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Now that you’re getting settled in, it might be a good time to learn a little more about your new community and living on campus. Maybe you have questions about your thermostat or how to connect to the Internet. This guide has information about those things and more, and it is designed to make your residential Husky Experience as fun and carefree as possible.

**Resident Adviser (RA)**

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

Your RA is your main point of contact in the residence halls. 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 on Duty**

An RA 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.
COMMUNITY STANDARDS

Rights and Responsibilities

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 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 are answered in the agreement:

- Guests
- What is allowed in the residence halls
- Important dates
- Charges
- Harassment
- Alcohol and drug use
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 hall 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 his/her behavior
- Help the student clarify his/her 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 Peer Review Board or an administrator.

While the conduct process is centered on educational outcomes, sanctions may be imposed upon 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 assessment of fees, placing a hold on a student’s UW registration and/or further UW action.
HFS Desk Services operates several front desks that provide a centralized location to serve and accommodate a variety of needs for those living in the residence halls, guests and visitors.

<table>
<thead>
<tr>
<th>ASSIGNED RESIDENCE HALL</th>
<th>FRONT DESK LOCATION</th>
<th>CONTACT NUMBER</th>
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<tbody>
<tr>
<td>Alder Hall</td>
<td>Lander Regional Desk, Lander Hall</td>
<td>206-543-0235</td>
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<tr>
<td>Elm Hall</td>
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<td>Stevens Court</td>
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<td>Terry Hall</td>
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<td></td>
</tr>
<tr>
<td>Hansee Hall</td>
<td>Willow Regional Desk, Willow Hall</td>
<td>206-685-2959</td>
</tr>
<tr>
<td>Haggett Hall</td>
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<tr>
<td>Madrona Hall</td>
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<tr>
<td>McCarty Hall</td>
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<tr>
<td>McMahon Hall</td>
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<tr>
<td>Willow Hall</td>
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Front desk hours are subject to change during certain times of the year (i.e., holidays, Finals Weeks, break periods and Move-in/Move-out days). Contact or visit your residence hall front desk to learn standard and nonstandard operating hours.

**Lost and Found**

Items found inside the residence halls are brought to the residence hall 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 residence hall front desks with cash or check only. You can also add funds online using debit and credit cards.

**Check-In and Checkout Services**

Residents arriving or departing UW housing, or changing rooms, are required to check in and check out of their accommodation at their residence hall front desk during business hours. This requirement is subject to change if residents are checking in or out during high-volume peak times.

Visit us on the Web: [www.hfs.uw.edu](http://www.hfs.uw.edu)
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 pick up. Text message settings can be found in your My UW profile.

Text and email notifications are an 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 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 scannable 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 pick up that will only have the pin number. Text message settings can be found in your My UW 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 mailroom 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 pick up at the Willow Desk level. Email notifications will be generated for letter mail when they are 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.

NORTH CAMPUS WILLOW DESK AND MAILROOM

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 pin number or the scannable QR code 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 QR code 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, 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.

Visit us on the Web: www.hfs.uw.edu
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 the West Campus Lander Desk: Letters, not packages, will be delivered by front desk staff into 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 sent via a trackable service such as USPS Priority, Express Mail or certified mail.

At the 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

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 at Lander Desk, dropped into the 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. The front desk staff does not have the tools to weigh and measure your mail or to determine the required amount of postage.

*Due to USPS requirements, some 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.
# RESIDENCE HALL ADDRESSES

## WEST CAMPUS

<table>
<thead>
<tr>
<th>Hall</th>
<th>Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alder Hall</td>
<td>Resident Name 1315 NE Campus Parkway ### (room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Elm Hall</td>
<td>Resident Name 1218 NE Campus Parkway ### (room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Lander Hall</td>
<td>Resident Name 1201 NE Campus Parkway ### (room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Maple Hall</td>
<td>Resident Name 1135 NE Campus Parkway ### (room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Mercer Court Building A</td>
<td>Resident Name 3925 Adams Lane NE # (pound sign) -###-# (building-apartment-room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Mercer Court Buildings B and C</td>
<td>Resident Name 3927 Adams Lane NE # (pound sign) -###-# (building-apartment-room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Poplar Hall</td>
<td>Resident Name 1302 NE Campus Parkway ### (room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Stevens Court</td>
<td>Resident Name 3801 Brooklyn Avenue NE ###-# (apartment-room number) Seattle, WA 98105</td>
</tr>
<tr>
<td>Terry Hall</td>
<td>Resident Name 1035 NE Campus Parkway ### (room number) Seattle, WA 98105</td>
</tr>
</tbody>
</table>

## NORTH CAMPUS

<table>
<thead>
<tr>
<th>Hall</th>
<th>Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haggett Hall</td>
<td>Resident Name Haggett Hall, Room ### (room number) 4290 Whitman Ct NE Seattle, WA 98195</td>
</tr>
<tr>
<td>Hansee Hall</td>
<td>Resident Name Hansee Hall, Wing Name &amp; room number 4294 Whitman Ln NE Seattle, WA 98195</td>
</tr>
<tr>
<td>Madrona Hall</td>
<td>Resident Name Madrona Hall, Room ### (room number) 4320 Whitman Ln NE Seattle, WA 98195</td>
</tr>
<tr>
<td>McCarty Hall</td>
<td>Resident Name McCarty Hall, Room ### (room number) 2100 NE Whitman Ln Seattle, WA 98195</td>
</tr>
<tr>
<td>McMahon Hall</td>
<td>Resident Name McMahon Hall, Room ### (room number) 4200 Whitman Ct. NE Seattle, WA 98195</td>
</tr>
<tr>
<td>Willow Hall</td>
<td>Resident Name Willow Hall, Room ### (room number) 4294 Whitman Ln NE Seattle, WA 98195</td>
</tr>
</tbody>
</table>
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 residence hall and for access to the dining and amenity spaces in other buildings. 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 Odegaard Undergraduate Library. You can also suspend a lost Husky Card using the online card office. Replacement charges may apply; see the Incidental Charges page for current pricing.

Your residence hall 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. Avoid switching keys with anyone, and turn in your keys at your residence hall’s 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 leave.

Getting Locked Out or Lost Keys

If you are locked out of your bedroom, apartment or building, you may check out a key or building access card. The lockout key must be returned within 24–72 hours. Failure to return the key within 72 hours may result in you being charged for a lock change.

- During business hours go to your front desk
- If you are locked out after the front desk is closed, call the RA on duty. There is a $10 fee for any lockout assistance after front desk hours or any time a Residential Life staff member is required to unlock a door.

CHARGES FOR LOST KEYS

Charges may apply to rekey your room if your keys are lost or otherwise nonreturnable (see the Incidental Charges page 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) or at 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 residence hall 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.
**Rick’s Café**
Student-managed ice cream shop featuring $1 ice cream, located in Madrona Hall.

**Area 01**
*Area 01* in Maple Hall is a community-focused interdisciplinary learning destination featuring a maker space, music and video labs and a gaming area.

**Fitness Center West**
*Fitness Center West*, located in Elm Hall, is a large fitness facility that also houses our campus Health and Wellness Offices. Open to HFS residential students only, this facility offers cardio equipment, free weights and strength equipment. Classes including yoga and circuit training are available in the two large fitness studios.

**The MILL**
The MILL in McCarty Hall is a hands-on workspace where the UW community comes together, both formally and informally, to imagine, discover, innovate and responsibly create.

**McMahon Hall Fitness Room**
Located in the North Tower lobby level of McMahon Hall, the fitness room includes elliptical machines, treadmills and table tennis.

**Meeting Room Reservations**
HFS facilities contain a number of meeting rooms. Residents may use the rooms casually for studying or group activities as long as there is not a prior reservation for the space. If you are in need of a space for a gathering and would like to make a reservation, HFS residents can reserve meeting rooms at no charge. Go to the Meeting Facilities page on the HFS website for the applicable policies and our online reservation form.
LIVING WITH A ROOMMATE

One of the most exciting things about living in the residence halls 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.

Roommate Bill of Rights

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 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 Agreement

To help you and your roommate address issues before they impact your residential experience, you will all complete a roommate agreement. Your RA 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 is also available to discuss the roommate agreement with you and your roommate.
HEALTH AND WELLNESS RESOURCES

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
The Division of Student Life Office of Health and Wellness provides students with support around the social, emotional, intellectual, physical, financial and spiritual dimensions of life. Please visit UW Health and Wellness 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 through 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 health care. 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. To learn more, please visit Hall Health.

COUNSELING CENTER
The Counseling Center is staffed by psychologists and mental health counselors who provide developmentally-based counseling, assessment and crisis-intervention services to currently enrolled UW students.
DIVERSITY AND INCLUSION IN THE HALLS

You have decided to join a new community, one that values the diversity of its members. With more than 7,500 students, the 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 and inclusion. 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, the Ethnic Cultural Center/Theatre, 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.

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.

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 communities. Strive to understand the individual differences of those around you, especially your roommates 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. 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 of them so they can appropriately address the situation. You may wish to contact your RA or speak to your Resident Director in the Residential Life Office (Monday–Friday, 1–6 p.m. or by appointment). 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 INCIDENTS

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 RA and RD 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

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.
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 you know who is there 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 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 residence hall 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.
- 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 the applicable 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 the residence halls. To protect your belongings, you are encouraged to:

- Use an engraver to put your name on all 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 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) or 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 card numbers, bank records and computer data.
SAFETY RESOURCES

Residential Life Staff

Residential Life staff provide safety information to the residence hall and apartment communities during the first 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 or RD about any safety concerns you may have. RAs are on duty after hours to address safety issues. RDs are on duty after hours on business days and 24 hours a day on weekends and holidays. All HFS staff members wear official photo IDs when in the residential areas of the residence halls in order to help you identify HFS staff from others who may be in the building.

UW Police Department

The UWPD patrols the residence halls 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 UWPD Crime Prevention Unit.

FOR AN EMERGENCY REQUIRING POLICE, MEDICAL OR THE FIRE DEPARTMENT CALL 911.

For nonemergency assistance, call the UWPD at 206-685-UWPD (8973) or 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 of the campus. The UWPD manages Husky NightWalk. Husky NightWalk operates from 6 p.m.–2 a.m., seven days a week except UW holidays.

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).

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, cyber stalking, 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 a residence hall or apartment 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.

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 the residence halls. 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
RA’s and the RD in each residence hall 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 RD to review their personal evacuation procedure. In consultation with DRS, the RD and student will create an evacuation plan specific to their room and building.

Smoke Detectors
If your smoke detector malfunctions, contact your residence hall front desk or the RA 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 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, residence halls have hallway CO detectors integrated into the fire alarm system, 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 or the UWPD so that a maintenance team can be dispatched to investigate.
Disaster and Emergency Protocol

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. It is best to 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 page for active shooter emergency procedures.
LIVING SUSTAINABLY ON CAMPUS

The UW is a national leader in sustainability in higher education, and HFS is proud to contribute to the UW's sustainability mission in a variety of ways. Residents are provided an opportunity to engage in conversations around sustainability with one another through the student organization SEED. By choosing to dine in an HFS-operated venue, residents are supporting the UW's goal to provide the most sustainable food system model at an institution of higher learning.

We believe sustainability is an important part of our mission as we strive to contribute to the student learning both inside and out of the classroom.

What You Can Do
Wherever you live on campus, you can take steps to make a difference.

EASY ENERGY SAVERS
- Turn out lights that are not in use or not needed.
- Take the stairs whenever possible.
- Limit the amount of water you use while you shower and when brushing your teeth.
- Take advantage of the recycling and composting programs in the residence halls.

ELECTRONICALLY SPEAKING
- Be reasonable in your use of appliances, and be aware of how much electricity you are using.
- Use a power strip for all appliances, equipment and chargers (except refrigerators), and turn it off when not in use to ensure your electronics are fully powered off.
- If you are purchasing an approved appliance such as a refrigerator, microwave oven, television or printer, make sure they have the ENERGY STAR label that shows they promote reduced energy use and reduced impact on the environment.

Find out how you can live the sustainable life.

WATCH THE VIDEO
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 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.

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 residence hall.

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. To report vandalism or theft of a bicycle, call the UWPD and inform a Residential Life staff member in your residence hall.

For bicycle repairs and assistance on campus, the ASUW Bike Shop is located in 103 Husky Union Building.
TEMPERATURE AND AIR QUALITY

Building Temperature Controls
Our residence halls (excluding Haggett Hall, Hansee Hall and McMahon Hall) have Eco Thermostats, which promote energy and carbon reduction. The thermostat controls heating only.
1. Push the center button (for three button model) or either button (for two button model) for two hours of high heat.
2. Set your personal high-heat temperature between 68–74ºF using the arrow buttons.
3. After two hours of high heat, the thermostat will reset to 66ºF.
4. After 48 hours of no contact, the thermostat will automatically reset to 55ºF (vacation mode).
5. Push the center button (for three button model) or either button (for two button model) for high heat as often as needed. After ten seconds following contact, the thermostat reads actual room temperature.

HAGGETT, HANSEE AND MCMAHON HALLS
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.
In Haggett Hall, there are no radiators in the rooms and heat is centrally adjusted.

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.

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 is highly dependent upon proper circulation and the regular exchange of air. Excessive or trapped moisture in a room can lead to mildew or mold problems, allergens and possible damage to the room. Moisture is generated during activities such as cooking, bathing, doing laundry and watering plants.

Following these suggestions will help maintain a clean and healthy living environment:
• Open a window 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.
• Open a window 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, 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 limits the airflow and may encourage the growth of mildew.
• Use the bathroom exhaust fan when taking a shower or bath. In West Campus buildings, the fan should come on automatically.

WINDOWS
In our residence halls (excluding Haggett Hall, Hansee Hall, and McMahon Hall), you will find a thin vent, called a trickle vent, on the edge of the window that can be lifted to allow air circulation without opening the window. This allows for minimal loss of warmth while providing fresh air from the outside.
CHANGING BED HEIGHT

In residence halls with metal beds, the height of the bed can be changed per the resident’s preference. Follow these instructions to change the bed height:

1. 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.

2. Once the bunk is unfolded, extend the ends and open it up to a wide angle in order to place the bed deck inside.

3. Remove the knobs from the deck hooks, and place the bed deck at the desired level with the bunk bed.

4. Place the bed deck hooks over the headboard rails on both ends. Move the ends toward the center to position the deck.

5. Set each hook by pushing against it, then insert and tighten the knob.

6. If a bed is lofted, please install the supplied safety rail.
Student Cleaning Closet

All students are responsible for the upkeep and cleanliness of their room or apartment. As a courtesy, green cleaning supplies can be found in our residential communities. Vacuums as well as carts can be found in the closet at your RLO or front desk. Your RA can guide you to these locations. These supplies are shared by all in the community. Please return them when you are finished using them.

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 360 Connect. When creating your 360 Connect 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 visit FixLaundry, use the Fix Laundry app or call 1-800-342-5932. Please take note of the six-digit machine code necessary for your service request.

Washers and dryers are $1.50 per load. Additional drying time may be purchased for 25 cents for fifteen minutes. All laundry machines operate using the Husky Card Account and do not take coins.

Copies, Printing and Faxes

Residence hall 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. Residence hall 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.
## Bike Rooms and Storage Locations

Please see the following table for bike storage locations in the residence halls.

<table>
<thead>
<tr>
<th>BUILDING</th>
<th>BIKE STORAGE LOCATION</th>
<th>HOW DO I GET THERE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alder Hall</td>
<td>1st Floor (street level), Room 114</td>
<td>Enter with Husky Card from the NE 40th Street sidewalk, between Alder Commons and the Loading Dock.</td>
</tr>
<tr>
<td>Elm Hall</td>
<td>1st Floor, Room 101A</td>
<td>Corner of 12th Ave. NE and NE 41st St. Enter on 12th Ave. NE.</td>
</tr>
<tr>
<td>Haggett Hall</td>
<td>Exterior bike racks</td>
<td>Main entrance of the Hall.</td>
</tr>
<tr>
<td>Hansee Hall</td>
<td>1st Floor, Room K106</td>
<td>Just outside the main center entrance between the 4 quads.</td>
</tr>
<tr>
<td>Lander Hall</td>
<td>Maple Hall 1st Floor (courtyard level), Room 131</td>
<td>At the northwest corner of building next to the Great Room. Enter from the Terry–Maple courtyard.</td>
</tr>
<tr>
<td>Madrona Hall</td>
<td>2nd Floor, Room 233</td>
<td>On the north side of the building. Enter with your Husky Card from the courtyard.</td>
</tr>
<tr>
<td>Maple Hall</td>
<td>1st Floor (courtyard level), Room 131</td>
<td>At the northwest corner of building next to the Great Room. Enter from the Terry–Maple courtyard.</td>
</tr>
<tr>
<td>McCarty Hall</td>
<td>2nd Floor, Room 239</td>
<td>On the southwest corner of the building next to the main entrance. Enter from the courtyard area.</td>
</tr>
<tr>
<td>McMahon Hall</td>
<td>Front exterior railings</td>
<td>Railing surrounds the exterior of the front side of the building.</td>
</tr>
<tr>
<td>Poplar Hall</td>
<td>2nd Floor, Room 240</td>
<td>Accessible from the alley on the east side of building. Enter through one of the two small garages, or through one of two exterior doors by those garages.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If entering through the south door, walk down the hall and enter through Room 230 to get to the garage where the Bike Room 240 is located. Note: because the driveway to the garage slopes up, when entering from the alley you will actually be on the 2nd floor.</td>
</tr>
<tr>
<td>Stevens Court Apartments</td>
<td>Exterior bike racks</td>
<td>Located throughout the community</td>
</tr>
<tr>
<td>Terry Hall</td>
<td>Maple Hall 1st Floor (courtyard level), Room 131</td>
<td>At the northwest corner of building next to the Great Room. Enter from the Terry–Maple courtyard.</td>
</tr>
<tr>
<td>Willow Hall</td>
<td>2nd Floor, Room 201</td>
<td>On the southwest corner of the building next to Pagliacci Pizza. Enter from the pedestrian walkway across from the dining terrace.</td>
</tr>
</tbody>
</table>
HuskyTV

HuskyTV is a satellite package arranged through the UW. If you have a cable-ready TV, all you need is a coaxial cable to hook up to your HuskyTV lineup. You must also program your TV to receive the cable signal. If you have any problems with access, please contact UW-IT or 206-221-5000 or call the Facilities Services and Planning Office at 206-543-4017.

Computing and Internet Access

It is convenient and easy to access the Internet in your room through the UW network. All resident rooms contain an Ethernet port for direct hardwire access, and many of the residence halls have all-building wireless Wi-Fi, making it easy to connect laptops, gaming consoles and mobile devices. Students receive a UW NetID, which is necessary to access the UW network and set up a UW email account.

ETHERNET

In order to use the Ethernet port in your room, you need to provide your own computer, Ethernet cable and adapter to complete your connection. Rooms that have fewer ports than residents are equipped with an Ethernet hub to allow two computers to connect to one port.

WIRELESS CONNECTION (WI-FI)

For a complete list of all Wi-Fi available areas on campus, including the residence halls, 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.

You may not install your own wireless router or network in your room or apartment.

If you have questions or problems getting connected to the UW network, or work order requests, you may call UW Information Technology at 206-221-5000 or send UW-IT an email. 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 course work. For questions around use, please consult the Appropriate Use of UW Resources site. Violation of these rules may result in the suspension of your network access and/or 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 IT Connect. Compromised or infected computers will be denied network access.
COMPOST, RECYCLING AND TRASH

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 Stevens Court and Mercer Court there is one trash location for the entire complex. Your RA, as well as local signage, will direct you to this location.

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

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 for more information.

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.
SUBMITTING A WORK ORDER

If something in your room needs routine maintenance, like a running toilet or a clog in your sink, 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 FSWorks**

Please be as detailed as possible so that staff can respond quickly to correct the issue. Contact your RA or residence hall 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 FSWorks by clicking on the Search tab. You can also contact your RA or RD.

**Work Order Response**

When you submit a work order, it is reviewed by your custodial team. They may come to investigate the issue before sending it on to a tradesperson. All custodial or maintenance 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 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 canceled. 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 like overflowing toilets or power outages.

Contact your residence hall front desk or call the RA on duty to report the problem immediately.

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**Exemptions to Work Order Requests**

For work orders concerning computing or HuskyTV, contact the Facilities Services and Planning Office at 206-543-4017.

**Custodial Services**

HFS Facilities Services keeps the shared 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 inspections are conducted quarterly for rooms with private bathrooms, as well as for studios with a private bathroom and kitchenette, to ensure that residents are properly cleaning and maintaining their room and bathroom on a regular basis. Inspections also give our 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. Bathrooms and kitchenettes, if applicable, must remain properly cleaned until the inspection process has been completed.

**Before Your Inspection**

When you are notified of your inspection, please clean your bathroom. If you live in a studio your kitchen area must also be cleaned.

Use the following steps and resources to prepare for your inspection:

- Cleaning supplies may be purchased at the District Market. Talk to your RA about shared cleaning supplies available in your community.
- Work with your roommates to clean the bathroom.
- See these handouts for basic cleaning expectations and information:
  - [How to Clean a Bathroom](#)
  - [How to Clean a Kitchen](#)
- Place any work orders for items that need to be repaired in your room.

**COMPLETE YOUR PRE-INSPECTION WITH YOUR RA**

In preparation for inspections, RAs will be meeting with residents to complete a pre-inspection of each bathroom. One resident of the bedroom 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. RAs will follow up with any room that is deemed unsatisfactory during pre-inspections.

**What the Inspections Include**

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

The inspections include:

- Conducting an inventory of furniture and noting any damage or repairs needed
- Recording the cleanliness of the bathroom and kitchenette

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 your bathroom is inspected, you will receive an email rating of the overall condition of your bathroom.

**SATISFACTORY BATHROOMS**

Any areas for improvement for the next inspection will be noted in the email. Custodial or maintenance staff will come back into the room in a few weeks following your inspection to address any items listed as work orders.
**UNSATISFACTORY BATHROOMS AND REINSPECTION**

You will be given a date for your reinspection. The areas that made your bathroom unsatisfactory will be listed. You have until your reinspection date to clean the areas listed in the email. Your room will be charged $40 for staff time to complete the reinspection.

**IF YOUR BATHROOM IS STILL UNSATISFACTORY AT THE REINSPECTION**

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

**Note:** All charges will be divided among roommates. Your housing account will be billed for these charges. Please contact your RA or RD with any questions.

**Countertop Care**

In studios and apartments, 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 it on the countertop.
The UW is situated in the Pacific Northwest, and 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 residence halls, 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 RA or RD. 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 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 seal it in a plastic bag or jar that. 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 RA or RD. If it is determined that you do have bedbugs, we will need your cooperation to ensure successful control for you, your roommate(s) and neighbors!
HOW TO REQUEST A ROOM CHANGE

HFS offers several ways for you to move to a different room. Some room changes are only available during certain times of the year, since timing and occupancy levels affect our ability to offer and process room changes.

ROOM CHANGE REQUEST AVAILABILITY BY QUARTER

<table>
<thead>
<tr>
<th>AUTUMN QUARTER</th>
<th>WINTER QUARTER</th>
<th>SPRING QUARTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mutual Room Swap</td>
<td>Mutual Room Swap</td>
<td>Mutual Room Swap</td>
</tr>
<tr>
<td>Move in with a Friend</td>
<td>Move in with a Friend</td>
<td>Move in with a Friend</td>
</tr>
<tr>
<td>General Room Change</td>
<td>General Room Change</td>
<td>General Room Change</td>
</tr>
<tr>
<td>Super-Size Request</td>
<td>Super-Size Request</td>
<td>Super-Size Request</td>
</tr>
</tbody>
</table>

You need written authorization from an HFS Desk Supervisor to change rooms. If you receive authorization to proceed with a room change, your housing account will be charged $35. If you change rooms without authorization, your housing account will be charged up to $50.

You may submit room change requests through your Application and Assignment home page. HFS will notify you by email when the various online room change request forms go live. If you don't see the type of room change you are looking for under the Resident Resources section, then that type of request is not yet available.

If a new room becomes available for you, a room change offer will be sent to your UW email account by an HFS Desk Supervisor. You will have 48 hours to respond to your request. Reply to the email to accept or decline the offer.

- If you accept the room change offer, your room change request status will be changed to Approved. You will be emailed with a confirmation and instructions on how to change rooms.
- If you decline the room change offer or do not respond to the email, your application status will be updated to Denied, and your request will be removed from the waiting list.
- If you cancel your request or decline a room change offer and choose to reapply later, your new request will be considered based on the date you submit it. You will not retain your original position on the room change waiting list.

All approved room changes begin on Fridays and must be completed by Sunday, unless the Desk Supervisor approves other arrangements.

TYPES OF ROOM CHANGES

Mutual room swaps occur when two residents agree to trade their room assignments. After you and another resident have agreed to swap rooms, both of you must complete the Mutual Room Swap Request and agree on the same Friday room change start date.

Move in with a friend may be approved (in general), when the following applies:
- Your friend’s roommate will be moving out during or at the end of the quarter.
- The departing roommate has completed an Agreement Termination Notice.
- The open space in the room is not already assigned to a new resident.
- You are able to move out of your current room before you leave for Winter Break or Spring Break, and you can store your belongings somewhere (since the room you are leaving needs to be ready for a new resident).
- You and your friend have both submitted a Move in with a Friend application.

Super-size requests offer current residents the option to buy out the open space(s) in their room by paying an increased room rate. Supersizing is only available after all temporary housing residents have received permanent rooms and any new incoming residents have been assigned, usually after winter quarter begins.

General room change is a request to move to a different building or room type. When spaces become available, room change offers are made in the order applications are received. After you submit a general room change request, it will be assigned a number on the waiting list. Your waiting list position and status may not change if a space matching your preference(s) does not become available, even if your position is close to the top. Patience is key after you request a general room change.
MAKING HOUSING AND DINING PAYMENTS

Quarterly statements are emailed about a month before you move in. Billing for housing, dining and tuition are separate. Housing and dining payments should always be made directly to HFS, never to the tuition account.

Ways to Pay
You can pay online, by check, or in person or with financial aid.

PAY ONLINE
You may make housing and dining payments online with a Visa or MasterCard. HFS does not charge a convenience fee for using a debit or credit card online.

PAY BY MAIL
To pay with a check, write the name and student number in the memo line, and mail the check and a completed Check Remittance Form to:
University of Washington Housing & Food Services Financial Services Office 1045 NE Campus Parkway, Box 355607 Seattle, WA 98195-5607

PAY IN PERSON
You may pay with cash or check at the Student Services Office, 210 Lander Hall, or the Husky Card Account & ID Center located on the ground floor of Odegaard Undergraduate Library, Monday through Friday, 8:30 a.m. to 4:30 p.m.

PAY WITH FINANCIAL AID
HFS will post housing and dining charges directly to your financial aid account and then notify you if there is still a balance due after your financial aid allotment is exhausted.

To pay with financial aid, please indicate on your housing application that you would like for HFS to draw on your financial aid funds to pay for housing or contact the Student Services Office for more information.

Payment Agreements
If you are not able to complete your HFS payment by the due date, you may request a payment due date extension.

Your request must be received before the due date to avoid a late charge on your account. Requests received after the due date may still be considered, but late charges will not be reversed.

As you consider requesting a payment agreement, please note the following:

- Accounts that are approved for a payment agreement will be given a payment due date extension through the end of the month in which the payment is due. Requests for a due date beyond our normal extension may be requested and will be approved on a case-by-case basis.
- HFS cannot approve requests for monthly payment plans for residence hall residents unless you are paying with G.I. Bill, Chapter 33, etc. Contact the Student Services Office for more information.
- Students who are denied an extension or will need an extension longer than the last Friday of the month should consider a short-term loan through Student Fiscal Services in order to make their housing payment by the due date.

Payment Due Dates for Residence Halls

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn Quarter</td>
<td>October 13, 2017</td>
</tr>
<tr>
<td>Winter Quarter</td>
<td>January 19, 2018</td>
</tr>
<tr>
<td>Spring Quarter</td>
<td>April 13, 2018</td>
</tr>
</tbody>
</table>

Quarterly dining funds will be deposited for use on the official move-in day even if you have not yet paid your quarterly charges.
Paying with Financial Aid

Housing and dining charges are billed on a quarterly basis. Payment is due the third Friday of the quarter. Any additional charges placed on your account throughout the quarter are due the first of the following month. Late payments will be assessed a $50 late payment charge.

Students who are receiving financial aid, loans, grants, scholarships, GET or Chapter 33 are eligible to pay housing and dining charges with financial aid.

Unpaid housing charges will be deducted automatically from your financial aid each quarter when your aid is released. After that, you may check your HFS statement of account to see if a balance remains after your financial aid has been applied.

HOW IT WORKS

Tell HFS that you wish to participate in the financial aid transfer process when you submit your housing application.

If you would like to sign up for the transfer process after you have submitted your application, please contact the Student Services Office.

HFS will submit your charges to UW Financial Aid (instead of you).

Charges will be posted to and appear on your MyUW account during the transfer process. This will happen toward the beginning of each quarter, right before financial aid is disbursed.

Your tuition account balance on MyUW does not reflect your housing and dining balance. Housing balances shown on your MyUW page may not display the most current information. To check your housing balance go to your HFS Statement of Account page. After tuition and fees are paid, UW Financial Aid will transfer the remaining funds to HFS.

If there is more in your financial aid account than you owe for housing and dining, UW Financial Aid will transfer the funds necessary to pay your housing account balance, and any remaining financial aid funds will be refunded to you.

If there is not enough in your financial aid account to pay for your entire quarter’s housing and dining, UW Financial Aid will transfer available funds to your housing account.

If your financial aid funds will not cover the entirety of your housing account balance, it is your responsibility to pay for the remainder of the balance. You will be assessed a late charge if your payment is not received by the due date.

If your financial aid funds are deposited to your personal bank account, it is your responsibility to pay for housing and dining.

After the transfer period closes, HFS will send you an account alert, and you will be responsible for paying any remaining balance by the due date.

ACCOUNT ALERTS

If you receive an account alert, either your financial aid was not disbursed to HFS, or the funds did not cover the entire balance. If you receive an e-statement and know you will be receiving additional financial aid for the quarter, please request a payment due date extension.

Certain types of financial aid may not be disbursed during the HFS transfer process. If you receive an account alert, and you believe you still have pending financial aid disbursements, please contact the Student Services Office immediately.
### INCIDENTAL CHARGES

<table>
<thead>
<tr>
<th>CHARGE</th>
<th>AMOUNT</th>
<th>CHARGE INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>After-hours lockout assistance</td>
<td>$10</td>
<td>Charged if HFS assistance is required for room/apartment access outside of front desk hours</td>
</tr>
<tr>
<td>Boxing and storage</td>
<td>$50 per box</td>
<td>Charged if items are left in your room or public area requiring HFS staff to collect and store</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 timeframe and to an unusual extent</td>
</tr>
<tr>
<td>Deposit</td>
<td>$500</td>
<td>Mandatory, one-time, refundable charge, due at the time of application</td>
</tr>
<tr>
<td>Emergency kit</td>
<td>$25</td>
<td>Mandatory (only required once during your occupancy with HFS)</td>
</tr>
<tr>
<td>Ethernet hub replacement</td>
<td>$30</td>
<td>Charged if a hub borrowed from your front desk is damaged, lost or not returned when you vacate</td>
</tr>
<tr>
<td>Failure to check out by deadline</td>
<td>$50</td>
<td>Charged if you do not check out by the published deadline</td>
</tr>
<tr>
<td>Failure to comply with inspection procedures</td>
<td>$30</td>
<td>Charged if you do not follow proper checkout procedures</td>
</tr>
<tr>
<td>Failure to return keys to designated checkout location</td>
<td>$60</td>
<td>Charged if you do not return keys to proper location when checking out; lock change and key replacement charges may also apply</td>
</tr>
<tr>
<td>Improper checkout</td>
<td>Charges vary</td>
<td>Charged if you do not follow proper Move-out procedures</td>
</tr>
<tr>
<td>Improper room change(^1)</td>
<td>$70</td>
<td>Charged if you do not follow room change procedures</td>
</tr>
<tr>
<td>Key replacement</td>
<td>$15</td>
<td>Charged for replacement of a lost mailbox key, bathroom key, bike room key or temporary door access card</td>
</tr>
<tr>
<td>Key retrieval</td>
<td>$195</td>
<td>Charged if Facilities Services staff are 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. Your dining card may also be turned off</td>
</tr>
<tr>
<td>Laundry</td>
<td>$1.50</td>
<td>Charged per load. Cash not accepted; must use Husky Card Account</td>
</tr>
<tr>
<td>Laundry deposit</td>
<td>$36</td>
<td>Charged quarterly. Automatically deducted from your housing and dining payment, and applied to your Husky Card Account. Fully refundable</td>
</tr>
<tr>
<td>Lock change</td>
<td>$120</td>
<td>Charged for a lost or misplaced room, apartment or cluster key</td>
</tr>
<tr>
<td>Parking charge</td>
<td>Varies</td>
<td>On-campus parking is managed by UW Commuter Services</td>
</tr>
<tr>
<td>Replacement ID card</td>
<td>$20</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>Room change</td>
<td>$35</td>
<td>Charged for any voluntary room change</td>
</tr>
<tr>
<td>Unauthorized room change</td>
<td>$100</td>
<td>Charged for room changes made without authorization from HFS Desk Services or HFS Student Services</td>
</tr>
</tbody>
</table>

\(^1\) You may also be charged for occupying two spaces, and for boxing and storage.