

HOUSING HANDBOOK



HENDERSON STATE UNIVERSITY
Housing & Community Standards

Academic Year
2022-2023

Table of Contents

WELCOME	3
IMPORTANT INFORMATION	4
Important Dates:	4
Important Contacts:	4
Mission:	5
Student Learning Outcomes	5
STAFF	6
PROCEDURES	7
SERVICES	12
POLICIES	15
SAFETY	22
APPENDIX	28
Move Out Procedures	28
Damages:	29

WELCOME

Welcome, Reddies!

We are excited to see each of you on campus this academic year! All of our staff, including Area Coordinators, Hall Directors, and Resident Assistants are looking forward to having a great year and are ready to welcome you home at move-in!

The *Housing Handbook* is your guide to all things Housing. It is meant to help you navigate your experience in the residence halls and apartments at HSU. It also contains expectations for behavior. These policies are meant to help create a community that supports the needs and interests of all residents.

Remember, living in a community means that we all have a responsibility to each other. Following the policies outlined in this handbook will promote a safe, comfortable, and fun environment for everyone.

In Reddie Spirit,

A handwritten signature in black ink that reads "Nikki Laird". The signature is written in a cursive, flowing style.

Dr. Nikki Laird
Associate Vice Chancellor for Student Success and Dean of Students

IMPORTANT INFORMATION

Important Dates:

Fall 2022 Returning Student Move-In	August 11
Fall 2022 New Student Move-In	August 13
Fall Break	October 6-7
Thanksgiving Holiday	November 23-25
Residence Halls close for semester break	December 9
Spring 2023 Move-In	January 15, 2022
Spring Break	March 20-24
Residence Halls close	May 12

Important Contacts:

Emergencies:

Medical Emergencies	911
University Police	870-230-5098

Housing and Community Standards:

Administrative Offices, Womack Hall, 870-230-5083 Office Hours: M-F 8:00 am – 5:00 pm

Other Frequently Called Numbers:

Academic Advising	870-230-5077
Bookstore	870-230-5219
Dunn Recreation Center	870-230-5660
Financial Aid	870-230-5148
Health & Counseling Services	870-230-5102
Library	870-230-5258
Registrar	870-230-5135
Student Accounts	870-230-5106

Mission:

The Office of Housing and Community Standards promotes student success by providing opportunities for personal growth, community development, and academic engagement in a safe living environment.

Student Learning Outcomes

The Division of Student Affairs and Student Success has outlined student learning outcomes for all students at Henderson State University. As a part of the Division, the Office of Housing and Community Standards strives to provide students with a variety of opportunities to expand their knowledge, skills, and abilities in these areas.

As a result of participating in opportunities provided via the Division of Student Affairs and Student Success, students will be able to:

- Theme One: Diversity awareness and social engagement
 - Demonstrate respect for cultural and identity-based differences
 - Evaluate how systems of power and privilege impact themselves and others
 - Apply strategies that emphasize compromise and cooperation
 - Balance the needs of self with the needs of others
- Theme Two: Socio-emotional intelligence
 - Distinguish their personal values
 - Identify skills they can use to advocate for themselves
 - Practice personal accountability
 - Explore barriers to interpersonal accountability
- Theme Three: Personal Wellness
 - Demonstrate strategies to manage social well-being
 - Employ strategies to manage physical well-being
 - Practice strategies to manage emotional well-being
 - Explore issues of purpose and meaning within the context of higher education
- Theme Four: Leadership Development
 - Evaluate obstacles to change
 - Apply a process for decision making
 - Incorporate ethical reasoning into action
 - Exercise sound budgeting and money management principles

STAFF

It takes a team of talented and dedicated individuals to deliver the quality services residents come to expect at Henderson State University.

Resident Assistants (RAs): Resident Assistants are student staff members who live in the residence halls and apartments and have been trained to assist residents. They plan events that encourage community, enforce policies, mediate conflicts, and handle emergency situations. Residents should get to know their RA right away as they are the main contact for information regarding all aspects of on-campus living.

Desk Workers: Desk Workers staff residence hall lobbies and apartment complex clubhouses to provide information, take messages, and assist Hall Directors with administrative tasks including visitor check-in and recreation equipment check-out.

Hall Directors (HDs): Hall Directors are HSU graduate assistants who live in the residence halls and apartments to support the academic success of residents. Hall Directors supervise RAs and Desk Workers. In addition, they advise the Hall Council for their hall or complex. HDs are available to assist students with personal concerns as well as offer appropriate referrals.

Area Coordinators (ACs): Area Coordinators are full-time housing professionals who live on campus. They are responsible for creating an environment in the hall or apartment complex that supports the academic success of resident students. Each AC coordinates a Housing function such as programming, maintenance, staff selection and training, or assignments. The ACs supervise the Hall Directors.

Director of Housing and Community Standards: The Director of Housing and Community Standards serves as the chief housing officer for Henderson and is responsible for the overall operation of the Office of Housing and Community Standards. In addition to physical facilities and the business functions of campus housing, the Director is concerned about the student resident experience and quality of life. The Director also handles all aspects of student behavior, both in the residence halls and on campus. The Director is responsible for following up with students who have violated policies in the *Housing Handbook* or the *Student Community Standards*.

PROCEDURES

Certain Housing procedures apply to all residents regardless of assignment. Residents are responsible for basic familiarity with these procedures as they set the terms and conditions for living on campus. All questions should be directed to the Office of Housing and Community Standards (870-230-5083) for complete, accurate information.

P1. Abandoned Property: All items brought into the space by the resident or someone admitted into the space by the resident must be removed from a residence upon check out. If a student fails to properly check out or items are left past check out, University Housing shall declare them abandoned and they will be held for 30 business days and then discarded. The University shall not be liable for any damage to or loss of such property that occurs during the course of such removal, storage, delivery or disposal. There is a fee for removal of and storage of abandoned items that is assessed to a student's university account.

P2. Accommodations: Students with disabilities may need special accommodations to have full and integrated access to on-campus housing.

Examples of housing accommodations include, but are not limited to:

- ADA compliant rooms
- Single-occupancy rooms
- Non-communal restrooms
- Room and furniture modifications
- Meal-plan modifications
- Assistance animals

Housing and dining accommodations must be reasonable, must relate to the individual's disability, and must address functional limitations.

The Disability Resource Center (DRC), Office of Housing and Community Standards, and Dining Services work closely together to ensure accommodation needs are appropriately implemented for students with disabilities who live on campus.

To initiate a request for housing and/or dining accommodations, please contact the Disability Resource Center at 870-230-5475.

P3. Assignments: The University will not discriminate in room assignments on the basis of race, color, creed, religion, national origin, or disability. Room assignments will be made at the discretion of the University on the basis of space availability, and the date that the Housing Application and the \$50 non-refundable application fee has been received. Whenever possible,

individual room assignment requests will be honored. If a specific roommate is desired, the residents involved must mutually request one another via the Housing Application. The University reserves the right to change room assignments for health, safety, repair services, economy, disciplinary reasons, or for unresolvable roommate incompatibility. Students may NOT change rooms without receiving written permission from the Office of Housing and Community Standards.

P4. Consolidation: The University reserves the right to consolidate apartment vacancies by requiring any student to move from an under-capacity unit to another apartment to maintain maximum capacity.

Residence hall double occupancy vacancies may also be consolidated. Impacted residents may choose to move into another double occupancy room containing only one resident, accept another resident into their room, or remain as a single and pay the additional charge (if space is available).

If consolidated residents do not agree on who moves, the decision will be based on contract date. The first person contracted moves last. A room change form must be completed prior to any move made. These forms are available in the Office of Housing and Community Standards.

Consolidation is done on a hall-wide basis. If, at any time, a resident in a double room without a roommate, refuses a roommate that is assigned or refuses to consolidate when an opening occurs, that resident will be charged at the single-room rate from the time the resident became the sole resident of that room. If there is an "odd person out" situation where one person is left without a roommate, the single room rate will not be charged.

P5. Dining: At HSU, meal plans are convenient, flexible, and loaded with options. Meal plans include dining locations on campus with a range of hours from as early as 7:00 a.m. to as late as 7:30 p.m. Students living in residence halls and campus apartments are required to participate in the dining program by purchasing a meal plan from the options available. Commuter students may purchase a dining plan. The Office of Housing and Community Standards handles meal plan sales and changes for our dining partner, Sodexo.

P6. Eligibility: Residents must be fully admitted students, enrolled for classes, and in good standing at Henderson State University for the contracted period. Assignment preference is given to students enrolled in 12 credit hours or more. The University reserves the right to refuse to contract with students who violate or previously violated contract terms, or who have outstanding financial debt with the University.

P7. Holidays: Housing is not provided during breaks except for student teachers, student athletes (in season), and international students. In case of extreme circumstances, other students may be allowed to remain on campus during the Thanksgiving and Spring break periods; however, students should be aware that "work" is not considered a reason granted to remain on campus. Hall Directors are available to discuss specific needs. For those granted

“extreme circumstance” status, a daily charge will be billed directly to the student account. Housing policies are in place during breaks; violations may result in removal until the halls are reopened after the break. Because of limited staff, visitation privileges are not available during break periods.

P8. Housing Contract: The Housing Contract is a binding agreement between the student (or legal guardian) and Henderson State University for the period indicated. The Contract term is the full academic year which includes **BOTH** fall and spring semesters, or the remainder of the academic year if the Contract is initiated after the beginning of the academic year. The resident will be charged for the full period of time from the starting date of the Contract until its ending date, regardless of whether the resident physically occupies the space. Residents agree to pay for all charges billed in accordance with this agreement during the term of the Contract. Residents cannot occupy assigned space until the signed Contract has been received by the Office of Housing and Community Standards.

P9. Contract Termination: A student may cancel a residence hall contract without charge by providing written notice of cancellation addressed to Henderson State University, Office of Housing and Community Standards, Box 7533, Arkadelphia, AR 71999, and postmarked no later than 30 days prior to the first day of their Contract (move-in day).

Students may request to be released from the contract less than 30 days before move-in day based on one of the following reasons:

- unanticipated financial hardship ensuing after the start of the semester.
- a medical condition documented by a physician that prohibits the student from living in community housing.
- academic internship or student teaching assignment of more than 60 miles from Henderson.
- a change in marital or custodial status.

Students must submit a Contract Release Form to the Office of Housing and Community Standards with supporting documentation. Contact the Office of Housing and Community Standards for more information.

P10. Contract Termination by the University: The university may terminate the contract and require the student to vacate the premises for, but not limited to, any of the following reasons:

- failure to meet financial obligations to the University.
- official University disciplinary actions. (Resident will still be financially responsible for payment for the remainder of their contract length.)
- failure to register for and maintain the required number of hours (12).
- misrepresentation on the application.

P11. Liability: Henderson State University employees, officers, directors, agents, representatives and affiliates, will not be liable for injury, damage, or loss to person or property caused by criminal conduct of other persons, including theft, burglary, assault, vandalism, or other crimes against residents or guests.

P12. Move-In Condition: The Room Condition Report form is a move-in inventory that will be provided at the time students move into their assigned space. Within seventy-two (72) hours after move in, students should submit information regarding any defects or damages found in the room or apartment on the Room Condition Report form; otherwise, assigned room or apartment fixtures, appliances and furniture, will be considered to be in clean, safe and good working condition upon occupancy, and students will be responsible for defects or damages that may have occurred before their actual occupancy. Students who fail to submit information on the Room Condition Report form are accepting assigned room, apartments, fixtures, appliances and furniture in “as is” condition.

P13. Move-Out Condition: When students are leaving, whether on, or prior to, the contract-ending date, the Housing staff shall note the condition of each room or apartment, including all fixtures, appliances, and furniture. Residents must leave their rooms or apartments in the same condition as received. All issued keys and gate cards must be returned. (see appendix: Move-Out Procedures)

P14. Occupancy: All residents are expected to check in to their assigned space no later than 5 p.m. on the first day of class of any semester for which their housing contract is in effect. Residents who know they are going to be late should notify the Office of Housing and Community Standards in order to hold their space. Residents who have not checked in at that point will be considered a “No Show.” The University may reassign that space to another student, and/or reassign the late resident to another room. Failure to occupy assigned space does not absolve financial responsibility for the contract.

"No shows" registered for classes that do not check in to their contracted housing space and fail to cancel their housing contract 30 days prior to the start of the semester will be financially obligated for the full portion of the contract. (See “Contract Termination”)

Only student contract holders can live in their contracted space. Contracted space will be used only as a private residence. No other purpose is acceptable. The University has the right, when any bed space is unoccupied, to place a new resident in the unoccupied bed space. The fact that roommates may be in conflict will not be grounds to terminate the contract. Students may not sublet any part of their contracted space to another person. Contracts will not transfer to another person.

P15. Personal Property Insurance: The University’s insurance does not cover personal belongings. All residents are encouraged to have appropriate coverage. Students should check with their family’s homeowners or vehicle insurance companies to determine coverage needs.

P16. Priority Sign-Up: During the spring semester, current residents have the opportunity to reserve a room for the next fall semester. During this priority sign-up period, the \$50 non-refundable application fee will be waived. While efforts are made to accommodate specific room requests whenever priority sign-up is possible, room requests cannot be guaranteed. Residents who request a double room without a corresponding roommate request will be paired with residents in the same situation. The pairing process will occur over the summer, and residents will be notified before the assigned move-in date.

P17. Housing Payments: Students may pay applicable housing fees in accordance with University payment guidelines. The Office of Student Accounts receives all payments and can advise students regarding their balances, payment deadlines, and payment plan options.

P18. Residency Requirement: All full-time students attending the University under age 21 who have completed 59 or fewer hours prior to the first day of classes for the term, and are not living at the primary residence of their parents or legal guardians within a 60-mile radius of the university, are required to reside on campus. For most students, this means they have to live on campus for the first two years of school if they are enrolled full-time, unless they commute from the home of a parent or legal guardian. The following are exempted from the residency requirement:

- military veterans with at least two years of service,
- married students living with their spouse
- single parents whose minor child lives with them in their primary residence

P19. Room Changes: Residents are permitted to make a room change after the 11th class day of the semester. Changes may then be conducted throughout the semester up until 30 days before finals. Changes will be made only if there is availability, and may take time to coordinate. Once a room change has been granted, a Room Change Form must be completed by a member of the Housing and Community Standards staff before the room change can proceed. Students should contact the Office of Housing and Community Standards for assistance with room changes. Failure to follow room change procedures may result in additional charges and/or denial of the room change request.

If a resident and their roommate are having a conflict, they should attempt to discuss the problem with each other. If this cannot be done, they should take the problem to the RA. The RA will assess the situation and may mediate the situation, create a roommate agreement or refer the concern to a Hall Director. If the problem cannot be resolved, Housing and Community Standards has the right to relocate one, both, or none of the roommates.

P20. Room Entry: Residents of campus housing have a reasonable right of privacy in their contracted space. However, the University reserves the right for authorized representatives to enter residence facilities for any reasonable purpose, including administrative tasks (check-ins or check-outs), health or safety inspections, housekeeping, repair or maintenance including

pest control, welfare checks, emergency situations, or when there are reasonable grounds to suspect that University regulations or state or federal laws are being violated. Unauthorized occupants discovered during room entry will be required to vacate immediately. Prohibited items in plain sight will be removed and ultimately resolved with the occupant(s) through the Community Standards process.

P21. Storage: In general, storage for student's personal belongings is not available on campus. Apartment residents may be able to store some belongings over the summer for an additional fee if space is available. Interested residents should contact the Office of Housing and Community Standards.

P22. University Policies, Rules, and Regulations: As a condition of the contract, students agree to comply with University policies, rules, and regulations as published in the *Housing Handbook*, the *Student Community Standards*, and any other related publications, and further agrees to abide by state and federal laws. Infractions of these policies or laws will be considered a breach of the contract and may result in cancellation of the contract by the Office of Housing and Community Standards. In such an instance, removed students have responsibility for any outstanding fees, including full rent and dining balances.

P23. Withdrawal from Henderson State University: If a resident is not a HSU student, either because of withdrawal from the University or dismissal, the resident must vacate their assigned room within 24 hours of dismissal. Proper check-out procedures must be followed to avoid charges.

SERVICES

S1. Bulletin Boards: Bulletin boards are located on each floor of the residence halls and the clubhouse in the apartment complexes. General announcements will be posted there. Residents should make a habit of checking the boards regularly. Announcements concerning the University will be posted on the bulletin boards in the Garrison Center and classroom buildings.

S2. Common Areas: Community rooms, clubhouses and pool areas are used for a variety of educational, recreational and social events. Some common areas may be available for resident use (study groups, recreational meetings, etc.). For further information on utilization of common space for a specific event, contact the Office of Housing and Community Standards. Residents are expected to exercise courtesy and consideration for others when using common areas. Disruptive behavior, noise, or loud music in common spaces may result in suspended individual use or closure of the area.

S3. Computer Labs: Smith, Newberry, and Sturgis Halls include computer lab space. The labs are open 24 hours a day and are for the residents of the specific hall only. Non-residents may not use residence hall labs, and use priority is given to residents doing academic work. The residence hall computer labs may be subject to closure in the event that the labs are misused.

S4. Custodial Support: HSU custodians are responsible for the general cleanliness of the common areas of the residence halls and apartment clubhouses. They clean hallways, public bathrooms, and lounges Monday through Friday. Custodians do not clean individual resident rooms or take out personal trash. Residents are expected to help maintain the cleanliness of the halls and clubhouses by properly disposing of trash and cleaning up personal spills.

S5. Laundry: Each residence hall has laundry facilities with washers and dryers that are free for resident use. Residents supply their own high efficiency detergent and other laundry supplies. Leaving laundry unattended is discouraged. Abandoned clothing left in laundry rooms is donated to charity on a regular basis.

S6. Mail: Students wishing to receive mail on campus may request a complimentary post office box at the campus post office located in the Bookstore in the Garrison Center. All mail notices and announcements will be delivered to the post office boxes. Postal services include the sale of first class stamps, money orders, priority mail, certified mail and insured mail. The campus post office also receives UPS, FedEx, and DHL packages.

S7. Maintenance: HSU will act with customary diligence to maintain fixtures, hot water, and heating and A/C equipment. In order to keep these mechanical systems running smoothly, the University relies on residents for early warning of malfunctions. Plumbing problems and water leaks, electrical, heating or cooling problems, broken glass, locks or latches, and any other condition which may pose a material hazard to health and safety of residents or facilities should be reported as soon as possible. Once notice is received, HSU maintenance staff will act with reasonable diligence to make the repairs. Residents may utilize the maintenance report link on the Housing and Community Standards website to report maintenance issues, or may call to report the issue to the Office of Housing and Community Standards at (870) 230-5083.

Service interruptions: Though rare, Henderson maintenance may temporarily turn off equipment and interrupt utilities to avoid property damage or to perform necessary service. Notice of service interruption will be issued as quickly as possible.

Mold Prevention: In order to minimize the potential for mold growth, residents are encouraged to:

- Keep rooms or apartments clean - especially the kitchen, bathroom(s), carpets and floors. Immediately throw away moldy food.
- Remove visible moisture from windows, walls, ceilings, floors and other surfaces as soon as possible. Turn on any exhaust fans in the bathroom and kitchen before showering or

cooking with open pots. Be sure to keep the shower curtain inside the tub when showering.

- Promptly report air conditioning, heating or plumbing problems, signs of water leaks, or visible mold.
- Learn about mold and mildew as well as how to spot and prevent them.

S8. Meetings: Hall staff gather residents to discuss various topics throughout the semester. These meetings are very important because they convey information about hall events, health and safety inspections, closing procedures, and other resident concerns. Residents are highly encouraged to attend. Residents who miss a meeting should contact their RA or Hall Director for updates.

S9. Parking: Resident and guest parking is available in designated lots. All resident vehicles parked on campus must have a valid, properly displayed decal. Parking permits are obtained from the University Police Department located at 805 North 12th Street.

S10. Pest Control: Pest control service is provided as routine maintenance. Rooms are inspected and treated regularly. Students who are experiencing a pest issue should report this immediately by completing the maintenance report link on the Housing and Community Standards website to report maintenance issues, or may call to report the issue to the Office of Housing and Community Standards at (870) 230-5083. Residents can minimize occurrence of pests by keeping food sources secured, refraining from keeping cardboard containers and paper bags, and quickly reporting problems.

S11. Vending Machines: Snack and drink vending machines are located in each residence hall and apartment clubhouse. Every effort is made to make sure the machines are kept in proper working order. Shaking, tilting or moving the vending machines can cause damage and render a machine inoperable. Report vending machine problems via the maintenance report link on the Housing and Community Standards website to report maintenance issues, or may call to report the issue to the Office of Housing and Community Standards at (870) 230-5083. Because the machines are operated and managed by a non-university company, refunds are not available.

POLICIES

Any productive community needs standards to foster a safe, comfortable, and enjoyable experience. The Office of Housing and Community Standards has adopted the following behavior expectations to promote the living/learning environment in the residence halls and campus apartments. All students are also expected to follow the campus-wide policies outlined in the *Student Community Standards*. Residents are encouraged not only to self-regulate behavior, but to gently redirect peers when appropriate. The environment is dependent on all members of the community taking responsibility to report behaviors that threaten the well-being of individuals and/or the HSU community. Violations of Housing or University policies are viewed as a breach of the Contract agreement, and subject students to possible cancellation of their contract and removal from residence.

Henderson State University reserves the right to deny housing to individuals who have violated Housing or University regulations, who have damaged facilities or property, or who have displayed behaviors that pose a risk to themselves or others in the campus housing community.

R1. Alcohol: Use, possession, or distribution of alcoholic beverages or paraphernalia is not permitted in residence halls or apartments. This policy applies to all students, even those 21 years of age or older. Alcohol containers including kegs, bottles, cans, boxes or any other type of alcohol vessel, or signs promoting alcohol may not be stored or displayed in campus housing or on the grounds.

R2. Animals: Due to health and safety reasons, fish in 10 gallon tanks or smaller are the only pets allowed in campus housing. Animals are prohibited in campus housing, except for service animals and emotional support animals that must be approved through appropriate accommodation requests. Any non-approved service or support animal found in campus housing will be removed by the resident or authorized animal control officers. Guests may not bring dogs, cats, or other animals to campus. Fish or game animals may not be stored or processed in campus housing. Stray animals should not be encouraged to remain in the area and should be reported via a Maintenance Request on the Housing website.

R3. Appliances: Residence hall rooms are arranged not only for resident comfort, but also for compliance with fire regulations. The electrical system is not designed to carry heavy loads of electrical equipment. Only UL approved extension cords, multiplugs or surge protectors may be used.

Approved cooking appliances are coffee pots, hot air popcorn poppers, rice cookers, crock pots, bucket-style air fryers, blenders and refrigerators smaller than 6.0 cu feet per room.

Because of safety considerations, residents are not allowed to have halogen lamps, tanning beds, broilers, window air conditioning units, space heaters, lava lamps, refrigerators larger

than 6.0 cubic feet per room, George Forman Grills, hot plates, pizza cookers, toasters, toaster ovens, or any other items with exposed heating elements.

Microwaves are allowed in East Hall, West Hall, Sturgis Hall, University Place and the International House, or in designated “microwave rooms” in Smith and Newberry Halls.

Each student room may have multiple refrigerators so long as the combined capacity of all units in the room is no more than 6.0 cubic feet. Acceptable sanitation standards must be maintained in all units. If these standards are not met the University may require the resident to clean the refrigerator or to remove it from the room. As part of each break check-out process, students will be required to remove all perishable items, unplug, defrost, and leave the refrigerator door open. Refrigerators left plugged in after break closing will be unplugged.

R4. Bicycles/Wheeled Devices. Skateboards, roller blades, roller skates, bicycles and similar wheeled devices are not permitted to be ridden in residence halls. Self-balancing devices or hover boards are not allowed on campus or at any campus events. Bicycles may be stored in designated areas only, and must be removed when the resident checks out. Any bikes remaining after the end of the academic year will be removed from campus.

R5. Business Operation: The operation of a business from any space in campus housing is prohibited. Examples of businesses include cosmetology/hair cutting and styling, babysitting, computer repair, selling products, cooking, or any other goods or services exchanged for compensation.

R6. Candles/Open Flames/Incense: In consideration of fire safety, burned candles and incense are prohibited in campus housing. Wickless candles and never-before burned decorative candles, as well as potpourri pots and candle warmers, are allowed.

R7. Cleanliness: Residents are expected to maintain assigned space in clean and sanitary condition. If University personnel must clean a room or apartment to restore sanitary conditions, the resident of the space will be charged for the cleaning service.

Patios & balconies – Patios and balconies should be clean and uncluttered at all times. Only appropriate patio furnishings should be used. Do not dry clothing or linens, or store unsightly personal property on the patio or balcony at any time, including boxes, tires, recyclables, and broken furniture. No apartment furniture is allowed outside.

Carpet care – To reduce damage and preserve the appearance of carpet, vacuum frequently (at least weekly). Please contact a staff member immediately for special instructions and assistance in handling carpet stains or damage.

R8. Damages: Residents are responsible for accidental or intentional damages, missing property, or excessive cleaning requirements which are deemed by Housing staff to have occurred during occupancy. Charges are billed to student accounts and are subject to the

payment policies of the University. When no individual is identified for intentional common area damage, the repair charges are divided among the residents living in the area where the damage occurred.

R9. Decorations: Students are encouraged to decorate their rooms and make them as comfortable and cozy as they like. However, some restrictions do apply:

- Decorations that are deemed as a fire, health and safety issue, or offensive, are not allowed.
- Hall Director approval is needed for decorations displayed outside of resident rooms and apartments.
- No decorations may be displayed facing outward in residence hall or apartment windows.
- Holiday decorations may be hung on apartment porches or balconies; however, they need to be removed before leaving for breaks. Due to the fire hazard they create, no cut/live trees are allowed inside the residence halls or apartment complexes.
- Smoke detectors, pull stations, elevator buttons, and light fixtures, including those in public areas, may **not** be covered at any time.
- We encourage the use of Command strips and hooks. Damage caused by nails and other materials will result in fees charged to the resident(s) involved.
- Displaying alcohol containers of any kind is prohibited.
- Adhesive contact paper can cause damage to surfaces and is not permitted.

If you have any questions about what is permitted, please contact your Hall Director.

R10. Disruptive Behavior: Activities that obstruct or disrupt functions or processes in campus housing are considered disruptive behavior. Examples include but are not limited to disruption of administration, meetings, events, or violation of the rights of others participating in such events.

R11. Doors: All residence hall exterior doors are locked 24 hours a day. The decision to keep these doors locked is part of the University commitment to campus safety. Propped exterior doors jeopardize the safety of all residents by allowing open access. Doors found propped open should be properly closed and immediately reported to hall staff. Propping doors is viewed by Housing as a threat to community safety. (see: Threat to Community)

R12. Dress: HSU wants students to consider the residence halls and apartments their homes and be comfortable there. However, appropriate dress is required in common areas. Upper and lower garments and footwear are required any time students leave their rooms/suites or apartments.

R13. Drugs/Illegal Substances: Use, possession, or distribution of illegal drugs and other controlled substances or drug paraphernalia except as expressly permitted by law and the *Drug Free Schools and Communities Policy*.

R14. Elevators: Elevators should be used for their intended purpose. Interfering with normal operation or tampering with the emergency call equipment of the elevator can render the elevator inoperable, thereby inconveniencing residents, staff, and guests.

R15. Entrances: For the comfort and convenience of residents and their guests, entrances to each building must be kept clean, attractive, and accessible. For safety purposes, these areas must be kept clear for use in case of an emergency. Therefore, sitting or extended socializing on the steps or other entrances and exit areas is discouraged.

R16. Evacuation: All residents are required to evacuate the building every time the fire alarm is sounded or as instructed to do so by University officials. In the event of an evacuation, residents should only take essentials, close the door, follow directions for safe routes of exit, gather in designated areas, and stay there until further instructions are given. After the “all clear” is indicated by University officials, residents may re-enter the building.

R17. Explosives/ hazardous materials: Flammable liquids, fireworks, automobile batteries, or other potentially dangerous materials are not to be stored in campus housing.

R18. Failure to Comply: Failure to comply with the reasonable directives of Henderson State University officials or law enforcement officers during the performance of their duties and/or failure to identify oneself to these persons when requested to do so. This includes requests to produce valid identification, or to provide access into assigned housing space.

R19. Fire and Emergency Equipment: Tampering with smoke detectors, sprinkler heads, fire extinguishers, pull stations, hoses, exit signs, surveillance cameras, or any other devices used in fire protection or emergencies jeopardizes the life and safety of all residents in the living area impacted. This violation is extremely dangerous. Tampering with such life-saving devices is strictly prohibited and can result in contract cancellation and possible separation from the university.

R20. Furniture/Fixtures: Residents assume full responsibility for University property in their assigned room or apartment. Furniture supplied by HSU shall not be removed for any reason, including common area furniture. Furniture may not be stored, loaned, or used outside.

R21. Gambling: Gambling as prohibited by the laws of the State of Arkansas. (Gambling may include raffles, lotteries, sports pools and online betting activities.

R22. Grilling: Personal barbeque grills are not permitted. Community grills are provided by the University for resident use. Do not leave hot coals unattended. Grilling areas should be cleaned after each use; all trash and debris should be placed in the trash containers provided.

R23. Guests: Residents and their guests must comply with all rules and policies in the *Housing Handbook* and the *Student Community Standards*. Residents are responsible for notifying their guests of the rules, and may be held responsible for the actions of their guests. Residents must

accompany their guests at all times; guests are not to be left unattended. (see: Visitation Policy)

R24. Harassment/Intimidation: Detrimental action based on an individual's race, color, ethnicity, religion, sexual orientation, gender identity, national origin, service in the uniformed services (as defined in state and federal law), veteran status, sex, age, physical disability or mental disability. Harassing conduct may take various forms, including, name-calling, graphic or written statements (including the use of cell phones or the Internet), or other conduct that may be physically threatening, harmful, or humiliating. Harassment does not have to include intent to harm, be directed at a specific target, or involve repeated incidents. Gender-based harassment includes sexual harassment.

- **Hostile Environment.** A hostile environment exists when there is harassing conduct based on race, color, ethnicity, religion, sexual orientation, gender identity, national origin, service in the uniformed services (as defined in state and federal law), veteran status, sex, age, physical disability or mental disability that is sufficiently serious (i.e., severe, pervasive, or persistent) and objectively offensive to deny or limit a person's ability to participate in or benefit from the university's programs, services, opportunities, or activities; or when such conduct has the purpose or effect of unreasonably interfering with an individual's employment. Harassment that creates a hostile environment ("hostile environment harassment") violates this policy.
- **Retaliation.** Any intentional, adverse action taken by a responding individual or by an allied third party, absent legitimate nondiscriminatory purposes, against (1) any person who seeks enforcement of the *Student Community Standards* or other university policy, (2) any person who participates in a university investigation, proceeding, or action enforcing the *Student Community Standards* or other university policy, or (3) any person who actively supports a complainant during an investigation, proceeding, or action enforcing the *Student Community Standards* or other university policy.
- **Complicity.** Association in known or obvious violations of the *Student Community Standards* or law. Students who anticipate or observe a violation of the *Student Community Standards* or law are expected to remove themselves from the situation

R25. Health and Safety Inspections: All residents are expected to maintain their living space in clean, orderly and sanitary condition. Unclean conditions create an unhealthy environment for residents, roommates and neighbors. Regular health and safety inspections will be performed by Housing staff.

R26. Keys, Card Access & Lock-Outs: Residents are responsible for room keys and student ID cards. Keys and ID cards are **not** to be loaned or given to anyone. Students may not duplicate University keys. Unless the resident is present, access to a resident's room will not be granted to any person who is not an occupant of the room (including parents) without express written consent by the resident.

Students need to report lost keys as soon as possible. As a security measure, room locks are changed when a key is lost. After the lock is changed, new keys will be issued to the residents of the room. The lost key charge is \$65 per key, and will be billed to the responsible student's account.

Residents need to carry their keys and university ID card at all times. However, residents who find themselves locked out of their room may choose to call their roommate first to avoid a fee. If that doesn't work, residents may contact the RA on duty for their building or the Hall Director on Duty. Desk workers do not have keys to resident rooms, nor can they unlock resident doors. They can, however, assist residents in finding a staff member for help. A nominal lock-out fee may be charged to students who repeatedly request staff to unlock their door.

R27. Quiet Hours: One of the basic purposes of the University is the dissemination and application of knowledge. One of the primary rights of students in the residential areas is the right to read and study free from undue interference in their own rooms. Noise and distractions that can be heard more than two doors down from a resident's room is considered intrusive. While courtesy should be observed at all times, the following hours have been set as quiet hours for all residential areas:

10:00 p.m. - 10:00 a.m. Sun. - Thurs.

Midnight - 10:00 a.m. Fri. and Sat.

These hours are applicable to both inside and outside noise that could be considered disruptive to sleep and/or a reasonable study atmosphere. Quiet hours may be adjusted during University restricted days and finals week.

R28. Painting: Wallpapering and painting are not permitted in campus housing.

R29. Recreational Sports: Football, baseball, frisbee, golf, Nerf wars, soccer, water guns/balloons/slides and other recreational sports that are generally played outside are not allowed inside housing facilities.

R30. Signs, Pictures and Posters: Interior wall decorations should be hung with painter's tape, Command/3M strips, poster putty, or any other method that will not damage painted wall surfaces.

R31. Solicitation: All flyers, announcements, post cards or other printed or written materials are subject to approval at the Garrison Information Desk before being posted in approved locations in residence halls, apartments, or clubhouses. Such materials are not to be hung on or placed under resident doors or left on car windshields. Sales people, including students acting as sales persons, may not contact residents to sell items to them in the residence halls and apartments.

R32. Theft/Possession of Stolen Property: Having anything in one's room, car or on one's person, including but not limited to property of other persons or organizations, and city street signs, is prohibited and can result in criminal prosecution in addition to University action.

R33. Trash: The University contracts with a private vendor to remove trash via dumpsters located throughout campus. Residents should put all personal trash in tightly closed plastic bags and deposit it in the containers provided. Failure to remove personal trash from the ground, in breezeways, or in common area trash cans can result in a service fee to the owner of the trash.

R34. Tobacco: Smoking, use of e-vapor or other smoking devices, or tobacco use in campus buildings, grounds, and parking lots is not permitted at HSU. (Clean Air on Campus Act 2009, amended 2015)

R35. Unauthorized Entry: Entering a building, apartment, suite or room without permission of the occupant is prohibited. Using windows to enter or exit, entering through a propped door, using a key or ID of another person, or "tailgating" (following another person into the above-mentioned areas without using one's own key or access card) are also examples of improper entry.

R36. Vacant spaces: Unoccupied rooms may not be used by residents, and are not to be used by others.

R37. Visitation: Guests who are not residents of a building (for example, a University Place Resident visiting a Smith Hall resident) are considered visitors. The Office of Housing and Community Standards expects residents to invite visitors to their rooms and apartments. The following visitation guidelines are in place to respect the rights of roommates and other residents.

- Roommate rights to privacy supersede visitation privileges; therefore, students may not host a guest without permission from the resident's roommate(s) prior to the guest's arrival.
- Residents are responsible for the behavior of their guests, and must escort their guests at all times. Guests may not be left alone in a resident's room while the resident attends classes, goes to work, etc.
- Visitors violating Housing or University policies may be required to leave the premises and/or restricted from further visiting privileges.
- No more than two guests per resident are allowed at any one time.
- Visitors under 18 years of age must be accompanied by a parent or guardian, and are not eligible to stay overnight, unless pre-approved by University administration.

Visitation hours:

Sunday – Thursday 10:00 a.m. – 12:00 a.m. (Midnight)

Friday – Saturday 10:00 a.m. – 2:00 a.m.

Overnight guests may stay no more than 2 consecutive nights and a guest may not stay more than 4 nights collectively per month in any University residential space.

R38. Water Beds: Because of potential damage to residential facilities, water beds are not allowed in campus housing.

R39. Weapons/Firearms: Henderson State University prohibits the possession, carrying, storage or use of any handgun, firearm, or weapon of any type (a) on the university campus, (b) in any building owned or controlled by the university, (c) at any university event, (d) during travel on university 15 business, or (e) in any vehicle that is owned, leased or rented by the university. These provisions shall not apply to any certified law enforcement officer employed by the university police department, any other certified law enforcement officer, or any other possession authorized by law. The definition of “weapons” includes air guns, BB guns, paintball guns, facsimile weapons and pellet guns, dangerous items such as arrows, axes, machetes, nunchucks, throwing stars, slingshots, knives with a blade of longer than four inches, and weapons as defined by the law of the state of Arkansas. According to the law of the state of Arkansas (Arkansas Code Annotated § 5-5-401) a weapon is any firearm, bomb, explosive, metal knuckles, sword, spear, or other device employed as an instrument of crime by subjecting another to physical harm or fear of physical harm. The storage of any weapon in a vehicle parked on Henderson State University property is prohibited unless authorized by law.

R40. Windows/Screens: Each room is provided with blinds for resident privacy. In order to assure that the campus maintains a consistent aesthetic appearance, windows may not be covered with any sun blocking items such as insulation, foil, etc. No decorations, temporary or permanent deemed inappropriate or a safety hazard may be visible from resident rooms. Nothing is to be hung, thrown, dropped, or similarly ejected from room windows. Grease is not to be poured out the window; it should be properly disposed of after putting it in a container and placing it in the trash.

SAFETY

Many intentional physical features are included on site to promote safety in and around campus housing. Perimeter fencing, low landscaping, and strategic lighting are provided to enhance safety. However, people provide the best security. Therefore, we encourage residents to get to know their neighbors. Promptly report any incident of theft, vandalism, unsafe conditions, or suspicious persons to **University Police at 870-230-5098**. Add this number to your cell phone.

Details are important. Practice noticing license plates, vehicle make, models, and colors. Remember time of day, locations, and descriptions of people. These details will help University officials identify and address threats.

S1. RAVE Notification System: Important emergency alerts, notifications, and updates are sent through the RAVE Alert system to all registered devices, including cell phone, home

phones and email accounts. Employees and students should subscribe to the RAVE Alert system. To subscribe, log into “My Henderson,” select the “Emergency Preparedness” tab, and enter your personal contact information under “Phone Number Registration.”

S2. Active Shooter: In the unlikely event of hearing shots fired on campus or witnessing an armed person shooting or threatening people (active shooter), all students should be aware of the information that follows.

Immediately choose the best way to protect your life. Very quickly, make your best determination of what is occurring and which of the options below will provide the greatest degree of security for employing the “RUN, HIDE, or FIGHT” protocol.

RUN: Evacuate If Possible

- If there is considerable distance between you and the gunfire/armed person, quickly move away from the sound of the gunfire/armed person. If the gunfire/armed person is in your building and it is safe to do so, run out of the building and move far away until you are in a secure place to hide.
- Leave your belongings behind.
- Keep your hands visible to law enforcement.
- Take others with you, but do not stay behind because others will not go.
- Call 911 when it is safe to do so. Do not assume that someone else has reported the incident. The information that you are able to provide law enforcement may be critical, e.g. number of shooters, physical description and identification, number and type(s) of weapons, and location of the shooter.

HIDE: Hide silently in as safe a place as possible

- If the shooter is in close proximity and you cannot evacuate safely, hide in an area out of the armed person’s view.
- Choose a hiding place with thicker walls and fewer windows, if possible.
- Lock doors and barricade with furniture, if possible.
- Turn off lights
- Silence phones and turn off other electronics.
- Close windows, shades and blinds, and avoid being seen from outside the room, if possible.
- If you are outdoors and cannot RUN safely, find a place to hide that will provide protection from gunfire such as a brick wall, large trees or buildings.
- Remain in place until you receive an “all clear” signal from RAVE alert.

FIGHT: Take action to disrupt or incapacitate the shooter

- As a last resort, fight. If you cannot evacuate or hide safely, and only when your life is in imminent danger, take action.
- Attempt to incapacitate or disrupt the actions of the shooter.
- Act with physical aggression toward the shooter.

- Use items in your area such as fire extinguishers or chairs.
- Throw items at the shooter if possible.
- Call 911 when it is safe to do so.

S3. Blue Lights: Henderson State University has 12 outdoor emergency call phones installed across the campus. These Blue Light phones allow students, faculty, and visitors to contact 911 emergency services anytime, day or night. The phones are installed at the following locations:

- Caplinger Airway Science Academic Center
- Evans Hall
- Garrison Activity and Conference Center
- Huie Library
- Greek Leadership Center
- Reddie Villas
- Russell Fine Arts Center
- Smith Hall
- South Lawn
- Sturgis Hall
- University Place
- Wells Gym

S4. Personal Safety Tips:

- Keep doors and windows locked, even while you are inside.
- Lost keys should be reported as soon as possible. The average cost of rekeying is \$65 per key, charged to your student account.
- If your living space has battery operated smoke detectors, check monthly for dead batteries or malfunctions. Replace used batteries. Report malfunctions to the Office of Housing and Community Standards.
- Do not hang anything from sprinkler heads (if installed). Damage to these may result in flood damage not only to your unit, but to surrounding units as well.
- Check door locks, window latches, and other security devices regularly to be sure they are working properly. Report safety issues such as broken locks, latches, doors, and windows to the Office of Housing and Community Standards right away.
- Be observant. Notice outside safety issues such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railings, etc. Report your observations as soon as possible
- Refer to Henderson State University Campus Safety for additional information (<https://www.hsu.edu/pages/about/administration/finance-and-administration/university-police-department/campus-safety/>)

S5. Prohibited Items: The Office of Housing and Community Standards recognizes the importance of personalizing living space. However, in order to comply with fire codes (which exist for student protection and safety), and to reduce the risk of accidents and damage, the following guidelines must be followed:

- Hot plates, halogen lamps, hover boards, flammable liquids, extension cords, and multiple-outlet plugs without a self-contained circuit breaker are not allowed in campus housing. All surge protectors must be UL approved.
- Objects may not be hung, stuck, or erected in, on, or around any windows that can be seen from the outside. The blinds provided should be the only thing visible on the outside windows. Aluminum foil may not be placed in windows.
- Nails, stickers or tape should not be used on any door or cabinet surfaces.
- Waterbeds are not allowed.
- The use of aluminum or any other material to cover burner pans on any cook stove within any unit is a safety hazard and is prohibited.

S6. Emergency Preparedness: The safety and security of Henderson State University students, faculty, staff and visitors is one of the University's top priorities. The safety of the campus is a responsibility all share. Here's how each member can contribute:

- **Review procedures.** Become familiar with HSU Emergency Procedures. Know how to find the information when you need it.
- **Plan ahead.** The time to think about what to do in an emergency is now. Also, consider how to assist others, particularly those with limited mobility or other impairments, in the event of an emergency.
- **Subscribe to RAVE Alert.** RAVE Alert is the best and quickest way to get information in an emergency. To subscribe, log into "My Henderson," select the "Emergency Preparedness" tab, and enter your personal phone numbers under "Phone Number Registration."
- **In an emergency,** follow the procedures set out in this Handbook.
- **If you see something, say something.** Reporting crimes, suspicious behavior, and safety concerns that are not emergencies to the University Police Department helps to keep everyone safe. Do not hesitate to make a report.
- **Program the University Police Department's telephone number (870-230-5098) into your cell phone.**
- **Always carry your HSU student/employee identification card.** In an emergency, you may find yourself locked out of your building as some doors may be locked to keep intruders out. Carrying your ID will help you regain access if doors are locked.
- **Carry your cell phone while on campus.** If you have a cell phone, keep it with you while on campus to receive RAVE alerts and to call for assistance if needed. Become familiar with the locations of "blue light" emergency telephones around campus. (See S3.)
- **Learn the 911 address of your building.** Providing your building's exact address will help emergency personnel respond quickly. To find your 911 address, log into "My Henderson," select the "Emergency Preparedness" tab, and select "911 Building Addresses."

S7. Inspections: Regularly scheduled health and safety inspections will be conducted by the Housing staff. They will check smoke detectors, look for maintenance concerns, and monitor general cleanliness, particularly in kitchens and bathrooms. Based on the inspection, residents may be given notice to clean, do laundry, remove garbage, or vacuum/sweep. These directives are necessary for the health and safety of the residents, roommates, and facilitate consistent upkeep of the facilities.

S8. Lock-down: An imminent threat of violence may be cause for a lockdown of all or part of campus. The goal of a lockdown is to limit exposure of students, employees and visitors to danger by preventing dangerous persons from entering campus buildings, offices, classrooms or facilities. If a lockdown is ordered:

- Stay Inside! Do not leave the building unless an imminently dangerous situation arises inside. If outside, seek shelter in the nearest building.
- Take shelter in a lockable room, if possible. Lock the door.
- Take shelter in a room with thicker walls and fewer windows, if possible.
- Close windows, shades and blinds, and avoid being seen from outside the room if possible.
- Turn off lights.
- Silence phones and turn off other electronics.
- Monitor RAVE Alert and email for updates and further instructions. A situation description or location may be disseminated as soon as possible through RAVE alert and email.
- Be very cautious of admitting anyone into a locked building. Require that all backpacks and other bags be left outside at least 30 feet from the building.
- Require that the person seeking shelter open all outer garments for visual inspection and display open hands before allowing entry.
- Remain in place until you receive an “all clear” signal from RAVE alert.

S9. Missing Person: Individuals who believe that a student resident is missing should contact the University Police Department. If the missing student is not yet 18 years of age, the custodial parent or guardian will be contacted within 24 hours of notification. Henderson State University will initiate official notification procedures for any resident who is determined to be missing for more than 24 hours. All residents have the option to designate who that contact person will be. If a resident chooses not to designate a contact and/or is not yet 18 years of age, University Police will initiate the required notifications as per federal law.

S10. Power Outage: In the event of a campus power outage impacting any or all of campus housing, Housing staff will provide instructions for residents. Amended dining hours will be communicated. Campus updates including class cancellations will be transmitted via the Rave Alert system. As always, students should be mindful of downed powerlines or trees and other weather-related hazards.

S11. Reddie Rides: Housing sponsors courtesy services for students traveling to various parts of the campus in the evening. Hours of operation vary depending on time of year. The residence hall staff can give you more information about the Reddie Rides program.

S12. Surveillance Cameras: All residents are advised about the use of surveillance cameras in and around the residence halls and campus apartments. Recorded activity is for use by Housing and Community Standards, University Police, and other law enforcement officials, and may be used as evidence in the campus Community Standards process or in legal proceedings.

S13. Theft Prevention: The best method for prevention of theft is an alert neighbor. The University encourages a “Neighborhood Watch” policy in all housing areas. Get to know the other residents in the area, and be alert to suspicious persons or behavior. Notify the Hall Director, Resident Assistant or the desk worker of any suspicious behavior or suspicious persons. Residents should lock their doors at all times, particularly when they leave their room and while they are sleeping. The University is not responsible for the theft of personal items (renter’s insurance is recommended to cover personal belongings).

Don’t leave valuables in plain view in cars. Put items in the car trunk or bring them inside. Don’t leave clothes in the laundry room unattended. Should you be the victim of theft or other crimes, contact your RA or Hall Director as soon as possible. Notify the University Police (870-230-5098) and file a report within 24 hours.

S14. Weather: The University Police Department and/or the Office of Communications will give notice of severe weather watches and warnings whenever possible. Students are encouraged to sign up for the Rave Alert system to be aware of all warning notices communicated by University officials. Listen to the local radio and TV stations, or other news sources during threatening weather for updates.

Tornado Watch: Tornadoes or severe thunderstorms are possible in the area. In the event of a tornado watch:

- Monitor RAVE Alert, weather websites, and media for severe weather updates.
- Be prepared to take shelter.

Tornado Warning: This means that a tornado has been sighted and persons in the area should immediately seek safety of shelter. If you are in the residence halls, you will be advised to proceed to the weather safety locations listed below. In the event of a tornado warning:

- Take shelter in the designated tornado shelter in your building or on the lowest level, most interior portion (such as an interior hallway) of any building. Stay away from windows and exterior doors.
- Hide underneath overhead cover (heavy desk, work table, or counter), if available.
- Do not pull the fire alarm to alert others of a tornado warning.

- Wait for an “all clear” notification prior to returning to work areas, classrooms, or living areas.
- If outside, seek shelter in the nearest available building. If unable to reach a building, lie in a ditch or low-lying area, or crouch near a building. Hold books, backpacks, and coats over your head for protection.

Severe Weather Shelters: Smith or Newberry halls: basement;
in East, West, University Place or Sturgis Halls: stairwells closest to the first floor;
Reddie Villas or Ridge Pointe: lowest level apartment in the complex or building.

APPENDIX

Move Out Procedures: In order to affect a swift turn-around of campus housing for new students and University visitors, residents must leave their residence hall rooms and apartments in the same condition as received. Residents are responsible for any damages, missing property, and or excessive cleaning requirements which are deemed by the Housing staff to have occurred during their occupancy. Fines are assessed for failure to follow proper procedures. Watch for instructions from individual halls or apartment complexes for details, but in general:

- Remove all personal belongings.
- All trash must be removed from the room or apartment and properly disposed in provided containers. Vacuum and/or sweep floors (but NOT into the hallways.)
- Furniture must be returned to its original placement upon move in.
- Put beds back together if they were dismantled during occupancy. All beds must be assembled so that they are on the lowest or middle height setting (beds are NOT to be left bunked).
- Carefully remove all tape, hooks, and other adhesives from the walls.
- Assigned space must be cleaned to documented move-in condition. If one roommate of a shared space moves out, the remaining roommate(s) must satisfactorily clean the space. If the unit is not cleaned, a cleaning charge will be divided among all occupants.
- Damaged or missing fixtures, appliances or furniture will result in reasonable charges to clean, repair, and/or replace.
- We recommend that residents schedule a walk-through with staff prior to move out. Residents who do not do so agree to accept Housing staff assessment of damages and charges upon staff inspection.
- Schedule and attend check-out appointment with the RA. Sign check-out inventory sheet.

- Final determination of damages will be made by the housing staff, who may discover hidden damage after resident has moved out.
- All keys and issued **must** be returned to avoid charges for re-keying and replacement of locks and keys.

Proper check out is important to avoid additional fees and charges:

- Failure to turn in room key/lost room key \$65 per key
- Improper check-out (i.e. late or not scheduling or attending check out) \$50
- Other charges will be determined by the custodial or maintenance staff. Students will be billed the actual cost of repairs.

It is very important to be checked out of your room at the end of your contract period by the posted or communicated time the building closes. In addition to the check-out fee of \$50 for improper check out, you will be charged the daily room rate for every day your belongings remain in the space past the end of your contract.

Damages: When checking in, students accept responsibility for the room condition and must thoroughly fill out the inventory on the check-in form found on the housing portal. The information submitted becomes a record for the condition of the room when occupancy began. This record is compared to the condition of the room at check out, and any discrepancies become the financial responsibility of the resident. Therefore, be sure to complete check-in/check-out forms thoroughly. Failure to complete them means that Housing Staff will assume that the room was in good condition when residents checked in, and residents will be charged for any and all damages found upon inspection. If you leave before the other resident(s) of your room, be certain to assure that thorough cleaning is performed. All residents will be held responsible, and share charges for, the final condition of the room at the check-out inspection. Please see Check-Out Procedure for more information.

Housing staff and maintenance staff will inspect each student's room and determine charges as necessary. Protests or appeals related to these charges must be received within 30 days of the billing date to receive consideration.