including your apartment. If you choose to purchase or install any type of air conditioner, please refer to the following guidelines and policies to help ensure safe and efficient operation of the equipment.

Portable, freestanding air conditioner units not exceeding 12,000 BTU are recommended as they often require no special installation and may be transported from room to room. For maximum efficiency and care for the environment, the unit should be ENERGY STAR compliant. Power requirements must not exceed 10 amps and 125 volts. The unit must meet UL safety standards and be installed in accordance with the manufacturer’s instructions.
Installation of any equipment should not interfere with or damage any permanent building surface or require removing windows. Any damage or alteration to UW property will result in repair charges and possible further UW action.

**Outside areas**
You are responsible for keeping the outdoor area of your apartment free of garbage, boxes, furniture or any other items. Stairwells and landings must be kept clear of all items.

Supplemental storage structures, constructed fences and television antennas are not permitted. Television satellite receivers are only permitted with advance written permission from the RLO. Outside areas may be subject to inspection by Residential Life staff. Examples of acceptable items to store outside at Blakeley Village and Laurel Village include:
- Bicycles
- Outdoor furniture
- Potted plants

**Laundry**
Community laundry rooms with energy- and water-efficient washers and dryers are located in every building. Blakeley Village and Laurel Village apartments can accommodate personally owned laundry machines. Instructions for using the washers and dryers are posted. Weekends are usually the busiest times in the laundry rooms, so plan accordingly. All laundry rooms and equipment should be left clean. You can check the availability and status of washers and dryers in real time by visiting Maytag Connect 360°. The UW is not responsible for clothing or other articles left unattended in laundry facilities.

Washers and dryers are $1.50 per load. Additional drying time may be purchased for 25 cents for 15 minutes. All laundry machines operate using the Husky Card Account or a debit/credit card, and they do not take coins.

To report a broken machine, please go online to FixLaundry, or call 1-800-342-5932. Please take note of the six-digit machine code to use in your request for service.

If while using the laundry machines there is a malfunction that requires a refund, when using your Husky Card Account please contact the Husky Card Office. If you use a debit/credit card for laundry payment and require a refund, please call WASH (1-800-342-5932).

**TV and internet**
Residents are responsible for setting up their own cable TV and Internet through their preferred provider. There is Internet access in the Blakeley Village Community Center for residents to use.

**WIRELESS CONNECTION (WI-FI)**
For a complete list of all available Wi-Fi areas on campus, including residential buildings, view the UW Wi-Fi locations map. The name of the wireless network is University of Washington, the same as it is for other locations on campus. If you have questions or problems getting connected to the UW network or work order requests, you may call UW-IT at 206-221-5000 or email help@uw.edu. Include your name, phone number, building, room number, outlet number (if available), and details about your concerns.

**RULES FOR COMPUTING AND NETWORKING IN UW HOUSING**
The UW provides you with a network connection for the purpose of facilitating student academic activity, whether or not such activity is directly related to coursework. For questions around use, please consult the Appropriate Use of UW Resources page. Violation of these rules may result in the suspension of your network access and other disciplinary action.

**WHERE TO GET HELP**
You can get help with computing problems including operating system updates, anti-virus installation and updates, peer-to-peer software removal, and infected computers at the Odegaard Learning Commons. Personal computers connected to the UW network must be kept free of viruses, use firewalls and be patched with updated software. Current students can download virus scan software at no charge from UW's IT Connect. Compromised or infected computers will be denied network access.
Composting, recycling and trash locations can be found in your area. Your CA, as well as local signage, will direct you to this location.

There are three different waste streams available based on the type of product you are disposing.

**Compost**

After you put your compostable products in the appropriate receptacle, Cedar Grove, a local company, picks up our biodegradable waste, decomposes it and recycles it into nutrient-rich soil. Less expensive than trash pickup, composting is an eco-friendly alternative to landfills.

Compostable materials include:
- Bones
- Food scraps
- Food-soiled paper
- Fruit rinds
- To-go cups, cutlery and containers from HFS food service areas

**Recycling**

Recyclable items include:
- Glass, aluminum and plastics
- Metals
- Paper and cardboard that is free of food product

**Trash**

Items that aren’t compostable or recyclable can go in the trash containers. There are trash containers throughout both properties. The trash is routinely picked up throughout the week. Please make sure all items are placed within the trash container.

**Medical waste disposal**

Federal, state and municipal regulations require that medical waste be disposed of in an approved container to keep residents and staff members safe. Medical waste cannot be disposed of in the trash. If you generate this type of waste, please provide your own medical waste disposal container. For disposal, contact the King County Hazardous Waste Hotline at 206-296-4692. Some pharmacies will dispose of your medical waste if you purchase the medical device from them; please check with a pharmacy for further information on their disposal program.
HOW TO SUBMIT A WORK ORDER

If you are in need of maintenance assistance, you must place a work order to alert the custodial and maintenance staff of the problem. You will not be charged for routine repairs. Work orders are completed as promptly as possible and are prioritized by the seriousness of the repair needed. Some repairs may not be made immediately.

Submit nonemergency work orders at FS Works.

Please be as detailed as possible so that staff members can respond quickly to correct the issue. Contact your CA or front desk if you need assistance.

If you have a question about a work order you have submitted, you can see the status of the work order at FS Works by clicking on the Search tab. You can also contact your CA or program supervisor.

Please call the HFS Facilities Services and Planning Office at 206-543-4017 to request work if you do not have a UW NetID or access to a computer.

Work order response

When you submit a work order, it is reviewed by HFS Facilities Services. They may come to investigate the issue before sending it onto a tradesperson. All HFS Facilities Services staff who respond to your work order will wear an identification badge. Staff will not move your personal items to complete the work. Please move personal items away from the area(s) where the repair is needed. If staff come to the complete the work and you or your roommate turn them away, they will return one more time. If staff are continuously denied access, the work order will be cancelled. When your room is entered, staff will always leave a notice on the door to indicate when and why they entered.

Emergency work orders

HFS provides 24/7 response for emergency maintenance issues.

Contact the HFS Facilities Services and Planning Office at 206-543-4017 or call the CA on duty to report the problem immediately. Examples of emergency issues include overflowing toilets and power outages.
HFS Facilities Services keeps the community centers clean and maintained. Our staff is made up of dedicated and tenured individuals who pride themselves on their service to our residents. Please do your part to keep areas clean and tidy.

**Apartment inspections**

Inspections occur annually during winter quarter for apartments that have been occupied by the same resident for more than 12 months.

The purposes of these inspections are to:

- Maintain the integrity of our building facilities for the duration of their lifecycle
- Reduce the turnaround time between tenants in a single unit by being proactive about addressing maintenance issues
- Increase resident awareness of maintenance support in addressing facility concerns
- Increase professional staff awareness of potential health and safety concerns in the community

During the inspections the program supervisor for family housing will join a member of the HFS Facilities Services staff to enter each apartment together.

Staff will do a visual inspection of the common spaces (i.e., living room, kitchen, laundry/storage and bathroom) to look for damages that need immediate repair, areas of preventative maintenance, and issues that may impact the health and safety of the residents.

Residents will be notified in advance by Residential Life of the inspection dates and times staff may enter.

During the inspection, staff will note damages and issues that need follow-up in a method of their choice. A confirmation of entry will be left in each unit after the inspection.
The UW is situated in the Pacific Northwest, so we can at times be bothered by our neighborhood insects. If you happen to find a pest in your room, submit a work order, and we will address the situation immediately.

**Bedbugs**

Bedbugs are small wingless insects that feed solely upon the blood of warm-blooded animals including humans. Bedbugs and their relatives have evolved as nest parasites and have adapted well to living in the nests (homes) of people.

There has been a recent resurgence of bedbugs in the United States. Wherever large numbers of people congregate to sleep (i.e., university residential buildings), there is always a chance people will bring bedbugs in with their belongings. We need your help keeping them away or treating bedbugs right away if you have unexplained bites or find them in your room or belongings.

**WHAT TO DO**

Report any insect bites immediately. Contact your CA or program supervisor. At this time, bedbugs are not known to carry diseases harmful to humans, but their bites are very irritating to most people, so it is supremely important for residents to quickly report all bites of unknown origin. A pest control technician will be scheduled to check your room as soon as possible.

Collect a sample bug if possible. Pick it up with tape, and put into a plastic bag or jar that can be sealed. Give it to the pest control technician when your room is inspected.

Do not treat your room. In many cases, the biting insect may be something other than a bedbug. If you treat the room, you may drive any bugs into hiding so that they cannot be found during the pest inspection. Leave the treatment to the pest control expert.

Do not move or stay in another room. You could be taking the bedbugs with you and spread the problem if you move to another room.

Follow instructions from your CA and program supervisor. If it is determined that you do have bedbugs, we will need your cooperation to ensure successful control for you, your family and neighbors!
U-PASS

The U-PASS program provides a flexible, low-cost array of transportation choices. U-PASS gives you access to ride on any Metro, Community Transit or Sound Transit bus or Sound Transit’s Link light rail. Learn more about the U-PASS.

Parking on campus

Motor vehicles, including motorcycles, must be parked in designated parking areas and may require a permit. Blakeley Village and Laurel Village residents are eligible for one permit per apartment. The permit is included with the family housing agreement and is available at the Blakeley Village RLO. Any motor vehicle parked on patios, lawns or walkways will be subject to ticketing and impoundment, as well as being documented through the Residential Life Conduct Process. Health and safety codes strictly prohibit the parking or storing of a motor vehicle inside a room or on a walkway. For information on how to park on campus visit UW Transportation Services.

Bicycles

Bicycles serve as an excellent means of transportation to and around campus. Bicycle lanes and trails provide safe spaces for riding, and all city buses have easy-to-load bike racks for longer trips. Visit UW Transportation Services to learn about commuting by bicycle, including rules and laws about riding on and off campus.

Bicycles must not be left in hallways, in exit-ways, on ramps or on railings as they are a dangerous barrier to evacuation during a fire. Bicycles obstructing an evacuation path may be ticketed and impounded by the UWPD. Keep bicycles in bike rooms or locked to bike racks located outside UW buildings.

Bicycle theft is a common occurrence on college campuses. Register your bicycle with the UWPD. To report vandalism or theft of a bicycle call the UWPD and inform a Residential Life staff member in your building.

For bicycle repairs and assistance on campus, the ASUW Bike Shop is located in 103 Husky Union Building.
The UW contracts childcare services at Laurel Village and Radford Court. When a space becomes available, residents of family housing and students with UW childcare vouchers are given first priority. Please inquire at your earliest convenience since enrollment is limited.

For more information about UW childcare and UW childcare vouchers, visit the UW Childcare Assistance Program or contact the Student Parent Resource Center located in 180 Schmitz Hall at 206-543-1041.
Residents of family housing apartments may request a transfer within family housing. If you are requesting a transfer because a child will be living with you in the future, please update your student profile information to reflect this change and complete the transfer request for Blakeley Village and Laurel Village.

Eligibility
In order to be eligible for a transfer offer:
- You must have lived in your current apartment for at least six months; and,
- You must be eligible to live in the apartment you are requesting a transfer into; and,
- Your student profile must be up-to-date and all family documents submitted; and,
- You must be in good standing with the Residential Life Conduct and Compliance Office; and,
- Your housing account must be in good standing and paid in full.

Submitting a request
You may request a transfer by providing information about your transfer preferences. You will only be offered a transfer into an apartment that meets the preferences you state.

The transfer process
You will remain on the transfer waiting list until an apartment becomes available or you cancel your request. HFS will contact you once an apartment becomes available.

If you accept a transfer, a nonrefundable $35 transfer charge will be posted to your housing account.

Your transfer will be scheduled for the date that the new apartment becomes available. If that date is less than two weeks from the date you accept the transfer, you may push your transfer date out two weeks from when you accept the assignment.

You will be given 72 hours to complete your transfer. You will have access to both your current and future apartments while you complete your move. Please follow the cleaning guidelines and move-out procedures.

HFS will conduct inspections of your original apartment once you accept a transfer offer. The pre-vacate inspection will take place within a few days of accepting your offer, and the post-vacate inspection will take place the first business day after you complete your transfer. Any additional damage or cleaning charges will be posted.
Sublicensing

Sublicensing is an option for students living in a family housing apartment who have lived in HFS housing for at least six months and will be away from campus during summer quarter. Sublicensing may be allowed during an academic quarter other than summer only if the resident family will be gone for academic reasons with UW departmental verification. Through the sublicensing process another qualified family lives in the apartment temporarily.

If you are interested in the sublicense process, please review the following information and the family housing agreement carefully. Contact the HFS Student Services Office if you have any questions.

Sublicenses will not be permitted without advance written approval from HFS. Sublicense requests must be made at least 14 days in advance.

Sublicensing is only permitted for dates that closely match the academic calendar and for no less than a four-week period.

Sublicensing is not permitted during break periods such as Winter Break or Spring Break unless the adjoining quarter is also included.

Agreement holders are only eligible to sublicense if they are returning to live with HFS the following quarter.

Only married couples without children are allowed to sublicense an apartment in one-bedroom apartments in Stevens Court. Only students with one or more dependent children who will be living with them at least fifty percent of the sublicense term are allowed to sublicense an apartment in Blakeley Village or Laurel Village.

TERMS OF SUBLICENSING—AGREEMENT HOLDER

Your housing account must not have any outstanding past due charges at the time your request is made. You are responsible for finding your own sublicensee. You may use our sublicense finder forum if you do not already have someone in mind.

You must make a formal request at least 14 days in advance by submitting the sublicense request form. The intended sublicensee must also fill out their portion of the form. A charge of $15 per day will be charged for requests submitted less than 14 days in advance.

You will be required to meet with a Residential Life staff member, along with your intended sublicensee, before your request will be approved.

If your request is approved, you will be assessed a $50 sublicense charge. In addition to the sublicense charge, you may be assessed a $90 improper sublicense charge if you do not follow proper steps at any point in the process.

Any financial arrangement between you and your sublicensee must be made independent of HFS.

You will remain responsible for all the terms of your agreement including making monthly payments and maintaining the condition of the apartment. You will be charged for any necessary repairs when you vacate, even if the damage was caused by your sublicensee. You must be eligible for the area you will be sublicensing in.

TERMS OF SUBLICENSING—SUBLICENSEE

You must be eligible to live in the unit you want to sublicense.

You are responsible for connecting with a current agreement holder. You may use our sublicense finder forum if you do not already have someone in mind.

You must make your request by submitting the sublicense request form at least 14 days in advance. The agreement holder must also fill out their portion of the form.

You will be required to meet with a Residential Life staff member, along with the agreement holder, before your request will be approved.

Any financial arrangement between you and the agreement holder must be made independent of HFS.

You will be responsible for upholding HFS Community Standards as outlined in Appendix A of the family housing agreement.
**Sublicense process**

The agreement holder and sublicensee are responsible for finding one another. Our sublicense finder forum is available for those wishing to make connections with other parties.

HFS will review your request to ensure that your sublicensee is eligible. HFS will confirm that your sublicense request has been received and reviewed, and you will be directed to meet with Residential Life staff. Your request will not be fully considered until this step is completed.

After you meet with Residential Life staff, HFS will notify both of you whether or not your request has been approved. If it is, your notification will include instructions about how and when you may start your sublicense.

Any questions about the sublicense process may be directed to the HFS Student Services Office at 206-543-4059 or hfsinfo@uw.edu.
<table>
<thead>
<tr>
<th>Charge</th>
<th>Amount</th>
<th>Charge Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>After-Hours Lockout Assistance</td>
<td>$15</td>
<td>Charged if HFS assistance is required for apartment access outside of community center hours</td>
</tr>
<tr>
<td>Cleaning</td>
<td>Minimum charge $40</td>
<td>Charged if HFS staff are required to clean a room or apartment outside of normal hours or to an unusual extent</td>
</tr>
<tr>
<td>Deposit</td>
<td>$300</td>
<td>Mandatory one-time refundable charge, due when the agreement is submitted</td>
</tr>
<tr>
<td>Improper Sublicense Charge</td>
<td>$120</td>
<td>Charged if you do not follow sublicensing procedures</td>
</tr>
<tr>
<td>Improper Transfer 1</td>
<td>$70</td>
<td>Charged if you do not follow proper transfer procedures</td>
</tr>
<tr>
<td>Insufficient Notice</td>
<td>Charge varies</td>
<td>Charged if you do not provide at least a 45-day written notice of your intent to vacate</td>
</tr>
<tr>
<td>Key Replacement</td>
<td>$15</td>
<td>Charged for the replacement of a single lost mailbox key, storage room key or temporary door access card</td>
</tr>
<tr>
<td>Key Retrieval</td>
<td>$195</td>
<td>Charged if HFS Facilities Services is contacted to retrieve keys (or other items) from an elevator shaft</td>
</tr>
<tr>
<td>Late Payment</td>
<td>$50</td>
<td>Charged if payment is received more than five calendar days after it is due</td>
</tr>
<tr>
<td>Laundry</td>
<td>$1.50 per load</td>
<td>Cash not accepted; must use Husky Card Account (Stevens Court only)</td>
</tr>
<tr>
<td>Lock Change</td>
<td>$120 per affected lock</td>
<td>Charged for a lost or misplaced apartment key</td>
</tr>
<tr>
<td>Parking</td>
<td>No charge</td>
<td>Parking is provided in both Blakeley Village and Laurel Village. Each unit is provided one parking pass.</td>
</tr>
<tr>
<td>Replacement ID Card</td>
<td>$25</td>
<td>Charged for replacing a lost or damaged Husky Card</td>
</tr>
<tr>
<td>Returned Check (NSF) Charge</td>
<td>$25</td>
<td>Charged if a check written to HFS is returned for insufficient funds</td>
</tr>
<tr>
<td>Sublicense Charge</td>
<td>$65</td>
<td>Charged when you are approved for sublicensing an apartment</td>
</tr>
<tr>
<td>Transfer Charge</td>
<td>$35</td>
<td>Charged for any voluntary transfer</td>
</tr>
<tr>
<td>Unauthorized Transfer Change 1</td>
<td>$100</td>
<td>Charged for transfers made without authorization from the HFS Student Services Office</td>
</tr>
</tbody>
</table>

1 You may also be charged for occupying two apartments, and for boxing and storage.
As you prepare to move out of your apartment please refer to the information on these pages. This information is designed to clarify our standards of cleanliness, thereby eliminating or reducing charges for maintenance or cleaning. Charges reflect actual costs and are strictly enforced.

As a rule, you should leave your apartment in the same condition in which you would expect to find it upon moving in.

**Intent to Vacate notice**

Notice of intent to vacate can be submitted online by completing an [Intent to Vacate Form](#). You are required to provide a 30-day written notice of your intent to vacate Family Housing apartments.

You should plan to be completely moved out of your apartment no later than midnight on the vacate date stated in the form.

**Vacate Inspections**

Upon receiving notice of your intent to vacate, HFS staff will perform a pre-inspection of your apartment within five days. Pre-inspections take place during standard business hours.

HFS staff perform the final inspection of your apartment the first business day after you have vacated. You will not be present for the final inspection. In the final inspection, charges for cleaning, damages, improper checkout or abandoned property will be assessed and assigned to your housing account.

**Update your local address at MyUW**

Update your local address at [MyUW](#) and discontinue subscription deliveries.

- To update your address, log onto your My UW account, click the Change Student Address link in the Quick Links section, update your Local Address information, and click the Save button at the bottom of the screen.

- Failure to update your mailing address may result in items being delayed or returned to sender, or refunds being misdirected to an incorrect address. Mail will be forwarded for 180 days after you check out. You are encouraged to notify your correspondents of your new address to expedite the delivery of your mail.

- Be sure to double check and update your online accounts as well.

Visit your Application and Assignment home page to update or remove account authorizations on file with HFS. It is important that you do this whether or not you plan to continue with HFS.

**Moving out and cleaning**

Remove all personal belongings from your room and apartment. Thoroughly clean your room and apartment. No personal possessions should be in the room or apartment when you check out.

[Family Housing Cleaning Guidelines](#) (PDF)

The proper disposal of items is each individual’s responsibility. For information and resources on how to properly dispose of large items and hazardous materials, please visit [King County Solid Waste Division](#). Please note that improper disposal of bulky items or other trash in or around UW apartments may result in disciplinary action, fees and/or other UW action. You may contact your Residential Life Office or community staff members for help with questions or concerns.
The following are expected prior to your vacate date:

- Pay all housing charges in full. A prorated charge will be made for residents who, having provided the required 30-day notice, vacate during the month. Please note that any outstanding charges may be deducted from your account balance before your prorated housing charges and security and damage deposit are refunded.
- Discontinue or transfer subscription deliveries.
- Please do not drive on the grass, grounds or fire lanes. A vehicle can easily damage the lawn and/or sprinkler system.
- Lock all doors and windows.
- File a forwarding address with the U.S. Postal Service.
- Update your address through your MyUW.
- Return apartment and mailbox keys and your H-Lot parking permit, if applicable, to the Blakeley Village Community Center, or leave them in your locked apartment.

### Charges or refunds

If you move out without returning your keys, you may be charged for a lock change and/or replacement keys.

If cleaning, repair or final rental charges are assessed, these fees will be deducted from your deposit and the balance refunded to you, or a statement regarding outstanding charges will be forwarded to you.

Any questions or concerns should be directed to the HFS Student Services Office at 206-543-4059.

### Rental Reference

You are welcome to list HFS Student Services Office contact information when asked for a rental reference or rental history verification. Upon receiving a rental reference, HFS will disclose the information requested, typically the dates that you lived on campus, whether or not your account was paid on time and is current, if you vacated properly, and if you are eligible to live with us again.