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Resident Adviser (RA) or Community Assistant (CA)

RAs/CAs are students who are Residential Life staff members living in the on-campus housing communities. RAs/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, RAs/CAs have many roles and responsibilities. They help to build a sense of community. They serve as a resource for information and tips on adjusting to college life, conduct safety and security checks, and ensure that policies are followed.

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

RA/CA on duty

An RA/CA is always on duty every night from 5 p.m.–8 a.m. They can be reached by calling 206-543-1000.

Community manager

RAs report to a full-time professional staff member, either an Area Director (AD), Resident Director (RD), or Associate Hall Director (AHD). The Community Manager’s Office is located in your building’s Residential Life Office (RLO). Please feel free to contact them with any questions or concerns.
Rights and responsibilities

Living on campus at the University of Washington (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 as well as to 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 housing agreement. Your understanding and cooperation will help to make the residential experience positive and enriching for yourself as well as your fellow residents.

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

- Guests
- What is allowed in on-campus apartments
- Important dates
- Charges
- Harassment
- Alcohol and drug use
- Conduct

Residential Life conduct process

The purpose of the conduct process is to promote and maintain a healthy community where shared values, expectations and behavioral standards set by the residence halls and apartment communities are embraced.

The goals of our conduct process are to:

- Provide students with a fair and just system in response to alleged violation of established Community Standards
- Have the student maturely accept responsibility for their behavior
- Help the student clarify their values
- Assist the student in making future, more healthy and responsible choices in order to increase the opportunity for success in school and beyond

Alleged violations are documented in an incident report. Cases may be resolved through an informal resolution with a member of the Residential Life staff or through a formal hearing facilitated by the Residential Community Standards Committee or an administrator.

To further the learning outcomes of the conduct process, educational sanctions may be required for students found responsible for violation of Community Standards including, but not limited to, workshops, written reflective assignments, room transfer, restitution, probation, termination of agreement and/or loss of privileges. Failure to comply with any sanctions imposed may result in placing a hold on a student’s UW registration and/or further UW action.
UW Housing & Food Services (HFS) Desk Services operates several front desks that provide a centralized location to serve and accommodate a variety of needs for those living in HFS residence hall and apartment communities. The front desks are a convenient centralized location for residents, guests and visitors, providing a range of services.

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<thead>
<tr>
<th>Building</th>
<th>Desk Location</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>Alder Hall</td>
<td>Lander Desk, Lander Hall</td>
<td>206-543-0235</td>
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<tr>
<td>Elm Hall</td>
<td>Lander Desk, Lander Hall</td>
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<td>Lander Hall</td>
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<td>Maple Hall</td>
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<td>Mercer Court</td>
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<td>Poplar Hall</td>
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<td>Stevens Court</td>
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<td>Terry Hall</td>
<td>Lander Desk, Lander Hall</td>
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<tr>
<td>Cedar Apartments</td>
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<td>Mercer Court</td>
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<td>Stevens Court</td>
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<td>206-543-0235</td>
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<tr>
<td>Hansee Hall</td>
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<td>206-685-2959</td>
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<tr>
<td>Madrona Hall</td>
<td>Willow Desk, Willow Hall</td>
<td>206-685-2959</td>
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<tr>
<td>McCarty Hall</td>
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<td>McMahon Hall</td>
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<td>Oak Hall</td>
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<td>206-685-2959</td>
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<tr>
<td>Willow Hall</td>
<td>Willow Desk, Willow Hall</td>
<td>206-685-2959</td>
</tr>
<tr>
<td>Nordheim Court</td>
<td>Nordheim Court Office, Building 2</td>
<td>206-897-1200</td>
</tr>
</tbody>
</table>

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

Lost and found

Items found inside HFS buildings are taken to the 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.

Check-in and checkout services

Residents arriving or departing UW housing, or changing rooms, are required to check in and check out of their room at their front desk during business hours. This requirement is subject to change if residents are checking in or out during peak times. Residents can reference their Move-Out Guide for further information.
MAIL AND PACKAGES

Addressing mail and packages
While you are a resident on campus you may have mail and packages delivered to you. Letter mail and packages will be processed differently depending on which front desk serves your residence hall (see below for details).

In order to properly direct mail and packages, your items must be addressed correctly and include:
- Your name (your legal name or your preferred name in your My UW/Identity profile)
- Your assigned room number
- The name of your residence hall

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

Please note: the North Campus residence halls (Haggett, Hansee, Madrona, McCarty, McMahon and Willow) must have the 98195 zip code. If 98195 is not used, then mail may not be delivered.

Package notification
If you live on West Campus, incoming packages will be delivered to the Lander Desk. Packages are typically processed by front desk staff within 24 hours of receipt, with exceptions during high-volume periods (e.g., autumn quarter Move-in, Black Friday, Cyber Monday).

When packages arrive at the Lander Desk, staff will scan each package into the package-tracking software. As packages are scanned, notifications are sent to your UW email. These email notifications contain pertinent information such as time and date of arrival, tracking number, location the item was scanned, etc. If you have opted in, you may also receive text messages when packages are ready for pickup. Text message settings can be found in your MyUW profile.

Text and email notifications alert that a package has arrived for you and that your package has been processed and is ready for pickup. If you attempt to pick up a package before receiving the email notification from Desk Services, your package may not be ready for pickup, and you will need to return once it has been processed.

You will receive multiple notifications for each package depending on the current status of your items. You will receive email notifications when:
- Your item is first processed by Desk Services
- Your item has been waiting several days for pickup
- Your item has been returned because it was not claimed within seven days
- Your item is claimed (for your records and confirms pickup)

Packages delivered to the front desks will be held up to seven days, after which they may be returned to the sender without further notice. If you are unable to pick up a package within seven days, please see Proxy Package Pickup on the next page to find out how to have someone else claim your package(s).

During certain times of the year, such as Winter Break and Spring Break, packages will not be returned to sender if not claimed after seven days. If you have questions, please contact your front desk.

If you live at Nordheim Court, incoming packages will be delivered to the Nordheim Desk. The procedure for handling packages as well as the package processing time and notification process are the same as at Lander Desk. The only difference is that packages are kept in the Nordheim Desk.

If you live on North Campus, packages will be delivered in two ways: some carriers deliver directly to the Willow Desk and some carriers deliver to UW Mailing Services (UWMS), who then deliver to the Willow Desk.

When packages arrive at the Willow Desk, staff scan each package into the package-tracking software. Once all scanning is complete, the packages will be put into the Willow Hall package lockers at which time an email notification is sent to your UW email that contains a pin number and QR code as well as which locker bank has the package. The pin number or QR code is required to pick up your package. If you have opted in, you may also receive text messages when packages are ready for pickup that will only have the pin number. Text message settings can be found in your MyUW profile.
Packages that are too large to fit in the package lockers or that require special handling (e.g., perishable items) will be kept in the mail room and can be claimed from the Willow Hall service window during business hours.

Letter mail for residents served by the Willow Desk will be scanned in using our package-tracking software and available for pickup at the Willow Desk level. Email notifications will be generated for letter mail when it is ready for pickup.

**Package pickup**

The process for picking up packages will vary depending on which front desk serves your residence hall.

**WEST CAMPUS’ LANDER DESK**

To pick up your package, bring your Husky Card or other photo ID to the front desk and present your ID to the Desk Services Representative. They will retrieve your package and have you sign for delivery.

- To expedite retrieval, residents picking up packages at the Lander Desk should use the resident package kiosk to start the package-retrieval process.
- The package kiosk is located on the wall just past the Lander Desk, near the resident mailboxes. Use the kiosk every time you are picking up packages. Using the kiosk to claim packages helps ensure faster service. Follow the instructions posted on the wall above the kiosk, and then proceed to the line for the front desk.

Once your package is brought out, you will be asked to verify your room number and to sign for the delivery.

**NORDHEIM DESK**

To pick up your package, bring your Husky Card or other photo ID to the front desk and present your ID to the Desk Services Representative. They will retrieve your package and have you sign for delivery. Once your package is brought out, you will be asked to verify your room number and to sign for the delivery.

**NORTH CAMPUS’ WILLOW DESK AND MAIL ROOM**

Packages for North Campus residents may be picked up from the package lockers 24 hours a day.

**TO PICK UP FROM THE LOCKERS:**

1. Locate the correct locker bank as indicated in your package notification email.
2. Bring the bar code along with your unique locker PIN sent to you by Desk Services.
3. Touch the screen of the locker bank console to begin.
4. Either type in your pin or scan the barcode to open the correct locker door.
5. Retrieve your package.
6. Finally, be sure to close the locker door firmly. (If a locker door is not closed, the next person will not be able to use the console.)

If you need to pick up a package from the Willow Hall service window, bring your Husky Card or other photo ID. Present your ID to the Desk Services Representative, and they will retrieve your package and have you sign for delivery.

**Important:** If you ever retrieve or are given a package that is not addressed to you and does not belong to you, it is your responsibility to return that item to the front desk as soon as possible. If you are unable to return an item in a timely manner, please contact your front desk for further assistance.

**PROXY PACKAGE PICKUP**

During your stay in the residence halls or apartment communities, there may be times when you are unable to retrieve packages within the seven days allowed for pickup. During these periods, you may arrange for someone else to pick up any packages that have arrived for you at your front desk. To authorize someone else to pick up your packages, you must complete the Proxy Package Pickup form.

For this form you will need your name, your UW student ID number, the name of your proxy, and any tracking numbers for each package you wish to release to your proxy. Front desk staff will not release your package(s) unless the form is completed correctly.
Sending packages

Packages may be dropped off by residents at the front desk to be picked up by any of our regular carriers: UPS, FedEx, DHL, USPS and OnTrac. Packages dropped off at the front desk for pickup must be properly packaged and must have the proper paperwork and postage affixed to them. In some instances, the carrier may be bringing the label or call tag. In these cases, the front desk staff will accept the package, along with the resident's information, so the package can be returned to the resident should the shipping label fail to arrive. If a package is not properly sealed or labeled, the front desks will not accept them. The front desks do not typically keep or provide packing materials including tape, boxes and envelopes.

The front desks do not track outgoing packages once they have been picked up by the carrier, and you will not receive notification that an outgoing package has been picked up by the carrier. If you wish to check the status of an outgoing package, you can contact your front desk with the tracking number, and you can check the specific carrier's website.

Note: All packages being left at the front desk must be secured with appropriate materials. Please check with your specific carrier to determine what types of packing materials (including tape) are allowed. Please note that the front desks do not supply shipping or packaging materials.

Receiving mail

At West Campus' Lander Desk, letters, not packages, will be delivered by front desk staff to your assigned mailbox within 24–48 hours of receipt. You will not receive notification that mail has been placed in your mailbox. It is your responsibility to check your mailbox regularly. Please be aware that mail is typically not trackable in any way unless it was sent via a trackable service such as USPS Priority, Express Mail or certified mail.

At the Nordheim Desk, letter mail is handled directly by USPS and is delivered directly to your mailbox by the USPS. It is your responsibility to check your mailbox regularly.

At North Campus' Willow Desk, letter mail will typically be processed within 24–48 hours of receipt by the Willow Desk. Letter mail is scanned using our package-tracking software for North Campus residents, and an email notification is sent to your UW email.

Picking up letter mail at Willow Desk

If you have letter mail available, you will need to bring your Husky Card or other photo ID to the Willow Desk. Present your ID to the Desk Services Representative, and they will retrieve your mail and have you sign for delivery. Please be aware that the number assigned to your mail in the email notification is for front desk purposes and is not a tracking number in any way.

Sending mail at the front desk

Letters can be dropped off at the front desk, or into Lander Desk’s outgoing letter box located near the resident mailboxes, for USPS pickup.* Outgoing mail must be sealed in an envelope, and the appropriate postage or permit imprint must be affixed or printed on the envelope. Front desk staff do not have the tools to weigh and measure your mail or to determine the required amount of postage.
BUILDING ACCESS AND KEYS

Your Husky Card

Your Husky Card is the property of the UW and is for your exclusive use. It serves as a building-access card for your building and for access to the dining or amenity spaces in other residence halls. It may also have your Dining Account money 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 at 206-543-7222, or visit them on the ground floor of the Odegaard Undergraduate Library. You can also suspend a lost Husky Card at the Online Card Office. Replacement charges may apply; see the Incidental Charges section for current pricing. Your front desk can provide you with a temporary building-access card to use until your Husky Card is found or replaced.

Your keys

The set of keys you received at check-in are assigned uniquely to you, but are considered UW property. Do not switch 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.

Lockouts and lost keys

If you are locked out of your bedroom, apartment or building, you may temporarily check out a key or building-access card.

- During business hours, go to your front desk.
- If you are locked out after the front desk is closed, call the RA/CA on duty.

There is a 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 72 hours. Failure to return the key within 72 hours may result in you being charged for a lock change.

Charges may apply to rekey your room if your keys are lost or otherwise not returnable (see the Incidental Charges 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 will not result in a charge if we can document your case number.

Since residential community 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.
BUILDING A RELATIONSHIP WITH A ROOMMATE

One of the most exciting things about living on campus is having the opportunity to live with a roommate. Your roommate may become a friend for life. This may be the first time you've shared a living space with somebody outside your family, so it is important that you build a relationship grounded in respect and trust. Communication between roommates is extremely important in the success of roommates living together cooperatively.

There are some fundamental expectations that you and your roommate should have about how you will treat each other:

**ALL ROOMMATES HAVE THE RIGHT TO:**
- Study and sleep without unreasonable distractions, noise or interference
- Have guests with the understanding that guests must honor the rights of others and the policies of the residence hall/apartment community
- Have overnight guests only with the consent of other roommates and as outlined in the housing agreement
- Free access to their room and facilities
- Live in a healthy, safe, clean and sustainable environment
- Feel comfortable in their room
- Be free from harassment and discrimination
- Identify and discuss conflicts
- Privacy
- A locked room or cluster door at all times
- Dictate the use of their possessions

**MAINTAINING A GOOD RELATIONSHIP WITH YOUR ROOMMATE**
- DO regard your roommate as an equal
- DO respect your roommate's feelings and opinions
- DO speak up if your roommate's behavior bothers you
- DO NOT put off talking to your roommate if there appears to be a conflict
- DO NOT assume the conflict is your roommate's problem
- DO NOT try to reform your roommate

**Roommate or apartment agreement**

To help you and your roommate address issues before they impact your residential experience, you will all complete a roommate agreement. Your RA/CA will send you the link to the agreement after you arrive. Only one agreement needs to be submitted per room. The roommate agreement will give you a starting point for having an open conversation about expectations for the year. Your RA/CA is also available to discuss the roommate/apartment agreement with you and your roommate.
Now that you are settling into college life, you probably are looking for opportunities to get involved! There are many different organizations within the residential communities. Whether you are looking for experience planning events, gaining leadership skills, learning about the environment, etc., there are a multitude of ways to interact with other residents.

**Hall/Community Council**

Hall/Community Council is an opportunity to join a community of leaders and influence where you are living. You can help make the UW residential communities feel more like a home for approximately 8,000 residents. Apply to be on your Hall/Community Council’s Executive Board or to be a general member. No prior experience is needed to join, and it is an easy way to develop leadership skills and to positively impact your Husky Experience. Visit the [Hall/Community Council page](#) for more information.

**Residential Community Student Association (RCSA)**

The RCSA is a representative body for residential students who call the UW both their school and their home. RCSA is a group governed by students for students with the goal of empowering through engagement and taking ownership of students’ residential Husky Experience. You can become a general member of RCSA by attending weekly meetings on Wednesdays at 4:30 p.m. You can also visit the [RCSA page](#) for information about meeting dates and locations. You can also serve as an RCSA representative for your building’s Hall/Community Council. If that interests you, please visit the Hall/Community Council page.

**Residential Programming Board (RPB)**

RPB plans large-scale social events for students all across campus. From movie screenings in the Alder Auditorium, to cooking demonstrations at Local Point, to Midnight Carnival, RPB plans and implements a wide variety of programs each quarter. For the first time, RPB is creating a volunteer opportunity for students interested in learning about event planning and who want to assist at events throughout the year. This is a great chance to gain leadership skills. Visit the [RPB Volunteer Team](#) page for more information and to sign up to volunteer with RPB this year.

**Students Expressing Environmental Dedication (SEED)**

SEED is a residence hall student group whose mission is to raise awareness and promote environmentally sound practices in university housing to residents and staff. SEED meets weekly on Thursdays at 5:30 p.m. in Poplar Hall. You can attend weekly meetings and be a general member of SEED, or you can serve as a SEED liaison in your building’s Hall/Community Council. Visit the [SEED page](#) for more information about the organization.
You have decided to join a new community, one that very much values the diversity of its members. With more than 8,000 students, our on-campus residential communities boast 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/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, special event programming in the residential communities or a social on your floor, 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 roommate(s) and 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. Even if the situation is subtle in nature, it is important that staff members are made aware so they can appropriately address it. 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 based on the perception of race, color, creed, religion, national origin, citizenship, sex, pregnancy, age, marital status, sexual orientation, gender identity or expression, genetic information, disability or veteran status. Something does not necessarily need to rise to the level of a hate crime (malicious harassment as defined in RCW 9A.36.080) to constitute a bias incident.

The UW values and honors diverse experiences and perspectives, strives to create welcoming and respectful learning environments, and promotes access and opportunity. 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 RA/CA and Community Manager is a great first step to report possible bias-related incidents.

The following are UW offices that offer support and confidential assistance:

- UW Bias Reporting Tool
- Community Standards and Student Conduct
- Office of the Vice President and Vice Provost for Student Life
- Office of the 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 answering the door.
- Keep outside doors closed, even if you need to go in and out frequently.
- Only let people you know into residential buildings.
- Immediately report any obscene, harassing or threatening phone calls, emails and messages and any suspicious circumstances or activity to your RA/CA 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 building key or your checkbook, and for all residents, your identity. Don’t lose it or loan it.
- Take appropriate steps to secure and insure personal property.
- Register your bicycle and electronic devices with the UWPD.
- 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 unless instructed to do so.
- Always let someone know where you are going and when you will return.
- Keep your emergency contact information up-to-date via the 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 within the UW. 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 UW housing. To protect your belongings, you are encouraged to:

- Use an engraver to put your name on valuables such as stereos 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 for more information.
- Make a record of the description, serial numbers and identifying characteristics of your valuables. Photos can also serve as useful records.
- Get renter’s 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, mail, credit/debit card numbers, bank records and computer data.
Residential Life staff
Residential Life staff provide safety information to UW housing communities during the 1st floor meetings 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 RA/CA or Community Manager about any safety concerns you may have. RAs/CAs are on duty after business hours to address safety issues. Community Managers are on duty after hours on business days and 24 hours a day on weekends and UW holidays. All HFS staff members wear official photo IDs when in the residential areas of HFS housing in order to help you identify HFS staff from others who may be in the building.

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

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

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

For an emergency requiring police, medical assistance or the fire department, call 911.

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

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, faculty and staff 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 where there isn’t a safety concern yet, but the witnessed behavior 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.
EMERGENCY PREPAREDNESS

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
Emergency kits are provided to students moving into an apartment or residence hall for the first time. Each kit contains supplies for a 72-hour period. Become familiar with the items in your kit and supplement for any particular needs you have.

Students are expected to bring the kit back with them following any break in residence and to replace any used or lost items at your own expense. Replacement kits may be purchased at campus express markets.

Family housing residents are highly encouraged to put together and maintain an emergency kit with enough supplies to accommodate the needs of their 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 in your apartment. Your agreement articulates these restrictions and guidelines.

EVACUATION PROCEDURES
On the back of all room or main apartment doors you will find the evacuation route for your unit. Each building has an evacuation assembly point. If the building alarm sounds, exit immediately. 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 UW Environmental Health and Safety's page for Residence Hall fire safety. 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
RAs/CAAs and the Community Manager in each community know the room locations of students who have identified themselves as having a disability. Each student with a disability is responsible for meeting with their Community Manager to review their personal evacuation procedure. In consultation with DRS, the Community Manager and student will create an evacuation plan specific to their room and building.

SMOKE DETECTORS
If your smoke detector malfunctions, contact your front desk or the RA/CA on duty to report the problem immediately. Do not disconnect the smoke detector. The maintenance staff will enter rooms/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 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, HFS buildings have hallway CO detectors integrated into the fire alarm system. HFS 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 RA/CA or the UWPD so that a maintenance team can be dispatched to investigate.
Disaster and emergency protocols

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 impact the UW campus. The UW has information on American Red Cross Safe and Well and 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 disaster strikes, you might worry about 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 them how they are and to find out how other family 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!

UW Alert: All HFS residents are automatically enrolled in UW Alert, the campus emergency notification system, using the mobile phone number and email on file with HFS. In emergency situations, you will receive text messages and/or emails through this system. It is important to pay attention to all alert and advisory messages, and keep your mobile phone number current in the contact information section of your student profile in MyHFS.

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 page for active shooter emergency procedures.
TRANSPORTATION

U-PASS
The **U-PASS program** provides flexible, low-cost transportation choices. Ride free on any Metro, Community Transit or Sound Transit bus or the Sounder commuter light rail.

Parking on campus
Motor vehicles, including motorcycles, must be parked in designated parking areas and may require a permit. Any motor vehicle parked on patios, lawns or walkways will be subject to ticketing and impoundment. 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](#).

Nordheim Court residents may apply for a parking permit on line; permits are issued by Nordheim Court staff.

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. For detailed information about commuting by bicycle, including rules and laws about riding on and off campus, visit [UW Transportation Services](#).

Bicycles must not be left in hallways, exit-ways, 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 each building.

Bicycle theft is a common occurrence on college campuses. [Register your bicycle with the UWPD](#). Kryptonite brand U-locks, along with helmets and other safety equipment, are available at a discount from Hall Health. 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 community. For bicycle repairs and assistance on campus, the ASUW Bike Shop is located in 103 Husky Union Building.
FACILITY INFORMATION

Internet and TV
The University of Washington wireless (Wi-Fi) service is designed as a primary access method to UW network for students, faculty and staff.

Your room is equipped with access to the high-speed campus Ethernet network. This gives you fast access to email, UW Libraries, the MyUW website, UW class pages and information on the Web anywhere in the world.

HuskyTV is the streaming and cable TV service for on campus and residence hall users

UW Video connects you to the UW's, large archive of Web-accessible lectures, building temperature and air quality

Our buildings (excluding Haggett Hall, Hansee Hall, McMahon Hall, Stevens Court and Nordheim Court) have Eco Thermostats, which promote energy and carbon reduction. The thermostat controls heating only.

1. Push the center button (for the three-button model) or either button (for two-button model) for two hours of high heat.
2. Set your personal high-heat temperature between 68–74°F using the arrow buttons.
3. After two hours of high heat, the thermostat will reset to 66°F.
4. After 48 hours of no contact, the thermostat will automatically reset to 55°F (vacation mode).
5. Push the center button (for the three-button model) or either button (for two-button model) for high heat as often as needed. After 10 seconds following contact, the thermostat reads actual room temperature.

HANSEE HALL AND MCMAHON HALL
The temperature is controlled by a central heating system. Individual radiators can be turned on or off for some comfort-level adjustment; however, the building's temperature is centrally set.

In Hansee Hall and McMahon Hall, residents can adjust the radiator in their room.

For concerns about building temperature control or to report a temperature concern, please submit a work order.

STEVENS COURT
Stevens Court has central heating. Each apartment has its own furnace. There is a thermostat in the living room area that controls the heat for the apartment. There are also registers in each apartment that can be opened to control airflow.

NORDHEIM COURT
Nordheim Court has electric baseboard heating. Residents can adjust the temperature using the thermostat in their apartment.

Maintaining healthy air quality
Good air quality in your room promotes good health and a cleaner, safer living environment. The air quality in your room and/or apartment is highly dependent upon good circulation and the regular exchange of air. Excessive or trapped moisture in a room can lead to mildew, mold problems, allergens and possible damage to the room. Moisture is generated during activities such as cooking, bathing, doing laundry and watering plants.

Please help maintain a clean and healthy living environment by following these suggestions:

• Leave a window open, even slightly during the winter months, for at least 20 minutes a day. When weather permits, open windows fully on opposite sides of the apartment, if applicable, to allow for a good exchange of air.
• Leave a window open, even slightly, when boiling water or doing any cooking. You should also 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 (i.e., bathroom, room) 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 the walls limits the airflow and may encourage the growth of mildew.
• Use the bathroom exhaust fan when taking a shower or bath. In all buildings other than Stevens Court, the fan should come on automatically.
• Please report severe moisture problems by putting in a work order.

**WINDOWS**

In all buildings, excluding Hansee Hall, McMahon Hall and Stevens Court, you will find a thin vent on the edge of the window that can be lifted to allow for air circulation without opening the window. This allows for minimal loss of warmth while providing fresh air from the outside.

**FURNITURE**

Please take note of the furniture configuration at your time of move-in. When you move out, please make sure all furnishings are arranged according the original layout. For metal beds, this includes resetting the original bed height to the second rung from the bottom.

**Changing bed height**

In buildings with metal beds, the height of the bed can be changed per the resident’s preference. You can watch the video or follow these instructions:

Assembly of the bunk requires two people, one on each end. The bunk comes in two parts. The ends of the bunk are closed, but they open easily by unfolding.

1. Once the bunk is unfolded, extend the ends and open it up to a wide angle in order to place the bed deck inside.
2. Remove the knobs from the deck hooks, and place the bed deck at the desired level with the bunk bed.
3. Place the bed deck hooks over the headboard rails on both ends. Move the ends toward the center to position the deck.
4. Set each hook by pushing against it, then insert and tighten the knob.
5. If a bed is lofted, please install the supplied safety rail.

**Countertop care**

Please be cautious when placing hot items directly on the countertops. This can cause 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.
Equipment and appliances

When thinking about appliances and equipment for your room, keep in mind safety and facilities considerations. We take several factors into account when considering what is allowed and not allowed in our communities.

OVERALL GUIDELINES:

- The item is not open-coiled.
- Only use approved items in kitchen/kitchenette locations.
- Residents stay with item at all times while it’s in use.
- Appliance is UL certified.
- Usage does not overload room electrical capacity.

Some examples of permitted items are:

- Mini-fridge (4.4 cu ft. maximum)
- Fish tank
- Heating blanket
- Instant pot
- Blender/mixer
- Rice maker
- Water kettle
- Coffee maker
- Panini grill
- Toaster, ONLY when used in kitchen or kitchenette locations. May not be used in residential rooms or common areas.

EXAMPLES OF ITEMS THAT ARE PROHIBITED:

- Open-coil appliance (e.g., toaster oven)
- Full-size appliance or multiple appliances that overload the capacity of your space
- Window-mounted air conditioner
- Microwave oven over 700 watts
Student cleaning supplies closet

All students are responsible for the upkeep and cleanliness of their room and/or apartment. As a courtesy, green cleaning supplies can be found in our residential communities. Please return them when you are done using them. Vacuums and carts can be found in the closet in your community, at your RLO or front desk. Your RA/CA can guide you to these locations. These supplies are shared by all in the community. For Stevens Court, cleaning supplies can be checked out from the RLO (located on the 2nd floor of Building H) during office hours.

Laundry

Community laundry rooms with energy- and water-efficient washers and dryers are located in every building. 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. When creating your Maytag Connect 360 account use location code 217501. The UW is not responsible for clothing or other articles left unattended in laundry facilities.

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

All laundry machines operate using the Husky Card Account and do not take coins. Please see the Incidental Charges page for wash and dry costs. If when using the machines there is a malfunction that deems it necessary for a refund, if you used a Husky Card please contact the Husky Card Office (huskycrd@uw.edu). If you used a credit/debit card for laundry payment and require a refund, please call WASH (1-800-342-5932).

Copies, printing and faxes

HFS front desks can perform small copy jobs for 10 cents per copy. Larger or specialty copy jobs may be taken to UW copy centers at various campus locations. HFS front desks may also send or receive faxes. You can print documents using Dawg Prints, an online interface that allows you to send print jobs wirelessly from your computer to over 50 different campus print stations using your Husky Card Account. For information about Dawg Prints locations, pricing and print options, visit Dawg Prints.
In all residence halls with interior hallways there is a trash area on each floor. This area has either chutes or bins in which to sort your waste. Compost bins can also be found either in the floor kitchens or the trash areas.

In apartment communities there is one waste disposal location for the entire complex. Your RA/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 naturally 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**
Recycling eases pressure on the environment, offers a second life for recycled products and helps extend the bounty of our natural resources. Recyclable items include:

- Paper and cardboard that is free of food products
- Metals
- Bottles and jars

**Trash**
What’s left? Hopefully, not a lot. Items that aren’t compostable or recyclable can go in the trash containers or chutes. If you want to know more, check out our video about composting.

**Medical waste disposal**
Federal, state and municipal regulations require that medical waste be disposed of in an approved container to keep residents and our staff 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.

**PERSONAL COMPOST BIN CHECKOUT PROGRAM**
Personal compost bins are available for checkout at your RLO. You may keep that bucket in your room as long as you live with us. You can throw your compostable materials in the bucket and empty it into the larger receptacle as often as necessary. Buckets are free to check out, and to make the process easier, we will give you a box of liners to get started. The liners aren’t necessary—they just make cleaning up a breeze. Talk with your RA/CA for more information.
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](http://www.hfs.uw.edu).

**Custodial services**

HFS Facilities Services keeps the public bathrooms, lounges, halls, study areas and other common areas 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.
Bathroom and apartment inspections are conducted quarterly to ensure that residents are properly cleaning and maintaining their apartment on a regular basis. Inspections also give staff an opportunity to address any facility-related issues in a prompt and timely manner. Each quarter, residents will be notified of their inspection date and inspection results via email. Apartments must remain properly cleaned until the inspection has been completed.

**Note:** Graduate and professional housing in Mercer Court buildings D and E will only be inspected once per year, during winter quarter. Family housing residents receive annual apartment inspections.

Given the COVID-19 environment, HFS is working to revise the cleanliness inspections plan based on our new conditions. Residents will receive more information from their Community Manager about this process each quarter.

**Preparing for inspections**

1. **CLEAN YOUR BATHROOM AND APARTMENT**
   
   Use the following steps and resources to prepare for your inspection.
   
   Get cleaning supplies. Supplies may be purchased at the District Market. Talk to your RA/CA about shared cleaning supplies available in your community.
   
   Work with your roommates to clean shared areas of your room/apartment.
   
   See the following handouts for basic cleaning expectations and information:
   
   - *How to Clean a Bathroom (PDF)*
   - *How to Clean a Kitchen (PDF)*
   
   Place any work orders for items that need to be repaired in your room/apartment.

2. **COMPLETE YOUR PRE-INSPECTION WITH YOUR RA/CA**
   
   In preparation for inspections, RA/CAs will be meeting with residents to complete a pre-inspection of each apartment. One resident of the apartment must be present for the pre-inspection. At that time, each resident will receive written feedback about any unsatisfactory items that need to be addressed before the official inspection. RA/CAs will follow up with any room/apartment that is deemed unsatisfactory during pre-inspections.

**What the inspections include**

Inspections are brief. During this time, a Residential Life staff member and a custodial staff member will come into each room and:

- Conduct an inventory of furniture and note any damage or repairs needed
- Record the cleanliness of all areas including the bathrooms, kitchenettes, kitchens, hallways and living rooms

As stated in your housing agreement, residents agree to keep their room and common areas clean, orderly, and in good condition at all times and will properly dispose of trash, recycling and compost items in designated collection sites. All occupants of the room are expected to work together to maintain appropriate standards of cleanliness in the bathroom at all times.

After inspections are completed for your building, you will receive an email rating the overall condition of your bathroom or apartment.

**SATISFACTORY APARTMENTS**

- Any areas for improvement for the next inspection will be noted in the email.
- Custodial staff or maintenance staff will enter in the few weeks following your inspection to address any items listed as work orders.

**UNSATISFACTORY APARTMENTS AND REINSPECTION**

You will be given a date for your reinspection. The areas that made your apartment unsatisfactory will be listed. You have until the reinspection date to clean the areas listed in the email. Your apartment will be charged for staff time to do the reinspection.
IF YOUR BATHROOM IS STILL UNSATISFACTORY AT THE REINSPECTION

Custodial staff will clean the unsatisfactory areas of your bathroom or apartment either at the time of the inspection or within two weeks of the reinspection. Weekend cleaning between the hours of 10 a.m. and 3 p.m. may occur. All occupants of the room or apartment may be charged for the cleaning. Also, you may be required to participate in the Residential Life conduct process.

Note: All charges will be divided between roommates or apartmentmates based on the areas that were deemed unsatisfactory. Your housing account will be billed for these charges.

Sublicensed rooms in 12-month apartment areas

If your space is being sublicensed, this email is being sent to both the agreement holder and the sublicensee. Although the agreement holder will be responsible for all financial implications of this process, the failure of the sublicensee properly maintaining the space may result in the end of their residency with HFS. Please contact Residential Life staff with any questions.

Stevens Court family housing 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 Community Manager for Stevens Court, or a Program Assistant for HFS family housing, will join a staff member of HFS Facilities Services to enter each apartment together.

HFS staff will do a visual inspection of the common spaces (i.e., living room, kitchen, laundry/storage room, 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 date and range of time Residential Life staff may enter.

During the inspection, Residential Life 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 move-out process will differ based on when you are moving out and what agreement you have with HFS. The following preparation steps are important for all residents.

**Moving out early**

If you are a residence hall or apartment resident who is moving out before the end of your agreement period, please submit an Agreement Termination Notice (ATN). You do not need to submit an ATN if you are moving out during spring quarter, or at the end of EFS, interim or summer quarter.

**STEVENS COURT FAMILY HOUSING**

Notice of intent to vacate can be submitted online by completing an Intent to Vacate Form. You are required to provide a 45-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.

**Update your address at MyUW**

Update your mailing address at MyUW and discontinue subscription deliveries.

To update your address, log onto your MyUW account, click the Change Student Address link in the Quick Links section, update your Local Address information, and finally be sure to click the Save button at the very 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 being a resident of HFS.

**Account refunds**

Any charges on your housing account must be paid before you vacate. Late charges will be assessed on balances over $200 starting the last day of spring quarter. Account balances can be checked on your Statement of Account page. Unless your account is held due to charges for damages, cleaning, an unpaid balance or other reason, any refundable housing deposit will be issued after you vacate. If you are returning to campus for a future quarter, the housing deposit will remain on your account. The safest, quickest and easiest way to receive your refund is through direct deposit. Direct deposits can be sent to any financial institution within the United States that participates in the Automated Clearing House (ACH). When you provide us with your direct deposit information, any refund will be made directly to your bank account. If you sign up prior to one week before the end of spring quarter to receive your refund by direct deposit, you can expect it to be deposited into your account by July 2.

If you do not have direct deposit information on file, your refund will be issued by check to your local address in MyUW. Refunds issued by check will be mailed by July 15. Please update your address through MyUW prior to vacating in order to expedite the correct delivery of your refund. If your address on file is a non-U.S. address, your refund will be made to the credit/debit card last used to make a payment on your account (if applicable). If you do not receive your expected refund by August, please contact the HFS Financial Services Office.

**Rental reference**

You are welcome to list the 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.
Room inspection
Make an inspection appointment with your RA/CA no later than 24 hours before you intend to move out.

- If you cannot contact your RA/CA, you may contact another RA/CA in your building by calling the Residential Life Office.
- If you do not make an inspection appointment by the deadline, you may incur improper checkout charges.

In Stevens Court family housing, 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 members will then 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.

Remove all personal items and clean your room and apartment
Remove all personal belongings, thoroughly clean your room, and return all furniture to its original configuration and location. No personal items should be in the room or apartment common areas when you check out.

In addition to following the cleaning guidelines, roommates are responsible for cleaning their bathroom. Any damage or cleaning charges for these areas will be divided equally among the roommates.

CLEANING GUIDELINES
Residence Halls and Apartments
Family Housing

STORAGE
There is no storage space in the residence halls. If you are vacating temporarily or permanently and need to store your items for a certain period of time, consider contacting a private storage company. One such company that is familiar to the UW and that HFS works with is Dorm Room Movers. They will send you boxes and tape to pack. Their professional and insured movers will pick up your items, store them for the summer and deliver them back when you return. Contact them directly to learn more.

DINING
Dining Account funds are nonrefundable and nontransferable. Any dining funds remaining on your account after noon on the last of your agreement will be forfeited. Please check your balance via the Online Card Office. If you feel that you will have difficulty spending your remaining balance before the end of the quarter, we encourage you to speak with one of the UW Dining market managers regarding the purchase of stocked, bulk items and nonperishables, such as cases of bottled beverages or your favorite snack. You can also use your Dining Account to purchase kitchenware from the District Market, whole pies from Pagliacci Pizza, your favorite treat or merchandise from Starbucks® and menu items from Bay Laurel Catering. Lastly, don’t forget to treat your family and friends to lunch, dinner or happy hour at Cultivate, a Zagat- and Smart Catch-rated, full-service restaurant.

If you have any questions regarding dining options and services on campus, please contact UW Dining at 206-685-4950 or uwdining@uw.edu.

Any balance of funds on your Husky Card Account will remain accessible for your use and will carry over to next year.
CHECKING OUT

Check out at your front desk or other designated check-out location. For non-family housing residents, you must check out within 15 minutes of completing your room inspection.

Take the following with you to your front desk:

- Husky Card for identification
- All keys issued to you when you moved in (i.e., room keys, apartment keys, community center keys, temporary building-access cards)
- Parking permit (Nordheim Court only)

Failure to return keys and temporary building-access cards will result in charges being applied to your account.

If you have an unexpired parking permit, return it to UW Commuter Services (or to the Nordheim Desk if you live in Nordheim Court).

- Parking permits may not be transferred to another individual or vehicle.
- Your parking permit becomes invalid if you move out before it expires.