Apartment Resident Guide

Understanding your rights and responsibilities of living in EWU campus apartments

Eastern Washington University Apartments

Townhouse Apartments
Anna Maria Apartments
Holter House Apartments

Housing and Residential Life
(509)359-2451
WELCOME!

The Eastern Washington University Department of Housing welcomes you to our campus community! Your assigned apartment manager will assist you with most questions or concerns you have. However, if you do not receive the assistance you need, please contact the Housing office at 509.359.2451.

We hope your stay in campus housing is a comfortable environment and conducive to achieving your academic goals. We know that apartment living often means your neighbors live very close but hope you’re able to turn that proximity into an opportunity to meet people and create friendships. Attending college is about obtaining a degree but it is also a portion of your life that you want to remember fondly. We hope we can help by providing you a safe and respectful living environment at an affordable price.
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*This guide generally describes EWU's policies, facilities and services and does not modify the terms and conditions of your rental agreement. In case of inconsistencies, the provisions of the Apartment Contract supersede.
STUDENT RIGHTS AND RESPONSIBILITIES

As residents in university housing facilities, students possess specific individual and group rights and responsibilities which serve to guide University Housing personnel in making decisions concerning student welfare and behavior. The following statements define minimal expectations regarding these rights and responsibilities. Each resident has the right to engage in activities that are a part of university life. However, these rights carry with them reciprocal responsibilities toward other residents associated with community living.

Students have the right to…

…access to their living accommodations.
…live in a clean and secure environment.
…expect a regionally competitive price on housing accommodations and food service.
…written copies of university housing rules and regulations, or individual building policies, which govern individual and group behavior.
…respect and safety of personal property.
…study without unreasonable interruption or interference from neighbors.
…be free from unreasonable noise.
…be free of intimidation or harassment.
…express themselves creatively within established guidelines.
…expect enforcement of the Apartment Contract.
…access to University staff and other individuals who provide assistance, guidance, and support as appropriate.
…have temporary guests within established guidelines.
…equitable treatment when behavior is in question.
…enjoy individual freedoms without regard to race, sex, national origin, handicap, age, religion, sexual orientation, or political affiliation.
…participate in student governmental bodies, and housing departmental committees.
…individual and group educational and developmental opportunities in their living community.
Students have the personal responsibility to...

...adhere to the WAC 172-121 — Student Conduct Code.
...adhere to the Apartment Contract and Resident Guide.
...ensure that temporary guests of your apartment adhere to the same rules and regulations.
...avoid all domestic violence events.
...comply with reasonable requests made by staff or university officials.
...meet expected rent and utilities payment schedules.
...keep the apartment in sanitary condition.
...monitor and accept responsibility for behavior of guests and children.
...report violations of rules to appropriate staff.
...respect the rights of others, as stated on the prior page.
...participate actively in self-governance.
...resolve disputes with neighbors maturely, reasonably, and, whenever possible, without managerial intervention.
...notify the Residential Life office of occupancy and contact information changes.

Be aware that the University expects a higher standard of behavior, neighborly respect, and interior and exterior cleanliness than most private landlords. The property in which you are living is a state facility and the Dept. of Residential Life takes seriously its role to manage it efficiently and responsibly. In doing so, it reserves the right to access your unit, with notice, for maintenance and sanitation concerns. If you will not be home during the announced hours, University staff may still enter. If there is an emergency, University staff may enter without notice.

* Based, in part, on the Association of College and University Housing Officers Statement of Student Rights and Responsibilities.
FACILITIES and SERVICES

CABLE/SATELLITE TELEVISION & INTERNET
Expanded basic cable television is included in your rent payment. Satellite dishes are allowed with advanced written permission from housing only if a temporary mount, such as a clamp or tripod, is used and no holes are drilled into the building. The student-voted mandatory technology fee includes a dial-up Internet account. Davis Communications offers high speed, cable modem internet at a reduced price for campus apartment residents. Their telephone number is 235-5144.

EXHAUST FANS
In the Townhouse Apartments the exhaust fans in the kitchen and bathroom are on a timer to turn on and off automatically. The fans use a minimal amount of electricity and will not have a significant impact on your utility bill.

FLOORS
The kitchen and bathroom floors are either no-wax vinyl or VCT (composite tile). DO NOT USE abrasive cleaners or wax on these floors. Use only cleaning products indicated for no-wax floors or you could be charged for any damages.

If your apartment is carpeted, it was cleaned with professional equipment prior to your arrival. If you live in your apartment for more than one (1) year, it is highly recommended that you clean the carpets annually to reduce the chance of permanent staining and, thus, a charge upon moving out. Permanently scarring events such as bleach stains, burns, and wax spills can result in charges equal to the cost for new carpet throughout the apartment.

GROUNDSD / APARTMENT EXTERIOR
Every apartment resident is required to be responsible for maintaining a neat and orderly area around their apartment and in their shared yard/play area. Please respect shared common areas, always remembering that other residents may also want to use them. Personal items (including toys and bikes) and trash should be picked up daily to maintain a safe and clean exterior space. Resident cooperation in cleaning up the yards is especially necessary when Grounds personnel is mowing your area.
KEYS
Two (2) keys are normally issued. If you need additional keys, request them from the apartment manager.
NOTE THAT IT IS ILLEGAL TO DUPLICATE KEYS.
If you or your child is locked out, contact your manager. One free key-in is allowed per quarter per household. After that, a $15.00 key-in fee will apply to each key-in and be directly charged to your account. If keys are lost, the entire lock must be replaced and the cost is charged to the tenant. A minimum $65.00 recore fee will apply.

LAUNDRY ETIQUETTE
Each apartment complex has a laundry facility with coin-operated washers and dryers. They are intended to be used only by the tenants. If you see a non-tenant using the laundry facility, contact your manager or University Police.

It is important to remember that there are many people using the laundry rooms. It is the responsibility of residents to pick up after themselves and to keep the machines and folding surfaces clean. Please remove your laundry immediately after the machine cycle is complete so that others can use the facilities. Also, please do not store your personal laundry supplies in the laundry room. Laundry etiquette boils down to common courtesy and cleanliness. There may be more specific laundry etiquette guidelines posted in your laundry area.

PARKING
Through 2010-2011 academic year, one parking permit is included in the price of your rent. Parking permits are obtained at the Parking Services office in Tawanka Hall. It is the responsibility of all apartment residents to remember to pick up a new quarterly permit just before each new quarter begins. After 2010-2011, it will be decided if a free parking permit will continue to be included.

Parking permits must be purchased for second vehicles that the student wishes to park in the complex parking lot. Permits may not be obtained for non-residents. Specific TH overflow parking spaces are intended for second vehicles and border the field across from Building 11. Common courtesy should be used when parking second or guest vehicles. Guest parking passes are obtained through Parking Services.
Visitor parking is located in designated spaces in front of Building 11. Parking violations are reported to the Parking office M-F, 8am-5pm. After hours violations are reported to University Police.

Parked— even temporarily — is prohibited in the Service Drive in front of Townhouse Building 4. This area can be used ONLY for loading and unloading when moving in or out of the complex. Either, a parking ticket will be issued each time the infraction is discovered or the student may be referred to the Office of Student Rights and Responsibilities.

Parking tickets are issued by Parking Services—not by Housing. If a student receives a parking ticket because s/he forgot to change their permit from one quarter to the next, s/he is still responsible for paying that ticket.

REPAIRS and APARTMENT CLEANLINESS
Notify your manager immediately when repairs are needed. All repairs are done by Facilities Maintenance employees who typically work from 7:30 a.m.–4:00 p.m., Mon.-Fri. In case of evening/weekend emergencies, contact your manager who has been given some authority to determine emergencies. If there is doubt, the manager will ask University maintenance personnel to make the decision.

It is greatly appreciated if you would please consider the difference between an inconvenience vs. an emergency.
If an event is not an immediate danger to the occupants or causing physical damage to the building, it is Housing’s policy to take care of it at the very beginning of the next work day. The Department of Housing pays extra for after-hours calls and if kept to a minimum, it helps keep costs lower and rent increases at a minimum.

A resident will be responsible for repairs when repairs are above “normal wear and tear.”
Typical examples include a resident’s child placing items down a toilet, drawing on walls, cracks or holes in doors, and stains, filth or odors which are difficult or impossible to remove.
Apartments must be kept at a level of cleanliness that does not delay maintenance personnel from completing work. Apartments must also be kept clean in order to prevent permanent damage being done to floors, counters, fixtures, etc. The University reserves the right to enter apartments quarterly to perform maintenance and security checks. It also reserves the right to terminate a contract due to sanitary conditions affecting others and/or property.

**SNOW REMOVAL**

*Parking lots:* The Grounds Dept. must focus first on central campus areas that have the highest foot and vehicle traffic. Snow removal of parking areas is difficult in most of the EWU apartment complexes due to the original design and/or size of those parking areas. Grounds does its best given constraints such as vehicle density and space for snow.

*Sidewalks:* Your cooperation is crucial for sidewalk snow removal. **Do NOT park your vehicle so that the nose of the vehicle hangs over the sidewalk.** This prevents proper snow removal. Priority for snow removal is the main sidewalks around the complex. The sidewalks leading from the main sidewalks to each unit are secondary priority. It is appreciated if residents will clear those secondary sidewalks on their own; however, staff will get to them as they can. **DO remove personal items from sidewalks and notify your manager of any slick spots about which you are concerned.**

**WATER, SEWER, GARBAGE**

Water and garbage services are provided by the University and included in your rent. Sewer services are also provided with your rent as well, but through a contract with the City of Cheney which has the infrastructure in place.

To ensure that garbage is completely picked up, garbage must be placed INSIDE the dumpster. Furniture and other items too large for the dumpster must be taken elsewhere for disposal by the resident. Disposal of non-household trash by the University will be charged to the resident, even if they have just moved out.
POLICIES

Being a public institution, the EWU Housing system is legally exempt from the Landlord-Tenant Laws pursuant to RCW 59.18.040(1). Your Apartment Contract (and by way of reference, this Resident Guide and the University Student Conduct Code) contain the terms and conditions of your tenancy.

APARTMENT TRANSFERS
Existing students who want to change apartments for personal reasons must place their name on a waiting list along with other tenants and those waiting to move onto campus. Eligibility is based on a combination of deposit date and size of family. Larger families are given higher priority for 3-bedroom units. Also, students may place their names on a waiting list for vacancies in a different University apartment complex than the one in which they currently live.

A $100.00 fee will be charged for transferring from one apartment to another. This fee is charged to your student account and may not be paid from the damage/cleaning deposit. You are still required to completely clean the apartment you are leaving, per standard move-out procedures or risk being charged.

APARTMENT ENTRY
EWU reserves the right to access your unit, with notice, for maintenance and sanitation concerns. If you will not be home during the announced hours, maintenance will still enter. If there is an emergency, maintenance may enter without notice. Additional detail about apartment entry can be found in your Apartment Contract.

ALCOHOL AND DRUGS
In compliance with Washington State laws, the university permits students who are of legal age to have alcoholic beverages in the privacy of their apartments. You must be 21 years of age or older to possess or consume alcohol. Open containers of alcohol must be kept within the privacy of the apartment. Under age possession and consumption of alcohol, even inside University apartments, is prohibited. Of course, it is illegal to sell or give alcohol to minors. Use or sale of any illegal or controlled substances is prohibited. Violation of this can result in immediate contract termination. You are responsible for informing your guests about university policy regarding alcohol and drug use.
**BBQs**  
You are welcome to have a BBQ. At the Anna Maria and Holter House complexes they may only be used in the central common area, **not on balconies**, due to potential fire hazard. At the Townhouses, BBQs must stay on your personal patio.

**COMMUNICATIONS**  
All communication to students residing in university apartments will be through their EWU assigned e-mail address. According to EWU Policy 502-01, the University assigned e-mail account is the primary means of communication from the university. It is the student’s responsibility to check and respond to any communication received through university e-mail. Go to [https://itech.ewu.edu/email](https://itech.ewu.edu/email) to learn more and sign up.

**DISHWASHERS**  
Due to leaking and flooding issues, portable dishwashers are not allowed in the apartments.

**ELIGIBILITY for TENANCY**  
The following people qualify to live in EWU owned and administered apartments:

- Married couples with or without children
- Unmarried couples without children who provide a Certificate of Washington State Registered Domestic Partnership
- Unmarried couples with children who provide one of the following:
  - Child’s birth certificate showing both applicants as biological parents
  - A Court Order of Paternity
  - Proof of Adoption by both applicants
  - Proof of Foster Child status
- Single parents with children who provide one of the following:
  - Child’s birth certificate showing applicant as biological parent
  - Proof of Adoption
  - Proof of Foster Child status
- Single, pregnant women who provide proof of pregnancy when pregnancy is not obvious. Note, however, that women with unborn children are the lowest priority for placement.
To remain eligible to live in University owned and administered apartments:

■ One member of the household must have full-time student status (10 credits) for three of the four quarters of the academic year, with the academic year, in this case, including Summer quarter. If taking off any quarter except Summer, permission must be obtained from the Dept. of Housing and enrollment must occur the subsequent Summer quarter.

■ Student must remain within the qualifications shown above.

In addition, the following requirements apply:

■ Only immediate family members (spouse/partner, dependent children) may occupy the apartment on a permanent basis. Other relatives, boy/girlfriends, parents, babysitters, or other friends must abide by the rules in the “GUESTS” section. Graduate students may not have a non-graduate student reside in the unit with them.

■ Single graduate students are only eligible for Anna Maria and Holter House apartments

■ All apartment applicants must be at least 18 years of age.

FINANCIAL/RENT PAYMENT

Be aware that your Apartment Contract requires that your quarterly rent be paid in advance through financial aid. If no financial aid exists or your rent is fully subsidized, rent may be paid in advance on a monthly basis (see next paragraph). Rent payments are made in Sutton Hall on the 2nd floor at Student Financial Services just as you would make any payment to your student account. You may also make account payments on EagleNet. **Be aware** that the oldest amount due on your student account is paid first. If rent is not the oldest amount due, you must first pay prior account debts as well as pay your rent amount.

If you do not receive financial aid during the summer you must pay your monthly rent by the 5th of July and August. You MAY NOT use fall financial aid to cover summer rent expenses.
Students who pay rent from independent sources are required to pay for the current month by the 5th of that month. Those who receive financial aid will have the rent amount for the entire quarter (three or four months) paid from their aid at the beginning of each quarter. Residents behind even one month in rent will be asked to pay immediately or vacate. Residents must also be current in paying their city utility bills. PLEASE UNDERSTAND if you do not remain current on your rent or city utilities payments, you are in breach of the Apartment Contract. Also, if you are not able to register for the following quarter due to an outstanding account balance, you will be asked to vacate.

For additional details about rent payment, review your apartment contract.

**FIRE SAFETY**
Do not tamper with smoke alarms, fire extinguishers, exit signs, or any other fire safety equipment. They may save your life. The Cheney Fire Department responds to and investigates all fire alarms on campus. Anything causing a false alarm, such as inappropriately pulled alarms or misuse of fire extinguishers and other safety equipment is against state law and is punishable under RCW 9.40.100 by up to 90 days in jail and/or a fine of up to $1000.00.

Electrical appliances are fire hazards. Do not leave coffee pots, stoves, etc., unattended. Candles, open flames and incense are not permitted. Storage of gasoline, gasoline-powered tools, other flammable liquids, toxic materials, chemicals, explosives, and compressed gases is prohibited. Exits must be kept free of furniture or other objects. Fire doors (where applicable) are not to be blocked open for any reason.

Decorative materials for general use or holiday decorations must be nonflammable. Do not cover light fixtures with combustible materials. Do not hang plants or decorations from fire system sprinkler heads. Electrical breakers may not be switched off at any time.

**FIREWORKS**
Fireworks are not permitted on university property.
GUESTS
Subletting of apartments is not permitted. Overnight guests are permitted for short, occasional visits (one week maximum) per quarter. Boyfriends/Girlfriends/Friends shall not stay overnight on a regular basis. The student is responsible for the behavior of guests and is required to make guests aware of applicable university policies.

HARASSMENT
The University is committed to the principle that all students, staff and faculty may use and enjoy its educational and social activities and facilities free from harassment or intimidation particularly on the basis of ethnicity, sexual orientation, gender, race, religion, age, ability, national origin, or position with the University.

- Harassment includes, but is not limited to, any behavior that creates an intimidating, hostile or offensive environment or unreasonably interferes with the educational or work performance of any individual at any time.
- Harassment can be verbal, non-verbal, physical, or written, and includes the use of technology such as telephones, voice mail, answering machines, e-mail or other electronic device.
- Physical abuse, unwanted physical advances and verbal abuse are forbidden. Such behaviors include physical or verbal abuse of any person in or about University apartments or conduct that threatens the safety of others.
- If you feel you have been the victim of harassment, please contact Housing and Residential Life Office or University Police as soon as possible.

INOPERABLE VEHICLES AND MOTORCYCLES
Apartment parking spaces fall under the same rule as the rest of campus with regard to inoperable vehicles. All inoperable vehicles must be either repaired or removed from the premises. Motorcycles are not allowed inside buildings for storage or repair.

Driving or parking on sidewalks and lawn areas is not permitted. They are to be parked outside in designated parking areas.
INCIDENT REPORTS, MEDIATION & DISCIPLINE PROCESS

1) An **Incident Report** must be completed by any student wishing to make a formal complaint or express a documented concern about any event or person within the apartment complex. Incident Report forms are available through the apartment manager and Residential Life office. A completed Incident Report must be submitted to the Residential Life office and/or the apartment manager prior to the University taking action. Reports may be forwarded to OSRR for further review of any allegations that the EWU Student Conduct Code has been violated.

2) Once an Incident Report is filed, the Housing office will make contact with the person who filed the report and discuss it in greater detail.

3) If a claim is made about another resident or resident guest, that resident will be provided an opportunity to submit a response.

4) If a mutual resolution cannot be reached Residential Life may require a mediated meeting between the parties.

5) If either party refuses to attend this meeting to resolve the matter through mediation or an agreement of future behavior is not arrived at in mediation, then the issue will be referred to OSRR for further action.

NOISE

In a group living situation, an agreement regarding the volume and timing of noise must be reached. Some people can’t study with any background sounds while others enjoy studying to music. Courtesy and communication are key to managing noise.

In any case, if noise is getting out of hand, courteously ask the person responsible to please reduce the volume. If you receive an unreasonable or uncooperative response, contact the manager for advice or assistance.
MOVING OUT — GIVING NOTICE & CLEANING
Please see the Steps to a Proper Move Out on page 18.

Per your lease, a 20-day, written vacate notice is required. If you move out prior to that date, you will still be charged through the 20-day move out date. If you move out after the 20-day move out date, you will be charged $25.00/day in addition to the normal pro-rated rent amount.

For move-outs at the end of any quarter, students must move out by the second weekend after the end of the quarter. This allows eight or nine days for move-out and is a civil courtesy to the next student waiting to move into the apartment before they must begin school.

For move-outs due to graduation or leaving school, students must move out by the second weekend after the end of their final quarter. This applies even if the lease end date is for a later date. Once a student graduates, they no longer meet the requirements to live in on-campus housing and will be required to move out.

Move-outs past these requested dates will be charged the improper check-out fee. Extensions may be granted in some cases with a written request for permission to stay. Pro-rated rent amounts will be reimbursed to the student’s account.

At least three days prior to moving, it is the responsibility of the resident to make a check out appointment with the apartment manager. If an appointment is not scheduled in advance, and the manager is not available at the moment you want to leave, the student may be charged an Improper Check Out fee.

The apartment cleaning checklist should be completed prior to check out and the unit should be left as clean as it was upon move-in.

PETS
Because of fleas, sanitation, allergy concerns and consideration for others, pets are not allowed in university buildings, including apartments and residence halls. Two exceptions are underwater aquarium pets (aquarium size 30 gallons or less) and service animals assisting those with a disability. Service animals must be pre-approved through EWU Disability Support Services. The tenant must follow all rules for service animals and is responsible for cleaning up all feces.
PEST CONTROL
Housing and Residential Life does a complimentary exterior pest control spray each quarter. It is the responsibility of individual residents to take care of interior pest control.

POLICY VIOLATIONS
Specific violations which could result in the termination of the resident’s contract include, but are not limited to:
- Failure to keep rent/utilities current.
- Failure to register for 10 or more credits at least 3 of 4 academic quarters.
- Failure to meet University eligibility requirements.
- Housing an unauthorized person (any person not listed on the rental contract).
- Violation of the pet policy.
- Academic disqualification/suspension.
- The contract may be cancelled by the Housing Office for disciplinary reasons as stated within the Student Conduct Code, this publication or the University Apartments contract.

RAISED BEDS
We require that all box springs and mattresses be on a frame and not directly on the floor in order to maximize airflow and prevent any moisture problems. If moisture damage occurs due to the bed being on the floor all repair costs will be charged to the student.

SMOKING
All EWU apartments and EWU residence halls are non-smoking. While residents and guests who smoke may live in the apartments, they are required to smoke outside of their unit at a minimum distance of 25 feet from the entrance to the apartment, air intakes, and other openings that may allow airflow (and thus cigarette smoke) into the building. To comply with the 25 feet requirement, no smoking is allowed on apartment balconies or patios.

WEAPONS
Ammunition and weapons (rifles, shotguns, handguns, archery equipment, BB guns, hunting or sport knives, etc.) are not allowed in the apartments. Your weapons may be stored with University Police (at the Red Barn). If you wish to arrange weapon storage, contact the University Police directly.
EWU APARTMENT INCIDENT REPORT

RESIDENT REPORTING:__________________________
EWU ID: ____________________________
ADDRESS & UNIT #: ____________________________
PHONE: ____________________________
DATE OF INCIDENT: ____________________________
TIME OF INCIDENT: ____________AM / PM

THOSE INVOLVED:

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<th>NAME</th>
<th>ADDRESS</th>
<th>PHONE NUMBER</th>
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ALLEGED POLICY VIOLATORS (if known/if applicable):

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<th>Name</th>
<th>Violation Details</th>
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WITNESSES:

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<th>Name</th>
<th>Address</th>
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DESCRIPTION OF INCIDENT: (attach additional pages or write on the back as necessary.)

The above report is true to the best of my knowledge and ability.

Signature: ____________________________ Date: ____________________________
Checklist for Cleaning Your Apartment

All of the items on this list must be thoroughly completed prior to checkout. Items that are not done may result in a loss of all or part of your deposit. Ask your managers for suggestions regarding cleaners and cleaning methods.

Bedrooms

- Window tracks cleaned (windows lift out of tracts)
- Window frames cleaned
- Wood ledges cleaned
- Outlet covers cleaned
- Light switch covers cleaned
- Light covers cleaned
- Two light bulbs work
- Doors free from damage
- Carpet vacuumed
- Heating vent cleaned
- Window blinds cleaned

Dining Room

- Window track clean
- Window frame clean
- Wood ledge clean
- Outlet covers clean
- Light switch covers clean
- Tow light bulbs clean
- Walls clean
- Floor swept and mopped
- Heating vent cleaned

Kitchen

- Counters and shelves wiped down
- Drawers wiped, cleaned, and dry
- Stove top clean
- Under stove top clean
- Gap pins clean and free from stains
- Oven interior free from black stains
- Sides and under stove clean
- Exhaust fan clean (inside and outside)
- Refrigerator clean (inside and outside)
- Under refrigerator clean (remove the black panel at the bottom of the refrigerator for access)
- Floor swept and mopped clean

Bathroom

- Counters wiped down
- Faucet chrome clean
- Base of faucet clean (no yellow stains)
- Basin clean (including drain area)
- Mirrors clean
- Base of toilet clean
- Outside of toilet bowl clean
- Inside of toilet bowl clean (no ring)
- Shower walls clean
- Chrome in shower clean
- Shower doors free from hard water stains
- Chrome on shower doors clean
- Four light bulbs work
- Exhaust vent cleaned
- Other

Staircase

- Carpet vacuumed
- Light switch covers clean
- Railing wiped down
- Heating vent cleaned

Storage Spaces (inside and outside)

- Light covers clean
- Two light bulbs work
- Floor clean (swept and mopped inside)
- Walls clean
- Water heater dusted
- Furnace dusted

Living Room

- Carpet vacuumed
- Window track clean
- Window frame clean
- Outlet covers clean
- Light switch covers clean
- Light covers clean
- Two light bulbs work
- Doors free from damage
- Floor swept and mopped (entryway)
- Walls clean
- Heating vent cleaned
STEPS TO A PROPER MOVEOUT

1) Turn in at least a 20-day written notice to the Residential Life office.

   Note: This notice must include your name, address, student ID number, and the exact date you intend to move-out. It can be dropped off, mailed, or emailed to the Residential Life office.

2) Make a check-out appointment with your managers at least three days in advance and pick up a cleaning checklist.

3) Move out all of your belongings. Don’t forget any items that you may have in storage!

4) Complete all items on the cleaning checklist.

5) Meet with your manager to do your final walk through and turn in your keys.

   Note: Your managers are not the final say on charges to your account. Therefore they cannot guarantee that you will receive your deposit back in full.

6) Change your address in EagleNet and with the post office.
HOW TO GET THE MOST OF YOUR EWU EXPERIENCE.

Living on campus can be one of the most rewarding experiences for students. Family housing units are microcosms of the larger EWU community. To create a friendly environment it is important for tenants to be able to live and work together in an environment where the rights of all are respected.

- Get to know your neighbors.
- Attend apartment community events.
- Attend EWU events together.

If you know your neighbors, it will be much easier to work through any concerns you may have with them without involving management.

Getting involved is one of the best ways to build relationships and feel like part of a community. Becoming involved helps students make new friends, build a foundation for teamwork and leadership skills, balance time and commitments and most importantly, have some fun. Here are some ways you can get involved and experience the best of EWU:

- Campus Recreation
- Athletic Events
- Student Activities
- Associated Students of EWU (ASEWU)
- Clubs and Orgs
- Intramurals
- EPIC Outdoor Adventures
SERVICE CHARGES and FINES

The following is a list of fines associated with various services or vandalism. These are charged directly to your student account.

**Lock recore** (i.e. lost key, key not returned at checkout) $65.00

**Tampering with fire alarm system, smoke detectors**
*including disconnecting detector, or suppression systems*

Cost of repair/replacement $200.00

**Damage due to resident negligence**
(i.e., water damage due to unnecessary sprinkler activation, children’s toys found in toilets, or grease clog in sink drains, fire damage due to cigarettes, incense, candles, etc., structural damage such as holes in doors or walls, broken windows, flooring damage due to bleach, wax, burns, etc.)

**Damage due to unsanitary conditions**
(i.e., long-term sanitation neglect causing soiled carpets, walls, and drapes, odor removal, damaged structures, excessive cleaning, replacement of appliances, etc.)

**Purposeful damage to another resident’s or EWU property**
Eviction (upon evidence)

**Apartment transfer**
(Student-requested transfer to move to a different apartment.) $100.00

**Improper check-out**
(If resident leaves without checking out or does not schedule check-out far enough ahead (minimum three days in advance) to allow for mutually acceptable check-out date and time, does not honor move-out policy on pg 14.) $100.00

**Late check-out**
(This refers to each day past the 20-day notice date specified to Housing in writing. It is in addition to the daily rent amount.) $25.00/day

**Key-in to apartment**
One time FREE/quarter/household $15.00/occurrence thereafter

**Smoking inside a non-smoking unit** $200.00/occurrence

**Theft of a Fire Extinguisher** $100.00

**Animal in Residence** (excluding approved service animals)
(This is a fee as well as immediate removal of the pet) $200.00

**Abandonment/Dumping of Personal** $100.00 plus cost of *Property* disposal
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<th>NUMBERS TO KNOW</th>
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<td><strong>EMERGENCY (MEDICAL, FIRE, CRIMINAL)</strong></td>
<td><strong>911</strong></td>
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<td>ADMISSIONS</td>
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<td>ASSOCIATED STUDENTS</td>
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<td>BOOKSTORE  (EWU CAMPUS)</td>
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<td>(SPOKANE) 456-2800</td>
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<td>BUS INFORMATION</td>
<td>328-RIDE (7433)</td>
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<td>CENTURYTEL (TELEPHONE COMPANY)</td>
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<td>CHENEY MEDICAL CENTER</td>
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<td>CHENEY CABLE/DAVIS COMMUNICATIONS</td>
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<td>CHENEY UTILITIES DEPT.</td>
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<td>CHILDREN’S CENTER (EWU DAYCARE)</td>
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<td>COMPUTER LAB — PUB</td>
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<td>COUNSELING AND PSYCHOLOGICAL SVCS. (CAPS)</td>
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<td>HPER – RECREATIONAL RESERVATION</td>
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