



# Residential Services



2009-2010 Handbook

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## ***Introduction***

RESIDENTIAL SERVICES  
Doney Hall (north side), 503-370-6880  
housing@willamette.edu  
[www.willamette.edu/dept/resservices/](http://www.willamette.edu/dept/resservices/)

Residential Services administers the housing contract/apartment lease for all on campus residences and provides the following services:

- Meal plans
- Keys
- Rental references
- Guest rooms
- Renovation/facility projects
- Residency requirement
- Assignments to residence halls, Greek chapters, apartments
- Temporary/over assignments
- Waiting list for rate changes
- Canceling your housing contract/apartment lease
- Relocation and termination
- Housing contract for room and meal plan/rates
- Apartment lease/rates
- Off campus/apartment meal plan

Further information on these topics is available on our website,  
[www.willamette.edu/dept/resservices/](http://www.willamette.edu/dept/resservices/).

Note that the Office of Residence Life oversees residential staff and programs. On behalf of the University, Residence Life live-in staff members are responsible for ensuring that students understand and abide by the terms and policies referred to in the Housing Contract/Apartment Lease. For further information regarding their staff and programs, please visit their website:  
[www.willamette.edu/dept/reslife/](http://www.willamette.edu/dept/reslife/).

## **Assignments**

### **Residency Requirement**

The Board of Trustees of Willamette University requires all freshmen and sophomores to live in University housing unless they are married, over the age of 21 or living with parent(s) within a commutable distance of 25 miles. In extreme circumstances, the Residency Requirement Waiver Committee may grant an exception. Applications for a waiver of the residency requirement are available in Residential Services. Residents are advised not to sign outside contracts or leases until they have been formally notified of their release.

Research comparing students who have lived on campus to those who have not demonstrates that students with residential living experience:

- have higher expectations of academic achievement
- are more satisfied with their interpersonal relationships and the campus social climate
- participate more in extracurricular activities
- report higher levels of personal growth and development
- have increased interaction with faculty
- are more likely to graduate from college

### **Room, Suite & Apartment Sizes / Rates**

Rooms, suites and apartments differ in exact dimensions and character, even within the same residence. The majority of rooms and apartments on campus are multiple occupancy, housing either two or three students. Requests for single rooms and apartments are honored on a first-come, first-serve basis with upper-class students having priority. (Rates for 2009-2010 are located at: <http://www.willamette.edu/dept/resservices/information/costs/>).

### **Assignments & Priority**

The University reserves the right to place people in spaces as needed. Otherwise, the following guidelines apply: Assignments to campus residences are made by Residential Services and are considered permanent throughout the academic year. Priority for assignments is based on class standing (with preference going to seniors first) and one's current occupancy status. New students are assigned based on the date their enrollment deposit is received by the Admission Office. Types of accommodations and requested roommate preferences are honored whenever possible.

Students who do not have a mutually requested roommate are matched on the basis of interests and the information provided on the Preference Card. A non-smoking roommate will not be paired with a smoking roommate unless the non-smoker does not object. Specific roommate requests must be mutual and be received by Residential Services by the advertised deadline. The only exception to this practice is during the all campus lottery that takes place in April for assignments the following academic year. At this time, a student can write their name on any open space. They are not required to check with the student who originally secured the room if they signed up alone.

Circumstances may require that a residence or portion thereof be closed or redesignated. Residents in that area may be required to move.

**Greek Chapters** - Affiliates of Greek organizations are required to live in the chapter house unless it is fully occupied and they have signed their chapter's waiting list. Members and pledges will be reassigned to their chapter if a vacancy occurs in the house. Each chapter assigns residents to rooms in its house.

**Apartments** - Apartment residents are responsible for selecting their own eligible roommate(s). Students in good academic and disciplinary standing with the University are eligible for assignment to the apartments. Priority is given as follows:

1. Students currently under contract/lease with Residential Services, with first priority given to students with junior, senior and graduate standing
2. Students on approved study-abroad programs of junior, senior or graduate standing
3. Other Willamette students of junior, senior or graduate standing
4. New students of junior, senior or graduate standing
5. Others authorized by Willamette University

### **Waiting Lists**

Residential Services offers a waiting list for rate change moves (i.e., double to single, single to double, residence hall to apartment). Priority for rate change moves is given by class standing and one's current occupancy status. The waiting list is started at the time of the Housing Lottery in April for the upcoming academic year. It begins with the first student who does not receive assignment to the chosen rate (i.e., selects a double room and signs the waiting list for an apartment since apartments are full). The waiting list is then used throughout the next academic year. If you are interested in a rate change move, sign up at Residential Services.

### **Disability Accommodations**

Students requesting special accommodations due to a disability must submit acceptable documentation to Disability Services prior to the assignment deadline to be certified. Residential Services will review the recommendation made by Disability Services and make an assignment based on the availability of space, the individual's needs and the University's ability to reasonably accommodate the student. Any time a student requests and is assigned a single room, regardless of circumstances, the single rate is charged. In the event that a single room is not available and it is necessary to convert a multiple occupancy room to single occupancy to accommodate a special need, the student is charged the single rate.

### **Over-Capacity Assignments for 2009-2010**

This year we have more requests for housing than we usually experience. This is due to a banner year in admission and a higher than anticipated number of returning students wishing to live on campus. As a result, campus occupancy for 2009-2010 needed to be re-evaluated. Permanent assignments were made to guest rooms, converted lounges, converted UAP double apartments as triple rooms and to openings in Greek chapter houses (upper division students only). In addition, large singles and doubles were converted to doubles and triples. Temporary assignments were made with RAs/Interns and Juniors/Seniors who contracted for super singles. Students given temporary assignments have priority to move to a permanent room when openings occur. Within the first few weeks most students with temporary assignments should be reassigned to standard occupancy rooms through attrition.

### **Vacancy in Residence Halls**

If a vacancy occurs in a double occupancy room, Residential Services will notify the remaining student that he/she has two days to select one of the following options and meet with their CRD to facilitate an assignment change:

- a) accept a roommate assigned by Residential Services at any time
- b) select a roommate from another room that is under/over-assigned

- c) move into another under-assigned room
- d) move into an available single room, paying the single rate
- e) remain in the double room, paying the single rate. This option is only available on a case-by case basis with approval from the Director of Residential Services.

Under-assigned rooms may be consolidated at the end of the fall semester if option (a) above is selected.

If a vacancy occurs in a triple occupancy room during the academic year, Residential Services will notify the remaining student(s) that they have two days to select one of the following options and meet with their Area/Commons Coordinator to facilitate an assignment change:

- a) select a roommate(s) from another room that is under/over-assigned
- b) move into another under-assigned room
- c) move into an open double room
- d) each move into an available single room, paying the single rate

If a vacancy occurs in a triple occupancy suite at Kaneko Commons during the academic year, Residential Services will notify the remaining student(s) that they have two days to select one of the following options and meet with their Area/Commons Coordinator to facilitate an assignment change:

- a) select a roommate(s) from another room that is under/over-assigned
- b) move into another under-assigned room
- c) move into an open double room
- d) if eligible, move to a qualifying apartment
- e) accept a roommate assigned by Residential Services
- f) each move into an available single room, paying the single rate

If a vacancy occurs in a shared single room at Kaneko Commons during the academic year, Residential Services will notify the remaining student that they have two days to select one of the following options and meet with their CRD to facilitate an assignment change:

- a) select an eligible roommate from another room that is under/over-assigned
- b) accept a roommate assigned by Residential Services
- c) move into another under-assigned room
- d) move into an open double room accepting a roommate assigned by Residential Services
- e) if eligible, move to a qualifying apartment
- f) each move into an available single room, paying the single rate

### **Vacancy in Apartments**

If a vacancy within an apartment other than a designated single occurs, Residential Services will notify the remaining student(s) that they have two working days to select one of the following options:

- a) select an eligible apartment mate(s) under University contract within two working days of the vacancy

- b) move to an under-assigned apartment or residence hall if condition (a) is not selected. This required signing a contract for room and meal plan, if applicable
- c) In a UAP or Haseldorf one bedroom apartment, the remaining occupant(s) pays the full rent of the apartment.

In the event of unforeseen emergencies or other situations, an apartment may be closed and students may be required to move from their original assignment.

### **Canceling Your Housing Contract or Apartment Lease**

Housing contracts and apartment leases cover the full academic year for students who enter fall semester. Single-semester contracts/leases are only available to spring semester entrants. The contract/lease may be terminated without financial penalty for the following reasons:

- graduation
- withdrawal for at least one semester
- participation in a University-sponsored study abroad program
- leave of absence
- called to active military duty
- ineligibility to continue enrollment due to a failure to meet academic requirements
- failure to enroll second semester
- marriage (must provide proof)

Students with 15 or more credits or those 21 or older who choose to cancel their housing contract/apartment lease to move off campus after the published deadline are assessed a non-negotiable cancellation penalty (\$600 for contracts; \$750 for leases). In addition, residents of a residential room/suite or Greek house are assessed to-date room and meal plan charges. Apartment residents pay rent charges until the University leases their portion of the apartment to an eligible Willamette student.

Students who are still enrolled and leave the residences during the academic year without a release from the contract/lease continue to be responsible for room and meal plan or rent charges which accrue against their accounts. Residents are advised not to sign outside contracts or leases until they have been formally notified of their release.

### **Prorating Housing & Meal Plan Charges**

Students who live in residential housing for only a portion of the semester will be assessed housing and meal plan/lease charges on a prorated bases with the following exception: Students who check out of a residential facility during early arrival/orientation through the first Friday of classes, for any reason, will be charged the equivalent of room and meal/lease costs for a minimum of five (5) days, plus any applicable cancellation fees.

If a student withdraws from the University, charges are prorated by the date the student officially checks out with their Residence Life staff member, not the date the student withdraws from the University. However, in no case will prorating of charges be based on a checkout date earlier than the date the student officially withdraws from the University.

If a student uses Meal Plan Points in excess of "their to-date average" and the student (or the University) severs the housing contract, the student will be billed the cost of the meal plan points used in excess of "their to-date average" (available from Residential Services and Bon Appetit).

## Relocation & Termination

Any student who violates the contract/lease and/or rules and regulations covered by the Terms and Conditions for Room and Meal Plan, or Terms and Conditions for the Apartment Lease (including nonpayment) may be required to relocate or withdraw from housing accommodations by the Office of Residence Life or Residential Services.

For the benefit of the individual students and/or the community, behavior that significantly disrupts individuals or the community shall be grounds for notice to relocate to another assignment or to vacate the residence and terminate the contract/lease (e.g., disorderly conduct, harassment, unreasonable noise or violation of a theme living contract).

The University will give the student at least three days notice of termination or reassignment unless the student or someone under the student's control threatens to inflict, or actually inflicts, personal injury or substantial damage to the premises or commits an act which is a significant disruption to the community. In such a case, immediate notice of relocation or 24-hour notice of termination may be delivered to the student.

Failure to comply with instructions to vacate after termination or relocation by Willamette University will result in the removal and storage of the student's possessions by the University at the student's expense.

**Room and Meal Plan Contracts:** If the University chooses to cancel a student's contract, the student is required to pay the non-negotiable \$600 cancellation penalty and the to-date accrued room and meal plan charges.

**Apartment Leases:** If the University chooses to cancel a student's lease, the student is required to pay the to-date accrued rent charges, the non-negotiable \$750 cancellation penalty and rent charges until the University leases your portion of the apartment to an eligible Willamette student.

**See the Residence Life Handbook for information on:**

### Roommates, Transfers & Eligibility

Roommates

Gender-Neutral Housing Program

Living with Roommates

Roommate Conflicts

Residential Transfers

Eligibility Statements

### Housing Contract Addendums for Theme Housing Programs

Baxter Contract Addendum – Substance Free Community

Shepard House Contract Addendum – Substance Free Community

Terra House Contract Addendum – Environmental Awareness & Outdoor Adventure

W.I.S.H. House Contract Addendum

### Campus Services and Facilities

Emergency Procedures – Campus Safety

Medical Emergencies

Fire Emergencies

Fire Evacuation Procedures

Fire Evacuation Procedures for Individuals with Mobility Impairments

Fire Extinguisher Safety

## *Residential Services Policies*

### **Rationale - Compelling Community Interests**

Policies of Offices of Residential Services and Residence Life have been developed to address one or more of the following compelling community interests:

- Health and safety
- Property, property loss or damage
- Legitimate educational purpose
- Disruption of the educational living environment

The University has the responsibility to establish policies and procedures that safeguard the health and safety of its community members. Policies and procedures were designed to protect students against incidents or behavior that may jeopardize the physical, mental and emotional health and/or safety of either the group or the individual. At first glance, some of these policies may seem unduly restrictive. However, given the potential for damage, injury and/or loss of life, certain rights of the individual may be limited for the common good of the community.

Care and protection of both community and personal property is a shared responsibility of all its members. Policies were developed to create an environment where students respect and protect their own property as well as the property of their neighbors and the University.

A student's primary purpose in attending Willamette University is to attain a degree. Any behavior that directly or indirectly interferes with the accomplishment of this goal goes against the legitimate educational purpose of the University and of the residential communities. Therefore, Willamette University's policies were established to ensure that the campus living environment is conducive to students' personal development and academic success (Gathercoal, Forrest, Judicious Leadership for Residence Hall Living, 1991).

In addition, the student governments in the residential communities are encouraged to develop additional policies or standards as they deem appropriate for residents in their community. All community members are expected to uphold and enforce these standards with assistance from Residence Life and Kaneko Commons staff members. If a community policy or standard appears to be in conflict with a University policy, the University policy will supersede.

### **Check-In**

At check-in during opening fall semester, Residential Services will provide you with your Room/Suite/Apartment Inventory Card. For your protection, it is essential that you ensure that damages to your room/suite/apartment prior to your occupancy are documented on the card. You are responsible for reviewing your inventory card, making any corrections or additions and returning it to your RA/CM/URep within 48 hours of moving in. If you fail to turn in your signed and corrected inventory card to your Residence Life staff member or Residential Services, you will be responsible for any undocumented damages. You will be held responsible for any damage or other loss incurred which is in excess of normal wear and tear and which was not documented at check-in, unless it can be verified that another individual is responsible.

### **Check-Out**

You are responsible for checking out of your room/suite/apartment with your Residence Life or Kaneko Commons staff member whenever you move to another room or leave at the end of your contract/lease period. Occupancy ends 24 hours after your last final exam or commencement for participants. This 24-hour time allowance may vary with the last day of each semester.

You are responsible for returning your room/suite/apartment to its original state, scheduling a time with your RA, CM or URep to inventory your room/suite/apartment and returning your key. Be sure

to remove all personal belongings from your side of the room/suite/apartment, hallway, kitchen and bathroom. Wall and ceiling decorations must also be removed. You need vacuum your side of the room/suite/apartment and clean the bathroom and kitchen, if you have one. Remember to clean the shelves, drawers, closets, windowsills, wall phones, doors and walls. Failure to follow these guidelines constitutes improper check-out (\$25 fine).

The \$200 cleaning deposit for Kaneko Commons, Haseldorf and University Apartments is refundable provided the apartment meets all cleaning expectations at check-out and is ready for occupancy by the next student. No partial refunds are given.

A Residence Life or Kaneko Commons staff member will do an inventory of your living space at check-out. Students are responsible for all damages (beyond normal wear and tear) not previously noted on the inventory card. In addition, Facilities Management (maintenance) and Facilities Services (housekeeping) staff will inspect rooms, suites, apartments and common areas after closing for cleanliness, damages beyond normal wear and tear, and missing furnishings. Residents will be assessed for any damages, missing furnishings, extra cleaning charges (including common areas), for a damaged, dirty or missing phone and the removal/disposal of abandoned furniture, carpet or other personal property not properly stored. A handling fee of \$5.00 will be added to all bills for vandalism, damages, and cleaning in excess of normal wear and tear.

### **Damage, Vandalism, Theft or Loss of University Property & Extra Cleaning**

Student rooms/suites/apartments and the furnishings provided are to be used in the manner for which they are designed. If you lose or damage University property, even accidentally, you will be billed for the cost of replacement or repair. If a window in your room/suite/apartment is broken from the outside and the responsible party is unknown, you are responsible for the cost. Residents are responsible for the actions of any guests they invite to campus and for any costs they incur. A handling fee of \$5.00 will be added to all bills for vandalism, damages, and cleaning in excess of normal wear and tear.

Individual room/suite/apartment damage beyond normal wear and tear is the responsibility of the occupant(s). You need to report damages or maintenance needs promptly so repairs can be made promptly.

Because all residents share responsibility for damage, vandalism, theft or loss to public areas of their building, an entire living group or floor/wing may be charged for repair, replacement or cleaning in public areas of the building (in excess of normal wear and tear) when the person(s) responsible is unknown. In such cases, the Chapter/Hall/Commons Council will determine whether to pay for damages out of their account or split the charge among all the residents of the community, or portion thereof. All residents living in a community at the end of each semester will be billed for charges that the Council decided to split among the residents. Students who move mid-semester will pay for any charges accrued in the community to which they moved and not their former community, even if they were not living in the community when the damage occurred. Refer to section I of the Terms and Conditions for Room and Meal Plan or to sections M and N of the Apartment Lease.

If you are aware of others damaging property, ask them to stop and advise a University staff member immediately. Damage, vandalism, theft and the resulting charges are reduced when everyone in a community works to ensure that residents and guests respect others' property.

### **Decorations in Student Rooms, Suites & Apartments**

Because your room/suite/apartment is your home away from home, you may prefer to bring your own decorations. Furniture may be added if it does not create a health or fire hazard. However, all current furnishings must remain in the room/suite/apartment.

Use painter's masking tape, pins or very small nails to hang items on the walls. Do not use duct tape, cellophane tape, double-sided mounting tape, regular masking tape, stickers, staples, screws or large nails. Do not hang items from or stick items to the ceiling. Do not use sidewalk chalk on concrete walls.

See the Residence Life Handbook for additional decoration guidelines.

### **Energy Conservation**

In an effort to conserve energy, the University participates in a program of replacing older fixtures with energy-efficient ones. In addition, low-flow shower heads are in use to regulate the amount of water used.

### **Entry of Rooms/Suites/Apartments**

It is the University's policy to respect your right to maximum privacy in your room/suite/ apartment. When possible, notice is given prior to entering your room/suite/apartment for routine maintenance and inspection. You will not reasonably withhold consent to Willamette University or its designee to enter your room/suite/apartment/residence in order to inspect the premises or make reasonable or agreed-upon repairs or improvements. University personnel and their authorized designee(s) may enter your room/suite/apartment without notice for an emergency, maintenance work, fire safety inspections, fire drills, ensuring compliance with health standards, or if there is reasonable cause to believe there have been violations of University policy, state or federal law. A note should be left if your room/suite/apartment has been entered. Your room/suite/apartment may be entered during semester and spring breaks without prior notice by University personnel when they are conducting building inspections and doing maintenance work. Your signature on your contract/lease authorizes Facilities Management (maintenance), Facilities Services (housekeeping/custodial) and WITS staff members to enter your room/suite/apartment to complete any work order that you submit.

### **Fats, Oil, & Grease (FOG)**

In a residential program in support of sustainability efforts, containers and liners are being provided for all apartment kitchens and residential student kitchens to collect Fats, Oil, and Grease (FOG) from food preparation and kitchen clean up. FOG is found in such things as meat fats, food scraps, lard/shortening, baking goods, butter/margarine, cooking oil, sauces and dairy products.

#### *Why should we care about FOG?*

Residential households contribute FOG build-up in the sewer lines because of the amount of grease washed into the plumbing system, usually through the kitchen sink. Sewer lines are at major risk of sewer backup if residents don't properly dispose of FOG.

#### *What can we do?*

The easiest way to solve the grease problem is to keep FOG out of the sewer system in the first place and follow the easy disposal tips listed below.

#### *What are some proper FOG handling and storage methods?*

- Never pour grease, fats, or oil down the sink or garbage disposal.
- Pour FOG into jars, cans, and plastic tubs (Careful, the liquid may be hot!) or containers which are being provided for residential kitchens. Let contents cool and solidify. When the container is full, throw away with the trash.
- Mix cooking oil with an absorbent material such as cat litter or coffee grounds, place in a lidded container for disposal with the trash.

For greasy pans, pour off the grease into a container and use a paper towel to wipe out the remaining grease in the pan prior to washing it.

Containers and liners will be distributed to apartment kitchens and residential kitchens at opening. Extra containers and liners are available in the Residence Life work room.

## Furniture in Student Rooms, Suites & Apartments

Student room, suite and apartment furniture cannot be removed from or switched between student rooms/suites/apartments. Facilities Management (maintenance) staff will remove any extra furniture used in over-assigned rooms.

Beds are to remain intact and not taken apart. If a student elects to disassemble their bed, they are financially responsible for all bed parts, for storing the bed parts in their room/suite/apartment and for the cost of reassembling the bed by Facilities Management (maintenance) staff.

**Bed Adjustments** - Beds in most residences can be bunked, unbunked, raised or lowered. This year, with the converted spaces created to accommodate students, extra bed ends to swap out parts to bunk beds are not available. The only beds that can be bunked are in rooms that have one set of tall bed ends and one set of short ends. Work orders to bunk beds will only be completed in the above described rooms. For bed adjustment requests to raise or lower a bed, submit a work order. Facilities Management (maintenance) staff will call you for an appointment to check if your current bed can be adjusted. Beds at Beta Theta Pi and Terra House are one bed/desk unit and cannot be adjusted.

Raising beds off the floor may be unsafe and/or void the manufacture's warranty. Students need to use supports specifically manufactured for that purpose. Your Coordinator needs to inspect and approve any bed that is raised off the floor.

Lofts are not permitted in student rooms/suites/apartments.

Tape cannot be applied to furniture or carpet due to the sticky residue that is left behind.

## Furniture in Lounges & Common Areas

Lounge furniture is intended for the use and enjoyment of all residents. Proper care and use of this furniture is everyone's responsibility. University Facilities staffs are the only people authorized to remove furniture from residential lounges. Furniture that is removed without authorization, damaged, or stolen shall be the financial responsibility of the individuals involved, if known, or the community.

Furniture from foyers or lounges cannot be used in a student room, suite or apartment. If you move common area furniture to your room, suite, or apartment and fail to return it upon request, a staff member will submit a work order to have the furniture returned to the lounge and you will be billed for the staff's time.

## Guest Rooms

Guest room availability varies from year to year. **For at least Fall semester 2009, there are no guest rooms available to book for friends and family.** Use is restricted to guests of the University, members of the student body and residence staff. Reservations are limited to three (3) nights. Residential Services will notify Facilities Services (housekeeping) regarding guest room reservations. Linens are provided.

Baxter, Doney, and Shepard have separate guest rooms with bathrooms. Reservations are made through Residential Services by calling 503-370-6515. The fee is \$25.00 per night for one person and \$30.00 for two people payable in advance when picking up the key.

## Keys

At check-in you are issued a key to your room/apartment (unless you live in the B or C wing of Kaneko or Beta Theta Pi). You are responsible for your key until check-out. Most keys are picked up

at Residential Services at check-in and returned to your Residence Life or Kaneko Commons staff member at check-out. If you lose your room/apartment key, contact Residential Services to order a lock change and new keys. If you lose your key or do not return it at check-out, it is your responsibility to pay for the lock to be changed to ensure the security of the next resident (\$65). Sorority residents check their keys out from and report lost keys to their Sorority House Director.

For the security of all campus residents, students may not lend their key or Compass Card to anyone. If you live in an apartment in Kaneko, Haseldorf or the University Apartments and circumstances require that another student have access to your apartment over the semester break, contact Residential Services for additional information.

The unauthorized possession, use, reproduction or sale of keys to University facilities is a violation of the Standards of Conduct and is prohibited.

### **Laundry Facilities**

Each residence and the Montag Center have coin/card-operated washers and dryers. Remember to clean dryer lint vents after every use. Build-up of lint is a fire hazard and has been responsible for many fires. Most laundry rooms have ironing boards, but you will need to use your own iron. If a laundry machine is broken or takes your money, report it to your Residence Life or Kaneko Commons staff member immediately so they can contact the company for service. Refunds are available through your Coordinator.

### **Light Bulbs**

All residents, except women living in a sorority, submit requests for a new light bulb online at [www.willamette.edu/dept/reslife/information/maintenance/](http://www.willamette.edu/dept/reslife/information/maintenance/). A member of the Facilities Services staff will replace the bulb. If it is an emergency, contact a Residence Life or Kaneko Commons staff member. Sorority residents notify their House Director.

To dispose of a compact florescent bulb you are using in a personal light fixture, double wrap it and place it in a trash receptacle.

### **Maintenance Repairs**

Facilities Management (maintenance) staff make every effort to keep the residences in good condition. However, normal wear and tear does occur and repairs are necessary. All residents except women living in a sorority submit requests for repairs online at [www.willamette.edu/dept/reslife/information/maintenance/](http://www.willamette.edu/dept/reslife/information/maintenance/). Sorority residents submit work orders to their House Director. Remember that your signature on your contract/lease authorizes a Facilities Management, Facilities Services or WITS staff member to enter your room/apartment to complete any work order that you submit throughout the contract period.

Students are responsible for reporting any damages, vandalism, theft or maintenance needs promptly so repairs can be made or replacements ordered in a timely manner. Please report emergency situations to a Residence Life, Kaneko Commons, or Residential Services staff member immediately.

If an emergency situation arises, please call the Office of Residence Life (503-370-6212) or Campus Safety (503-370-6911) after hours. The following is a list of examples that require an immediate emergency work order (not all inclusive):

#### Fire/Life Safety

- Smoke detector not in working order (beeping battery, missing, etc.)
- Missing fire extinguisher (and/or only partially full)
- Emergency lights not in working order
- Sparks coming out of an outlet

Broken window or glass door  
Problem with entry into a building (door not locking, card reader)  
Slip, trip hazard

Water

Roof leak  
Broken pipe  
Toilet overflowing

Other- if it is something that affects a student's safety and/or ability to study:

Desk/over head light doesn't work or the bulb is burned out  
Room or exterior door which cannot be locked or opened  
Heat not working

### **Names of Residence Halls & Apartment Buildings**

The University's name, symbols and identity, including Residence hall and facility names, are the property of Willamette University. Therefore, use of Willamette University, its symbols or the names of a residence on t-shirts, posters or other materials must be approved by the Coordinator and the Director of Auxiliary Support Services. Applications for t-shirt design approval are available online: [www.willamette.edu/wu/policy/cmr/irf.pdf/](http://www.willamette.edu/wu/policy/cmr/irf.pdf/).

### **Painting**

Residents are not permitted to paint their rooms/suites/apartments. Students who paint their rooms/suites/apartments are responsible for the cost of repainting the space and will be subject to disciplinary action.

With advanced planning and permission, students may paint selected common areas in their residence. Examples: hallway murals or graphics, highlighting a basement lounge wall with a different color and painting resident's handprints on the wall with names and dates, or fraternities adding Greek letters or crests to a prominent wall. Residents interested in a paint project should talk with a Residence Life or Kaneko Commons staff member.

### **Pests & Notification of Pesticide Use**

To minimize pests in the residences, please keep all food in sealed containers (e.g. Rubbermaid or cookie tins), keep beverages closed, and take empty cans and bottles to the recycling area. If there are pests or bugs in your room/suite/apartment, submit a maintenance request to have traps delivered or to have the area treated. Notices from Facilities Management (maintenance) will be posted 24 hours in advance of the treatment.

### **Recycling**

Willamette University supports the efficient and environmentally responsible use of natural resources. All recycling bins are emptied daily as to prevent large buildup of materials.

Campus Recycling collects glass, tin, aluminum, plastic, newspaper, cardboard, wood, and scrap metal. Campus Recycling has ambitious goals, such as a substantial reduction in the University's garbage and collection bill, as well as providing the Willamette community with a broader range of recycling services.

Items that are not recyclable are pizza boxes or anything contaminated with food, tissues, paper towels, napkins, coffee filters, paper plates and cups, stickers, wax paper, carbon paper, laminated paper, candy, or food wrappers and envelopes with plastic padding.

In accordance with fire code regulations, recyclable items and/or trash may not be kept in bathrooms, hallways, or other areas that obstruct emergency exits. Recycling collection is only available in approved areas.

### **Telephone System & Repairs**

All residential communities except Haseldorf have phone jacks and private telephone numbers from which local and long distance calls may be placed. If students do not bring their own phone, they may check one out from Willamette Integrated Technology Services (WITS). If they do not return the phone, their student account will be billed for a replacement phone. For information on using a university telephone from a residential room/apartment, go to:

<http://www.willamette.edu/wits/services/telephone/stuphone.htm>

Telephone repairs are handled through WITS in Smullin. Residence Life and Kaneko Commons staff members submit a service request directly to WITS for telephone line and equipment repairs at 503-370-6767 or [www.willamette.edu/wits/](http://www.willamette.edu/wits/).

Haseldorf is not on the campus phone system. Students at Haseldorf make their own arrangements for installations with Qwest at 1-800-244-1111 and are responsible for paying Quest directly for their phone services.

### **Television & Dish Satellite Services**

Community living rooms have satellite access television. Antenna service to student rooms/apartments is only available in Haseldorf, University Apartments and portions of Lausanne and Shepard. At the beginning of each year a University contractor activates the Dish satellite equipment. Once the box is activated, no one is to tamper with, disable, or move the box from its original state. After this initial activation, all service calls on Dish equipment are the financial responsibility of the community.

### **Vending Machines**

Food and beverage machines are provided in most residences. Should a machine be empty, broken, or keep your money without returning goods, report it to a Residence Life or Kaneko Commons staff member immediately so they can contact the company for service. Refunds are available through your Area/Commons Coordinator.

### **Waterbeds**

Due to the potential for flooding and extensive damage to the facilities, waterbeds are not permitted in University residences.

### **Wireless Access Points**

Wireless Access Points are installed to give residential students wireless access in their 'homes.' Some of the wireless boxes can be installed out of site, but some are installed along hallways or are visible in ceiling locations depending on the residence. If a Wireless Access Point is tampered with or damaged the cost incurred to repair/replace the equipment will be equally split and assessed to the entire living group or portion thereof if the person(s) responsible is not identified.

**Student Rights and Responsibilities are discussed in the Residence Life Handbook.**

Student Rights

Residents' Primary Rights

Residents' Secondary Rights

Student Responsibilities  
Civility

**Policies related to health and safety, student property, legitimate educational purpose, and disruption of the educational living environment are in the Residence Life Handbook.**

Abandonment  
Alcohol  
Appliances  
Balconies at Kaneko  
Bikes  
Biohazard (Bodily Fluid) Cleanup  
Building Access & Security  
Candles  
Civility  
Common Area Event  
Cooking  
Decorations in Student Rooms, Suites and Apartments  
Decorations for Community Events & Programs in and around Campus Residences  
Drugs  
Duty Coverage  
Electrical Extensions  
Fireworks, Explosives and Dangerous Chemicals  
Fire Safety  
Guests  
Hallways  
Halogen Lights  
Insurance for Personal Property  
Lockouts  
Noise  
Notice  
Occupancy  
Open Flames  
Pets  
Physical Harm  
Posting Guidelines  
Roofs, Porches and Fire Escapes  
Skating  
Smoking  
Solicitation  
Sports within Buildings  
Stolen Property  
Storage  
Verbal Abuse and Harassment  
Weapons  
Windows