Your new community

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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.
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 can be answered in the agreement such as:
- Guests
- What is allowed in the 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 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 apartment communities. The front desks are a convenient centralized location for residents, guests and visitors, providing a range of services.

### Building Desk Location

<table>
<thead>
<tr>
<th>BUILDING</th>
<th>DESK LOCATION</th>
<th>CONTACT NUMBER</th>
</tr>
</thead>
<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>
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<td>Terry Hall</td>
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<td>Cedar Apartments</td>
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<td>Mercer Court</td>
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<tr>
<td>Stevens Court</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hansee Hall</td>
<td>Willow Desk, Willow Hall</td>
<td>206-685-2959</td>
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<tr>
<td>Haggett Hall</td>
<td></td>
<td></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>
<td></td>
<td></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 and move-in/move-out days). Contact or visit your front desk to learn 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.

### Husky Card Deposits

Any student, staff or faculty member of the UW can deposit funds to their Husky Card Account at the Husky Card Office. 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 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.
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 barcode as well as which locker bank has the package. The pin number or barcode 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 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 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 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 pin number or the barcode 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, 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 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.
## WEST CAMPUS

<table>
<thead>
<tr>
<th>Hall</th>
<th>Mailing Address</th>
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</thead>
<tbody>
<tr>
<td>Alder Hall</td>
<td>Resident Name&lt;br&gt;1315 NE Campus Parkway&lt;br&gt;### (room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Cedar Apartments</td>
<td>Resident Name&lt;br&gt;West: 1112 NE 41st Street&lt;br&gt;East: 1128 NE 41st Street&lt;br&gt;###-###-# (building-apartment-room)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Elm Hall</td>
<td>Resident Name&lt;br&gt;1218 NE Campus Parkway&lt;br&gt;### (room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Lander Hall</td>
<td>Resident Name&lt;br&gt;1201 NE Campus Parkway&lt;br&gt;### (room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Maple Hall</td>
<td>Resident Name&lt;br&gt;1135 NE Campus Parkway&lt;br&gt;### (room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Mercer Court Building A</td>
<td>Resident Name&lt;br&gt;3925 Adams Lane NE&lt;br&gt;# (pound sign) #-###-# (building-apartment-room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Mercer Court Buildings B, C, D and E</td>
<td>Resident Name&lt;br&gt;3927 Adams Lane NE&lt;br&gt;# (pound sign) #-###-# (building-apartment-room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Poplar Hall</td>
<td>Resident Name&lt;br&gt;1302 NE Campus Parkway&lt;br&gt;### (room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Stevens Court</td>
<td>Resident Name&lt;br&gt;3801 Brooklyn Avenue NE&lt;br&gt;###-###-# (apartment-room number)&lt;br&gt;Seattle, WA 98105</td>
</tr>
<tr>
<td>Terry Hall</td>
<td>Resident Name&lt;br&gt;1035 NE Campus Parkway&lt;br&gt;### (room number)&lt;br&gt;Seattle, WA 98105</td>
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## NORTH CAMPUS

<table>
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<tr>
<th>Hall</th>
<th>Mailing Address</th>
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</table>
| Haggett Hall | Resident Name  
Haggett Hall, Room ### (room number)  
4290 Whitman Ct NE  
Seattle, WA 98195 |
| Hansee Hall  | Resident Name  
Hansee Hall, Wing Name & room number  
4294 Whitman Ln NE  
Seattle, WA 98195 |
| Madrona Hall | Resident Name  
Madrona Hall, Room ### (room number)  
4320 Whitman Ln NE  
Seattle, WA 98195 |
| McCarty Hall | Resident Name  
McCarty Hall, Room ### (room number)  
2100 NE Whitman Ln  
Seattle, WA 98195 |
| McMahon Hall | Resident Name  
McMahon Hall, Room ### (room number)  
4200 Whitman Ct. NE  
Seattle, WA 98195 |
| Nordheim Court | Resident Name  
5000 25th Avenue NE  
###-# (apartment-room)  
Seattle, WA 98105 |
| Willow Hall  | Resident Name  
Willow Hall, Room ### (room number)  
4294 Whitman Ln NE  
Seattle, WA 98195 |
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 24–72 hours. Failure to return the key within 72 hours may result in you being charged for a lock change.

Charges may apply to re-key your room if your keys are lost or otherwise not returnable (see the Incidental Charges section for current pricing; charges are placed on your housing account.) Charges to replace a bent or broken key may apply as well. If your keys are stolen, contact the UW Police Department (UWPD) at 206-685-UWPD (8973) / or at TTY 206-543-3323 to file a report and receive a case number. Re-keys due to stolen keys won't 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 re-keyed. Missing keys cannot be replaced. Re-key or key replacement costs may be charged to your housing account.
Rick’s Café
Student-managed ice cream shop featuring $1 ice cream, located in Madrona Hall.

Mercer Court Husky Grind
The Husky Grind café in Mercer Court is a great place to grab a cup of coffee or a bite to eat throughout the day.

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.

Nordheim Court Fitness Center
Located in the community center of Nordheim Court, the fitness room includes elliptical machines, treadmills and free weights.

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.
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 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 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.
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 student’s 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.
The UW provides many campus resources to promote student success and personal health and wellness. Please refer to the information below to find out more about these valuable resources.

**Health and wellness**

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

**Emotional wellness**

Behavioral health promotion and suicide prevention are among the UW's top priorities. With support and proper treatment, students struggling with these issues can be successful 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.
You have decided to join a new community, one that very much values the diversity of its members. With more than 8,000 students, the on-campus residential community boasts an array of values, beliefs, perspectives and abilities. This rich diversity is one of the reasons living in residence is such a valuable and worthwhile experience.

HFS strives to create an environment of mutual respect. In addition to offering many programs and services that support this goal, HFS works collaboratively with numerous offices on campus to advise and support our work and our students including the Office of Minority Affairs & Diversity (OMA&D), the Ethnic Cultural Center/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. You may wish to talk with a staff member about the following circumstances: homophobic comments, ethnic or racial slurs, any action or situation involving physical or mental abuse, threats to a person’s health or welfare, and offensive displays and pranks. Though some of these acts may be subtle in nature, it is important that staff members are made aware so they can appropriately address the situation. All communications will be handled with sensitivity and discretion.

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

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

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

If you experience a bias-related incident

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

Talking with your 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:

- Community Standards and Student Conduct
- Office of the Vice President and Vice Provost for Student Life
- Office of the Ombud
- 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 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 University 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 renters insurance for your possessions or make sure you are covered through your family’s insurance.
- Report all thefts to the UWPD immediately at 206-685-UWPD (8973)/TTY 206-543-3323.
- Protect yourself against the illegal or fraudulent use of your identity. Visit the UWPD website for detailed information about how to protect your personal information, mail, credit card numbers, bank records and computer data.
SAFETY RESOURCES

Residential Life staff
Residential Life staff provide safety information to University housing 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/CA or RD about any safety concerns you may have. RAs/CAs are on duty after hours to address safety issues. Community Managers 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 University 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](http://www sécurité.police.washington.edu).

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

Husky NightWalk
Husky NightWalk provides uniformed escorts for students walking to and from buildings, from parking lots and within close proximity 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](http://www.husky.nightwalk) 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](http://www.safe-campus.washington.edu) 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.

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

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 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 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, buildings 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/CA 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](http://www.redcross.org) 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](http://www.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](http://www.hfs.uw.edu).
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 establishment, 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.

Sustainability features

With the exception of Stevens Court, Hansee, Haggett, and McMahon Halls our community is made up of LEED-certified buildings designed to be energy- and water-efficient. Products were selected to reduce your carbon footprint without sacrificing quality or comfort. These features include:

- **Showers** The jet stream shower head is energy efficient with a 1.5 gallon/minute flow but without a noticeable reduction in water speed or pressure.

- **Faucets and Toilets** Your faucets and toilet conform to the new WaterSense standard, which is similar to the Energy Star Certification standard for household appliances. You still get equal or superior performance but with less water.

- **Carpet** The room carpets were selected for their durability and their low emission of volatile organic compounds, which is a standard required to achieve the Silver or Gold LEED rating.

- **Lighting** All of the room lighting meets the high-efficiency Energy Star Certification requirements.

**What you can do**

Wherever you live on campus you can take meaningful 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 buildings.

**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.
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. 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.
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.

Building temperature and air quality
Our buildings (excluding Haggett Hall, Hansee Hall, McMahon Hall, and Stevens Court and Nordheim Court Apartments) 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.

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 apartment is highly dependent upon good circulation and the regular exchange of air. Excessive or trapped moisture in a room can lead to mildew and/or 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 (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 Haggett, Hall, Hansee, Hall, McMahon Hall, and Stevens Court Apartments, 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:
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.

Countertop care
Please be cautious when placing hot items directly on the countertops. This causes significant burn damage that you will be held responsible for financially. Please place a cloth or trivet underneath hot items before placing them on the counter.
BUILDING RESOURCES

Student cleaning 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 Apartments, cleaning supplies can be checked out from the Residential Life Office (located on the second floor of H building) 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 Connect 360. When creating your 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.

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.

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). And if you use a credit card for laundry payment, and require a refund, please call WASH (1-800-342-5932).

Copies, printing and faxes

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. 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 locations, pricing and print options, visit Dawg Prints.
## Bike storage locations—residence halls

<table>
<thead>
<tr>
<th>BUILDING</th>
<th>BIKE STORAGE ROOM LOCATION</th>
<th>DIRECTIONS</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. 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>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>
Bike storage locations—apartments

<table>
<thead>
<tr>
<th>BUILDING</th>
<th>BIKE STORAGE ROOM LOCATION</th>
<th>DIRECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cedar Apartments</td>
<td>Cedar West, 1st floor, room W105A</td>
<td>Near the alley between the East and West buildings. Enter from the street level on NE 41st Street</td>
</tr>
<tr>
<td></td>
<td>Cedar West, 2nd floor, rooms W203A and W203B</td>
<td>Enter from the street level with your badge to garage area W203 from the alley between the East and West buildings. The bike cages are next to each other on the west side of the garage</td>
</tr>
<tr>
<td></td>
<td>Cedar East, 2nd floor, room E203D</td>
<td>Enter garage area E203 from the sidewalk on the north end of the building. The bike cage is on the south end of the garage</td>
</tr>
<tr>
<td></td>
<td>Cedar East, 2nd floor, rooms E208A and E208B (Note: the floor plans show the rooms as E207A and E207B)</td>
<td>Enter garage area E203 from the sidewalk on the north end of the building. The bike cages are next to each other on the east side of the garage</td>
</tr>
<tr>
<td>Mercer Court</td>
<td>Building B, level 3, room B300B</td>
<td>Next to the music practice/roaster storage rooms. Enter from the plaza</td>
</tr>
<tr>
<td></td>
<td>Building B, level 3, room B300D</td>
<td>Enter from the plaza, between rooms B307 and B309</td>
</tr>
<tr>
<td></td>
<td>Building C, level 3, room C300D (Note: currently labeled C300C until signage changes)</td>
<td>Between building entrance C1 and stairwell C2</td>
</tr>
<tr>
<td></td>
<td>Building D, level 3, room D300B</td>
<td>Northwest end, next to the D300A music room</td>
</tr>
<tr>
<td></td>
<td>Building E, level 3, room E300B</td>
<td>Northeast end, between the lounge and the E300A Area Director’s Office E300A</td>
</tr>
<tr>
<td>Nordheim Court</td>
<td>Parking garage</td>
<td>Enter from Building 1 north staircase on pond level west of Building 3</td>
</tr>
</tbody>
</table>

Visit us on the Web: www.hfs.uw.edu
**HuskyTV**

HuskyTV is a satellite package arranged through the UW. If you live on West Campus, Nordheim Court, McMahon Hall, Haggett Hall or Hansee Hall, and 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 live in Willow Hall, Madrona Hall or McCarty Hall, you will need to have an internet-ready Smart-TV or a Roku streaming player, because those buildings do not have coaxial cable hook-ups. You can stream Husky TV content through your laptop or mobile device by visiting Husky TV by Philo. If you have any problems with access, please email UW-IT at help@uw.edu or call them at 206-221-5000.

**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 buildings 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)**

UW-IT has installed pervasive Wi-Fi coverage across most UW owned and operated buildings, medical facilities and many outdoor areas on UW campuses. If you're in a location where WiFi is expected but not available or coverage could be improved, please contact UW-IT.

Eduroam, the UW's encrypted Wi-Fi network, offers enhanced security for your wireless connection—in your room and around the world. To get online with eduroam, visit the UW on-boarding site powered by SecureW2 at onboard.wifi.uw.edu or just point your camera at the QR code.

In communities with Wi-Fi throughout the building, you cannot install your own wireless router or network in your room or apartment. In Nordheim Court, McMahon Hall and Haggett Hall, wireless routers are allowed.

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 email UW IT at help@uw.edu. Include your name, phone number, building, room number, outlet number, if available, and details about your concerns.

**RULES FOR COMPUTING AND NETWORKING IN UW HOUSING**

The UW provides you with a network connection for the purpose of facilitating student academic activity, whether or not such activity is directly related to course work. For questions around use, please consult the Appropriate Use of UW Resources page. Violation of these rules may result in the suspension of your network access and/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.
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.
SUBMITTING A WORK ORDER

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

Exemptions to work order requests
For work orders concerning computing or HuskyTV, contact UW's IT Connect at help@uw.edu or 206-221-5000.

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.

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 onto 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 cancelled. When your room is entered, staff will always leave a notice on the door to indicate when and why they entered.

Emergency work orders
HFS provides 24/7 response for emergency maintenance issues. Contact your front desk or call the RA/CA on duty to report the problem immediately. Examples of emergency issues include overflowing toilets or power outages.

Submit non-emergency work orders at FS Works.

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

If you have a question about a work order you have submitted, you can see the status of the work order at FS Works by clicking on the Search tab. You can also contact your RA/CA or Community Manager.
CLEANLINESS AND INSPECTIONS

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.

**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 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 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 apartment 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 and:

- Conduct an inventory of furniture and note any damage or repairs needed
- Record the cleanliness of the bathroom and kitchenette in residence hall rooms or studios as well as the bathroom, kitchen, hallways, and living room in apartment areas.

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. The 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.

**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 RD for Stevens Court, or Program Assistant for Family Housing, will join a member of the Facilities Services staff to enter each apartment together.

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

Residents will be notified in advance by Residential Life of the inspection date and range of time staff may enter.

During the inspection, staff will note damages and issues that need follow-up in a method of their choice. A confirmation of entry will be left in each unit after the inspection.
PEST MANAGEMENT

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 or apartment, 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 housing, 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/CA or Community Manager. 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 put into a plastic bag or jar that can be sealed. Give it to the pest control technician when your room is inspected.

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

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

• Follow instructions from your RA/CA or Community Manager. 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

There are a variety of room change options available to students throughout the year, and the process for requesting a change may differ depending on occupancy levels. At times of high occupancy, room change opportunities may be limited as we may not have spaces available to offer.

General room change
After all students without housing have been accommodated, we will begin processing requests from students who want to transfer into vacancies within our 12-month housing system. We will begin accepting online requests once the agreement begins in September. Once the application portal opens, students will use the room change form to join the room change waiting list. These requests will be collected and held until we have vacancies available to offer. Once we have a room available to offer, we will contact you. If you accept the transfer, you will be assessed a transfer charge, and your charges for each assignment will be prorated based on your move date.

Transfers to Blanton Turner properties
Residents of the 12-month apartments that we assign directly (Cedar Apartments, Mercer Court buildings D and E, and Nordheim Court) can terminate their agreements with us in order to take an assignment in Radford Court or the Commodore Duchess. If you accept an assignment in one of these properties, you will not be charged cancellation charges when you cancel your assignment with us, provided that we can verify that you have accepted a lease with Radford Court or Commodore Duchess.

Make sure to indicate that you are cancelling/terminating to take an assignment with Blanton Turner when you submit your cancellation/agreement termination notice.

Move in with a friend
Once we have satisfied demand from students without housing, we will consider requests from current residents with a vacancy in the same apartment that they occupy to have a friend move into that vacancy. As the current resident, you will need to write to us at hfsinfo@uw.edu to request your friend move in. Please include:

• Your name, student ID number and assigned room
• The name, student ID number and the vacancy you want your friend to move into
• In addition, the student you are requesting to move in must submit their application or room change request.

Mutual swaps
Through this process, two students, both assigned to HFS 12-month apartments, trade their spaces. Both students must qualify for the spaces that they are trading into, and both students must be either in residence or already assigned (if swapping before Move-in).

Once you have found a student to swap with, both you and the student you are trading with will need to write to us at hfsinfo@uw.edu to request the swap. Please include:

• Your name, student ID number and assigned room
• The name, student ID number and assigned room of the student you would like to trade with
• The date that you would like the swap to start. The request must be made at least two business days in advance so that we can review and approve the request.

Each student will be charged a room change charge if they are already in residence. This charge is waived if the students have not yet moved in.

Room change procedure
You will be given 48 hours with both sets of keys to complete your room change. You must schedule a final inspection of your original room with your RA/CA. This should be the last thing you do in that room before returning your key to the front desk. You must make your appointment with the RA/CA at least 24 hours in advance.
Unauthorized room changes
A room change made without written authorization from HFS constitutes occupation of more than one room. Therefore:
• Your housing account will be assessed an improper room change charge
• You will be billed for both rooms until you have turned in keys for your vacated room
• You may be required to move back to your originally assigned room

Sublicensing/agreement takeover options and eligibility
For both sublicenses and agreement takeovers, the apartment and room referred to below is a specific space within an on-campus apartment owned by HFS. Sublicensees and prospective residents will only be permitted to move into the room that the current agreement holder is vacating from. The current agreement holder must still live in their apartment at the time they register their sublicense or agreement takeover, and they cannot have an agreement termination notice on file. Rooms are accepted in as-is condition and cannot be cleaned or inspected by HFS staff prior to the move-in date.

Definition of terms
Current agreement holder: The student currently assigned to a room within a 12-month apartment.
Sublicensee: An eligible student who is seeking permission from the current agreement holder and HFS to temporarily occupy a room within an apartment as part of the sublicense process.
Prospective resident: A student recruited by a current agreement holder attempting to break their agreement with HFS who agrees to move in and take responsibility for the room for the duration of the current agreement.
Sublicense: When a student (sublicensee), with approval by authorized HFS staff, temporarily occupies a room within an apartment during the absence of the current agreement holder.

IN THIS CASE
The current agreement holder maintains their agreement with HFS even though they are not occupying their room and will return as an HFS resident at the end of the sublicense period, unless graduating at the end of spring quarter. The current agreement holder continues to be responsible for all charges associated with the room including monthly charges, charges for damages and charges for services such as lockout assistance.

The sublicensee does not sign a housing agreement with HFS for their sublicense period, but is responsible for maintaining all the community standards outlined in Appendix A of the 12-month apartment agreement.

The sublicensee makes their housing payment directly to the current agreement holder or to HFS on behalf of the agreement holder. Specific financial arrangements between the agreement holder and sublicensee are made independent of HFS.

Eligibility for sublicensing
The current agreement holder is graduating at the end of spring quarter, or the current agreement holder is returning to HFS housing the quarter after the sublicense is completed. For summer sublicenses this requires the agreement holder to have renewed for the following year.

The sublicense period is for at least four weeks, no longer than one quarter plus adjoining break periods, and closely matches instruction periods at the UW.
The sublicensee is a registered UW student. If the sublicense takes place over autumn, winter or spring quarters, the sublicensee must be registered for that quarter. If the sublicense takes place over summer quarter, the sublicensee must have been registered for spring quarter, be registered for summer or provide documentation that they will be registered for autumn quarter, and the sublicensee meets the requirements for the community they are requesting to sublicense in:

- Mercer Court Buildings D and E: only graduate students may live here
- Cedar Apartments: only undergraduate students may live here
- Nordheim Court and Stevens Court: both graduate and undergraduate students may live here

Eligibility for agreement takeover

The current agreement holder is not eligible for the sublicense process.

The current agreement holder has not yet submitted an agreement termination notice.

The prospective resident has not already applied or been assigned to a 12-month apartment for the current term by HFS prior to applying for agreement takeover.

For autumn and winter quarters, if HFS already has an established waiting list for a given quarter, agreement takeover requests will not be considered until the waiting list is exhausted.

The prospective resident must be registered at UW’s Seattle campus for the current term if the takeover begins during autumn, winter or spring quarters. For takeovers requested to begin over summer, they must have been registered for spring quarter classes or will be registered for summer quarter classes.

The prospective resident meets the requirements for the community they are requesting to sign an agreement for:

- Mercer Court Buildings D and E: only graduate students may live here
- Cedar Apartments: only undergraduate students may live here
- Nordheim Court: both graduate and undergraduate students may live here

Finding a sublicense/agreement replacement partner

A finder forum is available for students to post available apartments and sublicense/agreement takeover interest. Agreement holders and sublicensees/prospective residents are responsible for finding each other and agreeing to apply together independent of HFS.
REGISTRATION AND REVIEW PROCESS

- Sublicenses and agreement replacement will not be permitted without advance written approval from HFS.

- For summer quarter, both the agreement holder and sublicensee/prospective resident submit their sublicense/agreement replacement request through your Application and Assignment page. For all other quarters, contact the Student Services Office for instructions on how to register.

- Once both parties submit the request form, it will be reviewed by HFS staff to verify eligibility.

- Requests must be made at least 14 days in advance. A late filing charge will be assessed, and we cannot guarantee that we will be able to complete processing of the request by the requested start date.

- We cannot approve requests where either party has past due charges with HFS.

- HFS will notify both parties of the outcome of the request. If the request is approved, HFS will email all parties a confirmation and instructions about how to proceed with their process.

- Students participating in sublicensing will need to view our online sublicensing presentation and pass a test on sublicensing.

- The agreement holder will be assessed a sublicense/agreement replacement charge (see Incidental Charge section).

- If the sublicense/agreement takeover requests are received less than 14 days before the requested start date, a late filing charge will also be added.

- Once their request is approved, students participating in the agreement takeover will need to take additional steps to complete the process. The current agreement holder will file their agreement termination notice, and the prospective resident will need to pay their housing deposit and accept the housing agreement.