

**2010-2011 Policy Handbook for
SCHILLETTER AND UNIVERSITY VILLAGES (SUV)**

Revised: May 2009

This document covers fall 2010, spring 2011 and summer 2011. Significant changes from 2008-2010 appear in **yellow**. The 2010-2011 SUV Pet Policy & Agreement mentioned in this document is available online at <http://housing.iastate.edu/forms/>.

Please note: Failure to comply with any policy may result in administrative charges and disciplinary actions.

I. POLICIES

A. Alcoholic Beverages and Controlled Substances

1. All state, federal, and local laws and university policies pertaining to alcohol and other drugs, including controlled substances, apply to residents and guests within all on-campus residence halls, Frederiksen Court and SUV apartment communities.
2. Residents and their guests are responsible for providing verification of age upon request by a staff member. Any individual who refuses to provide age verification will be assumed to be under the age of 21.
3. Maple and Eaton Halls, and Lincoln, Palmer, Pennell, Lowe, and Stange Houses in Friley Hall are substance-free areas. Alcohol is prohibited to all students in these areas, regardless of age. Any student found responsible for violating the alcohol policy will be removed from the substance-free living environment depending upon the severity of the violation. If there is no space to relocate the student, the hall director shall have the discretion to determine an appropriate sanction.
4. The unlawful use, possession, sale, delivery or distribution of marijuana or any narcotic drug, medicine, chemical compound or any other controlled substance is subject to university judicial action and may result in removal of the resident from the residence halls. If a university official suspects you are violating this policy, this is grounds for a hearing.
5. **Residents 21 years of age and older**
 - a. Only residents and their guests who are 21 years of age or older may possess and consume alcoholic beverages in the privacy of their on-campus rooms/apartments. Alcoholic beverages must be in their original, unopened containers when transported within the residence halls. Containers of alcohol larger than one gallon (including, but not limited to kegs) are not permitted. Alcohol may be neither consumed nor possessed in opened containers anywhere outside a student room/apartment, including hallways, courtyards, public areas, Community Centers, and other university grounds. In University Village, the fenced area in front of an apartment is considered to be part of the apartment.
 - b. Residents who are 21 years of age, and have a roommate who is not yet 21 years of age, may possess and consume alcohol in the privacy of their room. They may not allow the roommate to possess or consume alcohol. Violators will receive sanctions through the judicial system.
 - c. Residents are responsible for their guests. Guests must comply with of Residence rules concerning possession, transportation and consumption of alcohol.
6. **Residents under 21 years of age**
 - a. Residents who are not 21 years of age or older may not possess, transport, or consume alcoholic beverages. Residents found responsible for possession and/or consumption of alcoholic beverages, including behavior that is a result of alcohol consumption, will receive sanctions through the judicial system and will be referred to the Student Counseling Center or the **Thielen Student Health Center** for alcohol assessment and/or screening. The student will be charged a fee for the assessment and/or screening.
 - b. Residents who are not yet 21 years of age, and who have a roommate who is 21 years of age or older, may allow the roommate to possess and consume alcohol in their room. The roommate is allowed to have guests (section I.A.5.c).
 - c. Residents who are not 21 years of age or older may not have a guest (regardless of his/her age) who consumes alcoholic beverages in their room/apartment.
 - d. Residents who are not 21 or older may not possess alcoholic beverage containers in their rooms/apartments

B. Appeals Process for Charges = Residents may contest charges they have been assessed (not including contract cancellation penalties or room rates) according to the following process. The charge being contested will remain on the resident's account during the appeal process. Only in the event of a successful appeal will the penalty be removed or reduced. Any late fees or penalties accrued due to late or non-payment are the responsibility of the resident.

1. Appeals must be submitted within 30 days of notification of the charge. Appearance on the Ubill constitutes notification.
2. All appeals must be submitted in writing, e-mail preferred, to housing@iastate.edu, and should contain the resident's full name, ISU ID number, room address, e-mail address and rationale as to why the resident is not responsible for the charge(s). Any supporting materials must also be submitted at this time.

B. Bathrooms/Restrooms = Common bathrooms/restrooms are not gender-neutral. You and your guests are not permitted to enter a bathroom/restroom labeled for use by persons not of your gender.

C. Bicycles = Bicycle racks are provided for resident use in close proximity to residence halls and on-campus apartments. The Department of Residence may remove any bicycles left in these racks following the end of the spring semester each year.

D. Building Access and Security System

1. Interfering with the security system is prohibited. Violations include but are not limited to tampering with locks and security cameras, disabling any lock or door; propping open doors that are to be locked and/or closed; exiting through doors marked "emergency exit only"; jamming a door to prevent it from opening or closing, tying doors shut; taping open locks or altering, loaning, or duplicating university keys or access cards.
2. Building exterior entrances and elevators are monitored by security cameras. Footage will be used in University judicial cases and will be provided to authorities for use in criminal cases.

E. Check-In, Check-Out, and Bedroom/Apartment Change Procedures

1. Occupying more than one room/apartment, except while in the process of moving is a violation of the check in/out process.
2. If changing assignments, the building access granted to you on your access card will not be updated until you have both checked in to your new assignment **and** checked-out of your old assignment.
3. If space is available, you may be allowed to check in prior to the contract start date at the discretion of the department. Charges will apply for early check in for residents.

4. Check In

- a. Failure to properly check in will result in a \$50 administrative charge.
- b. To properly check in you must:
 - i. Go to the SUV Office/Community Center.
 - ii. Obtain apartment keys, bedroom keys (if applicable), and building access card (if needed).
 - iii. Obtain an Apartment and Bedroom Inventory and Condition Form, which you must complete and return to the SUV Office within 48 hours. This form will serve as an inventory of the contents and condition of your apartment and bedroom(s) at the time of your check in and will serve as the basis for determining damages when you move out. You may be held responsible for all damages not reported within 48 hours of check in. **Check in**

5. Check out

- a. You will be charged the daily room and board rate until you have officially checked out.
- b. Failure to complete the steps outlined below and/or failure to check-out by the assigned deadline will result in continued accrual of housing and dining fees, a \$50 improper check-out charge, lock change charges and/ or cleaning and maintenance charges
- c. To properly check out you must:
 - i. At major move out times in August, December and May, check out information and options will be sent to all residents on record as moving. At all other times, residents are responsible for contacting the SUV Community Center office for check out procedures and cleaning information.
 - ii. Notify the SUV office regarding your intent to check-out and obtain a check out/cleaning procedures packet. Please provide notification at least 7 days in advance.
 - iii. Remove all your possessions from the apartment and your bedroom.
 - iv. Thoroughly clean, prior to your check out, as per the check-out information packet.
 - v. Upon leaving the apartment, close and lock all doors, including any bedroom doors for which you were responsible and leave the thermostat set at minimum temperatures as outlined in the check out instructions
 - vi. Return your keys and check-out paperwork to the SUV office. All keys issued to you must be returned, or you will be charged for a lock change and for replacement keys.
 - vii. Staff will inspect your apartment/bedroom after keys have been returned. You will be charged for any damages and for cleaning necessary to return the room/apartment to the condition in which it was upon check in. Photos are taken to support charges and these can be requested by contacting the SUV office.

6. Check out at end of fall 2010 semester

- a. Non-graduating residents **WHO HAVE CANCELLED** the spring portion of their contract must check out by 6 p.m. Saturday, December 18, 2010.
- b. Graduating residents **WHO HAVE CANCELLED** the spring portion of their contract must check out by 6 p.m. Saturday, December 18, 2010.
 - i. If you are graduating at the end of fall semester, you must notify the DOR by signing the Housing Contract Cancellation Form by 5 p.m., November 1.
- c. Failure to check-out according to proper procedure (section I.F.4) or by the above specified deadlines will result in continued accrual of room and board through the date of check out plus a \$100 administrative charge. If you remain enrolled at ISU, penalties may apply.
- d. Residents **WITH** a spring 2011 contract are not required to check out.

7. Check out at end of spring 2011 semester

- a. Non-graduating residents **WITHOUT** a summer 2011 contract must check out by 6 p.m. Saturday, May 8, 2011.
- b. Graduating residents **WITHOUT** a summer 2011 contract must check out by 6 p.m. Saturday, May 8, 2011.
- c. Residents **WITH** a summer 2011 contract will receive information from the DOR Administrative Office regarding checking out of your current room and checking into your assigned summer room.

8. Check out at end of summer 2011 semester

- a. Residents **WITHOUT** a fall 2011 contract must check out by 6 p.m. Saturday, August 6, 2011.
- b. Residents **WITH** a fall 2011 contract will receive information from the DOR Administrative Office regarding checking out of your current room and checking into your assigned summer room.

9. Abandoned Property - Personal property left in the room/apartment will be removed from the premises. It will be kept for 30 days, after which it will be sent to Asset Recovery for sale/disposal. You will be charged for the actual cost of removal, storage and disposal of personal property, with a minimum charge of \$50. You will be charged for any damages and for cleaning necessary to return the room/apartment to the condition in which it was upon check in. This will be deducted from any refund to be paid to you.

10. All keys issued to you must be returned at the time of check-out. Failure to do so will result in charges for lock change and replacement keys:

Location	Lock Change	Key Replacement
Schilletter Village	\$52	\$18 per key
University Village	\$57	\$18 per key

F. Assignment Changes

- 1. The DOR does not maintain waiting lists.
- 2. Residents must have an assignment before a change can be made.
- 3. The ability to make a change is dependent upon individual eligibility and the spaces available.
- 4. Under no circumstances will the DOR move one resident based on the request of another.

5. Family

- a. Family contract holders interested in changing apartments may apply to transfer to another apartment by contacting the SUV Office or the housing administrative services office in 2419 Friley Hall
- b. Transfers will be accommodated based on the availability of space with your transfer applications date determining priority. Transfers will not be accommodated during the two weeks prior to the start or end of each semester.

6. Single Students

- a. All assignment changes are initiated, by the resident, using AccessPlus.
- b. If a specific vacancy does not show in AccessPlus, it is either not vacant or the resident is not eligible.
- c. Within apartments, any change from one bedroom to another must be initiated using AccessPlus.
 - i. Follow instructions for check in (I.F.3) and check out (I.F.4) above.
 - ii. Residents must maintain possession of the keys to their assigned room.

7. For changes initiated during the semester, once a new assignment has been selected, the resident will have 72 hours to complete the change, including proper check in to the new space (section I.F.3) and proper check out of the old space (section I.F.4).
 - a. Residents unable to meet the 72 hour deadline must contact their hall director for an extension.
 - b. Failure to complete a room change within 72 hours will result in release of the room reservation.
8. For changes initiated for a future semester, check-in / out information and deadlines will be communicated via email and/or AccessPlus by the DOR
 - a. Failure to follow these instructions may result in release of the room reservation and administrative charges.
9. Assignment changes will not be available during the following time periods:
 - a. The start of each semester to allow all residents the opportunity to move in.
 - i. The end of each semester to allow residents the opportunity to focus on exams and move-out.

G. Cleaning and Upkeep = Apartment residents are responsible for cleaning and for maintaining safe and sanitary conditions of their apartments. Information on how to clean is available in the SUV Office. Residents may be charged a fee for areas kept in poor physical condition and requiring non-routine service from maintenance and custodial staffs.

H. Disposal of Sharp Objects = Due to the potential injury to employees handling trash, you must place objects such as razor blades, broken glass, and needles (hypodermic, sewing, etc.) in the sharps container provided. Do not place any of these items in trash.

I. Disruptive Behavior = Disruptive behavior in or around the residence halls/university apartments is not permitted. Disruptive behavior includes any of the following:

1. Conducting oneself in a manner so as to disturb or threaten others;
2. Threatening, intimidating, or endangering the health, safety, or welfare of yourself or a member of the university community;
3. Engaging in inappropriate behavior that necessitates an additional response from campus or city personnel.

J. Dues = At Schilleter University Village, residents will be assessed \$10 mandatory dues each year. These dues will be billed through the Accounts Receivable Office beginning in July. The dues, managed by the Schilleter University Village Council, support social activities and other community needs,

K. Failure to Comply = You are expected to comply with the directives of university officials in the performance and scope of their duties. Failure to comply includes, but is not limited to: failure to show identification when requested to do so by an authorized university official, falsely identifying yourself or your guests, providing false information or obstructing an investigation. Failure to comply will result in disciplinary sanctions.

L. Fire Alarms and Equipment Abuse

1. Tampering with alarms or fire equipment is prohibited. Violation of this policy includes, but is not limited to: removing of batteries from smoke alarms/detectors, removing glass box hammers, removing a fire extinguisher from its prescribed location, discharging a fire extinguisher for any purpose other than putting out a fire, activating an alarm absent an emergency situation, tampering with smoke door or Knox boxes (small boxes attached to the exterior of the buildings). Violations of this policy may lead to immediate removal from the residence facilities.
2. You and your guests are required to evacuate the building when a fire alarm sounds, and may reenter the building only when fire department staff gives permission to do so.
3. Violations of this policy may lead to immediate removal from the residence facilities and cancellation of the housing contract. Students found responsible for the violation of the policy will be held responsible for repair or replacement costs.

M. Flammable Fluids and Toxic Chemicals = Because of the safety hazards they represent, the use or storage of flammable/toxic fluids, chemicals, gases and/or dry ice is prohibited. Smoke and fog machines are also prohibited.

N. Guest/Visitation= The guest/visitation policy is gender-neutral. You and your roommate are the only ones permitted to live in your apartments. A guest must abide by all Department of Residence policies. The guest and host are mutually responsible for the conduct of the guest.

O. Insurance = Iowa State University does not carry insurance on you or your property. You are encouraged to review any existing homeowner's insurance policies for coverage or to carry your own insurance. If you are found responsible for damages, you will be held liable for all or any portion of the loss.

P. Items Left in Common or Public Areas = All personal items, along with department-provided student apartment furnishing, are to be kept in your apartment and not placed or stored in the hallway or, stairwells.

Q. Keys and Building Access

1. You are responsible for any keys/access cards issued to you. You may not give your keys/access card to another individual to use. You may not have duplicate keys/access cards made.
2. If you damage your access card to the point that it is no longer functioning, you will be charged \$18.00 for a replacement card.
3. If you lose a key/access card, notify a RM or SUV Office immediately. You will be issued a temporary replacement key/access card. You will have seven days to return the replacement key/access card. If you fail to return them within the seven days, you will be billed for the replacement keys/access card and a lock change. See Section I.E for the cost of a lock change in your building.
4. If you request a lock change after hours there will be minimum \$100 charge, in addition to the lock and key charges.

R. Liability for Personal Property or Injury = Although Iowa State University will make all reasonable efforts to protect student property, neither the university nor the Department of Residence is in any way liable for the loss or theft of, or damage to, any property belonging to you or for injuries sustained by you, your apartment mate(s), or your guests. The university is not responsible for damage or injury that may be sustained by you caused by breakage, leakage, or obstruction of pipes, and from other latent defects not known to the university.

S. Lockouts = You will be permitted one (1) free after-hours lockout during a contract period. A record of lockouts will be kept by the SUV Office. After the first lockout, residents will be charged a \$25 administrative fee for all after-hours building, apartment, or bedroom lockouts. On weekdays, when the SUV Office is open, residents who are locked out may come to the office for assistance. There are no charges for lock outs occurring during office hours unless a loaner key is not returned as directed

T. Missing Persons

1. If University staff have sufficient cause to believe a student is missing they will notify the Iowa State University Police. For the purpose of this policy a student is considered missing when
 - a. The student's whereabouts are unknown (and unexplained) for a period of time that would be unusual, suspicious or of concern by people familiar with the students plans, habits or routines.
 - b. If the student is under the age of 18 the custodial parent will be notified.
2. At the time that a student initially registers for classes or is accepted as a resident in university housing, the student will be given an opportunity to designate an emergency contact in the event the student is missing. This information can be updated at any time by the student.
 - a. Students will be provided confidential means to designate such individuals and to update their designations using the Emergency Contact Information page contained on the ISU Access Plus website: <https://accessplus.iastate.edu/> which contains a special section for students to provide missing person contact information.
 - b. The Missing Person contact information will be maintained by the university as a confidential student record and will be accessible only to authorized university officials and may not be disclosed, except to law enforcement personnel in furtherance of a missing student investigation

U. Pets

1. **Non-Pet apartments** = You may have fish, in one aquarium with appropriate equipment, per contracted resident. The maximum capacity allowed is 30 gallons per contracted resident. All other organisms and pets, of any type, are prohibited for reasons of health and safety. Visiting pets are not allowed.
2. **SUV Pet-Friendly Locations** = Students assigned to a pet-friendly apartment must sign a Pet Agreement and provide documentation of current vaccinations for the pet prior to bringing a pet (or at the time of check in) into their apartment.
 - a. Currently, apartments in University Village buildings 121 – 125 and 145 – 163 are designated as pet-friendly. Pets, other than fish (including visiting pets), are prohibited in all other SUV apartments.
 - b. Each SUV apartment designated as "pet-friendly" will be billed at the monthly rental rate of \$584.00 per month. .
3. **Approved Pets** - In Pet-Friendly apartments, residents are permitted a MAXIMUM of two (2) pets per APARTMENT, in any combination of the following:
 - a. **Small Caged Animals** (amphibians, birds, reptiles, rodents, etc.)
 - b. **Cats**
 - c. **Dogs**
 - i. Prohibited dogs: Rottweilers, Pit Bulls, Wolves, Wolf-mixes
 - ii. It is strongly encouraged that all dogs go through obedience training (Ames Kennel Club <http://www.cckc-ames.com/>).

4. Additional SUV Pet Regulations

- a. For all cats and dogs, copies of current vaccinations records must be provided to the SUV office prior to the pet's arrival.

- b. All pets must be restrained, on a leash or in a carrier, at all times when outside of the apartment.
- c. Animal feces must be disposed of properly. It is the owner's responsibility to shovel feces from University grounds, dispose of it in a plastic bag, and then place that bag in outside garbage bins. Clean up must occur IMMEDIATELY.
- d. Pets must display CURRENT identification and vaccination tags, including a current rabies tag, at all times.
- e. The owner will take all reasonable precautions to protect the property of the University and the residents. All liability for actions of the animal (bites, scratches, damages to property, nuisance barking etc.) is the responsibility of the owner.
- f. If a pet attacks, bites or threatens anyone, the animal is subject to immediate removal from the community.
- g. Pets considered to be a nuisance, as determined by DOR staff, are subject to removal from the community. Upon notification of removal by the DOR, owners will have seven (7) days to remove their pet from the SUV community.
- h. Residents should be aware of and remain in compliance with the city of Ames rules and regulations for pet ownership. Please visit: <http://www.cityofames.org/Shelterweb/>.
- i. **DOR maintains the right to conduct apartment inspections biannually.**

5. Private / Shared Pet Apartments (see Terms and Conditions for definitions <http://.housing.iastate.edu/forms/contracts.html>)

- a. Single residents of pet-friendly apartments will be required to maintain their apartment as PRIVATE until such time that they identify a roommate of their own choosing and that person officially checks-in. The DOR does not assign roommates in pet apartments
- b. In SHARED pet-friendly apartments where one resident vacates, the apartment will revert to PRIVATE until the above conditions are met.

V. Playgrounds = The hours for all playgrounds within SUV are 8 a.m. to sunset. Inappropriate use of playground equipment, such as standing on swings or climbing on top of structures not designed for such purpose is strictly prohibited. Persons causing any breakage or damage resulting from misuse of equipment on SUV playgrounds shall be charged for its replacement or repair. Children should be supervised at all times.

W. Room/Apartment Entry = The department respects your desire for privacy. This policy defines the conditions under which the department may exercise the reasonable, restrained contractual right of entry by authorized staff members without violating your fundamental privacy rights.

1. Rooms/Apartments may be entered under the following conditions:

- a. To provide service or conduct inspection for the purposes of cleaning, maintenance, pest treatment, etc.
- b. To conduct safety inspections or to ensure that proper closing procedures have been followed in buildings that close during break periods.
- c. To aid in the evacuation of a building during a fire alarm or drill.
- d. To manage an emergency in which imminent danger to life, safety, health, or property is reasonably feared. The department retains the authority to determine what constitutes an emergency.
- e. To maintain an environment that facilitates the scholarship of other residents, including, but not limited to: turning off an alarm, radio/stereo/CD player, television or any other unattended item that is causing a disturbance.
- f. To assess instances in which a resident may have permanently vacated or abandoned their space.

2. Room/Apartment Entry Procedures and General Information

- a. In the event of emergency, entry in to your room/apartment may be made without prior notification.
- b. For all other situations, you will be given at least 24 hours prior notification that staff will enter your room/apartment. The reason for entry will be listed in the notification.
 - i. Notification types include, but are not limited to: e-mails, newsletters, postings on room/apartment doors or bulletin boards.
 - ii. If you submit a service request, your request is considered notification and entry may occur at any time following the request.
- c. Staff members will enter in teams of at least two.
- d. Discretion will be used by all staff conducting entry. Before entering using a key, staff will make reasonable efforts to locate the occupant(s). They will knock, announce themselves and provide sufficient opportunity for you to open the door. If no response is received, your room/apartment may still be entered.
- e. The contents of closed wardrobes, closets, desks or dresser drawers, trunks, luggage, etc., will not be inspected. If noticed during entry, the presence of any illegal materials (e.g., drugs) or items that pose an immediate danger to the health or safety of residents will be communicated to appropriate staff to arrange for removal. You will receive written notification of this action.
- f. You will receive summary notification regarding the entry of your room/apartment in the following situations:
 - i. Following any unannounced entry by department staff.

- ii. Following maintenance visits, a work order form will be left detailing who entered the room/apartment, the reason for entry, the work performed and the status of the job.
3. **Authorized Staff** = Authorized staff members or their agents who may enter your room/apartment include all department staff and Iowa State University Police. Non-employees will not be permitted to enter your room/apartment unless you are present and give your consent.
 4. **Search Warrants** = A university official may not consent to the search of your room/apartment by the police or other government officials unless he or she has a legal search warrant. This policy is intended to serve as a basis for management operation in an area that requires a delicate balance between constitutional rights and group welfare. This policy will serve as a guide, but effective implementation depends upon the good judgment of all parties involved.

X. Room/Apartment Personalization

1. **Air Conditioner** = Installing air conditioning units is prohibited.
2. **Appliances** = You may not substitute the refrigerator or stove in the apartment. You may not install any type of clothes dryer in University Village apartments. Only 110- or 220-volt electric dryers are permitted in Schilleter Village basements.
 - a. For safety reasons, do not cover the burners or air vents at the rear of the stove or any other parts with aluminum foil or any other material. For health and safety reasons, it is important to keep your stove/range clean and free of grease build-up.
3. **Blinds/Curtains Window Coverings** = Vertical blinds are provided for University Village patio door windows. Residents are permitted to furnish mini-blinds, vertical blinds and spring tension rods for other windows in SV and UV apartments. Installation of hardware for blinds must be done by Department of Residence staff. Call the Service Center (294-3322) to request the installation. Staff does not repair broken or damaged blinds that are not provided by the Department of Residence.
4. **Candles and Open Flames** - For safety reasons, candles and other open flame devices are not permitted in the residence halls or apartments.
5. **Clotheslines** = In University Village, an area for resident-owned umbrella-type or freestanding clotheslines is provided in each enclosed patio. Residents are not permitted to attach any type of clothesline or ropes from the building or fence. In Schilleter Village, outdoor umbrella-style clotheslines are not permitted.
6. **Electrical Appliances and Cords**
 - a. A full-size refrigerator is supplied in each apartment. Individual bedroom refrigerators with the following specifications are allowed: maximum capacity of 4.5 cubic feet, 115 volt, 60 cycle AC, 230 watts, 2 amps (when running). Only one refrigerator per student is allowed.
 - b. Due to fire and sanitation hazards, space heaters, halogen torchiere lamps, sun lamps may not be used in resident rooms/apartments. No lights, ceiling fans or other electrical appliances are to be hung on ceilings or interior walls.
 - c. Surge protectors should be used in rooms/apartments. The use of extension cords as permanent wiring is not permitted. If student electrical use within the room causes electrical malfunctions (blowing fuses), you may be asked to rearrange or remove items.
7. **Flower and Vegetable Plants** = Inside the fenced-in patio area of University Village, small flower and vegetable plants are allowed. Plants may not extend outside the fenced-in patio area. Outside planting is not allowed in Schilleter Village. Residents wanting to plant a garden are encouraged to rent a garden plot from the SUV Council.
8. **Furnishings**
 - a. With the exception of 30 single student apartments in the University Village area, all SUV units are non-furnished.
 - i. Furnished apartments include a kitchen table and chairs, leather sofa and armchair, coffee table, end table/nightstand, TV cabinet / stand, and one per resident of each of the following: captains bed, mattress, desk and desk chair.
 - ii. Storage is not available for residents who wish to use their own, rather than the University provided, furniture. Upon check-out of a furnished apartment all university provided furniture must be returned to its original location and condition. The cost of missing or broken furniture will be charged at the full replacement rate.
 - b. Residents bringing their own / additional furniture should be aware that empty and/or filled kegs are not allowed as room furniture. Waterbeds and hot tubs are not permitted, nor are traffic/street signs without proof of purchase.
9. **Material on Doors** = The display of material on the exterior of apartment doors is subject to the conditions of the SUV Council.

10. Outdoor Furnishings = Resident-owned swing sets are not allowed. Only outdoor equipment and furnishings that are weather-resistant and commonly sold as lawn or patio furniture may be stored outside the apartment. Residents are responsible for keeping the yard areas free of garden hoses, children's toys, wading pools, and other items that would interfere with the upkeep or mowing of lawns. The department is not responsible for items damaged by mowing or snow removal. Lawn-damaging items, such as tents, wading pools, garden hoses, and other outdoor equipment and furnishings are not to be left on the lawn for more than 24 hours.

11. Painting and Papering and Alterations = You may paint your room/apartment if it was not painted during the summer prior to the current academic year. If your room/apartment is in need of painting, the department will provide the paint free of charge. Only paint provided by the department may be used. Contact the Service Center (294-3322) for details.

- a. Wall murals are not allowed in rooms/apartments.
- b. You may do no wallpapering in rooms/apartments.
- c. Adhesive contact paper may not be used on shelves. Nonstick shelving paper is acceptable.
- d. Bathtub decals are not permitted.

12. Satellite Dishes and Antennas

- a. Cable television service is provided, at no charge to residents, in all SUV apartments through Mediacom Communications Corporation (http://www.mediacomcc.com/cable_tv.html). If you are interested in receiving channels not available in the package provided by the Department of Residence, you are encouraged to contact Mediacom (515-246-1555). Additional packages are available for you to purchase.
- b. Satellite dishes and antennas for service providers other than Mediacom are permitted with the following specification:
 - i. Satellite dishes must be one meter (approximately three feet, three inches) or less in diameter. Antennas may only be of the traditional stick type.
 - ii. The installation must be freestanding and temporary. You are not permitted to drill holes or nail/screw into walls, roofs, fences, railings, windows or any other piece of University-owned housing.
 - iii. Connections to inside receiving devices must be made by either a flat cable running under a sliding door / window or by means of a device that allows a signal to pass through glass.
 - iv. The exterior location of the installation must be within the confines of the premises being leased.
 - In University Village this area comprises the fenced area in front of the apartment or the concrete patios area immediately outside of the sliding glass door in the rear of the apartment.
 - In Schilleter Village this area comprises the concrete patio in the rear of the building.
 - v. It is your responsibility to ensure that the installation of your satellite dish / antenna and associated wiring does not create an unsafe situation and does not impeded building walkways or entrances / exits.
 - vi. The Department of Residence assumes no responsibility for any damage to facilities, persons, or property caused by the satellite dish / antenna and associated wiring.

13. Trees = Cut trees (e.g., Christmas trees) are not permitted.

14. Wall and Ceiling Hangings = Pictures and mirrors may be hung on the painted walls with nail-type picture hangers available in the SUV Office or from your Resident Manager. Adhesive tape picture hangers, tacks, or screws are not to be used. Do not insert hooks in the ceiling nor attach anything to doors, cupboards, or wood trim.

Y. Roommates

1. Respect is the foundation for interchange of ideas, for learning and for working toward common goals. Consequently, Iowa State University is committed to assuring that its programs are free from prohibited discrimination and harassment based upon race, ethnicity, sex, pregnancy, color, religion, national origin, physical or mental disability, age (40 and over), marital status, sexual orientation (including gender identity), status as a U.S. veteran (disabled, Vietnam or other), or any other status protected by university policy or local, state, or federal law. Discrimination and harassment impede the realization of the university's mission of distinction in education, scholarship, and service, and diminish the whole community.

2. Living on-campus is a community living experience where all members have certain rights and responsibilities. Since the members of a residence hall community are unique individuals with different perceptions and values, the interpretation of these rights and responsibilities can sometimes conflict. When conflict between members of a residence hall community occurs, it is important to address the conflict rather than let it escalate. While resolving conflict is not easy, it can lead to understanding, respect among community members, and help build a positive living environment. In order to encourage resolution of conflict by the individuals involved, the Resident Consideration Policy was established.

a. A resident is expected to be the first person to handle the situation when his/her or the community's rights are being violated.

b. If, after addressing the inappropriate behavior of another individual, he/she does not attempt to alter his/her behavior then the resident should take steps to visit with his/her CA and work out alternatives

3. **Accommodating a Roommate** = Residents contracted as “shared” may be assigned a roommate at any time during the term of your contract. Your room/apartment must have a clear and equitable space for a new roommate at all times. You will be expected to respond positively to a new roommate. Failure to accommodate a roommate may result in cleaning charges, disciplinary action and having their apartment converted to private, which will result in an adjustment of room rent.
4. **New Roommate Notification** = When a new resident has selected or is assigned to a partially-occupied room/apartment, the department will make best efforts to notify current residents of this new roommate in advance of their arrival.
5. **Vacant Space** = Residents contracted as shared with vacant space should expect to have new roommate(s) and should check your ISU e-mail account and Access Plus for new roommate information (if available). Residents may not use space they have not contracted for and must ensure that equitable common area space is available for all roommates.

Z. Selling and Soliciting

1. For your safety, door-to-door selling or soliciting is not permitted in the residence halls or apartment communities. Solicitation shall be defined as any commercial, profit-making, campaigning, or fund-raising activity. You may not use your room/apartment, campus telephone number, or campus mailbox for any commercial reason unless you are a member of the Entrepreneurial Learning Community. Student organizations wishing to solicit in the residence halls or apartment communities must be registered with and have the prior approval of the Student Activities Office (B6 Memorial Union) and the Residence Life Office (1203 Friley).
2. Due to the large amount of information disseminated by various groups to students living in the residence halls, guidelines have been established for the use of student and house mailboxes. Individuals or groups wishing to use these mailboxes must follow the procedures and guidelines outlined by the department. These guidelines are available at the hall desks and on the department's Web site.
3. Special interest activities, such as political or religious activities, or recruitment for organizations, which involve petitioning, canvassing, registration, campaigning, and/or other similar activities, shall be permitted only upon authorization from the Student Activities Office and the Residence Life Office and only in non-student room/apartment areas of the residence halls and apartment communities. When conducting such activities, individual(s) or group(s) may not impede traffic through the area or approach students in dining service lines. Individual(s) or group(s) will not be permitted to campaign door-to-door, nor will they be permitted to use the residence hall mailboxes for campaign literature (unless individually addressed). Through registration with the appropriate offices, the sponsoring organization agrees to abide by the established procedures of the building or neighborhood. Members should have a copy of the approval form with them at all times. Organization members not adhering to the guidelines will be asked to leave the area immediately. If a house extends an invitation to a candidate, or any other individual, that person may visit the house to which he or she was invited and no other house.

AA. Smoking = Smoking is prohibited on all university grounds and in all university-owned or operated buildings, residence halls and apartments, with the following exception:

1. In SUV, smoking is allowed in a limited number of SUV apartment buildings. Smoking is only permitted inside those designated apartments.

BB. Sporting Activities = Due to safety and facility concerns, the riding of skateboards, skates, and bicycles is prohibited in the apartment buildings. Water fights and throwing Frisbees, balls, or other objects is also prohibited inside the apartments.

CC. Trash and Recycling –

1. **Trash** - You are responsible for removing trash from your room. Trash should be disposed of in the trash chutes (where applicable) or in the dumpsters provided outside of the buildings. Disposal of items that are too large to fit into the dumpsters is the responsibility of the resident. Hot charcoals may not be placed in the trash.
2. **Recycling** - Residents are encouraged to participate in their community's recycling program, following that community's procedures which include using the appropriate containers, not contaminating those containers and keeping the recycling area clean and safe.

DD. Vandalism and Damages

1. In the event of damages to any part of your building, including furnishings, the department reserves the right to assess students' accounts for reasonable damages if the responsible person(s) cannot be identified. The department may charge an individual or groups of individuals for their portion of the building charges, with a minimum charge of \$5 per person. The department shall notify residents in writing of its intent to assess a charge.
2. You are also responsible for the upkeep of your living area. A house or hall may be charged a fee for areas kept in poor physical condition and requiring non-routine service from maintenance and custodial staffs. This includes removal of personal trash, vomit, and debris in hallways, dens, and bathrooms, and moving furniture back to its original location.
3. Residents are encouraged to report vandalism, as well as any information that could help identify the responsible persons.

EE. Weapons

1. Anyone who uses, threatens to use, or is found in possession of a weapon or potential weapon may be removed from on-campus housing immediately. This removal could be temporary, or may result in a permanent cancellation of your contract, depending on the severity of the situation and the outcome of an administrative investigation and/or judicial hearing.
2. Weapons include, but are not limited to: pistol, revolver, shotgun, assault rifle, rifle or other firearm, BB or pellet gun (including Airsoft), paintball, tazer or stun-gun, bomb, grenade, mine or other explosive or incendiary device, ammunition, archery equipment, dagger, knife having a blade exceeding five inches in length, stiletto, switchblade knife, or sword.
3. Residents may possess knives, designed for cooking purposes, which have blades exceeding five inches.
4. A "weapon" also means an object that is not an instrument capable of inflicting death or injury but closely resembles such an instrument (e.g., a realistic toy, replica, imitation weapon or look-a-like gun that is reasonably capable of being mistaken for a real weapon) or an object used in a manner that created the impression that the object was such an instrument (e.g., wrapping a hand in a towel to create the appearance of a gun).

FF. Window Screens and Ledges = Screens must be left on windows, and there must be a screen covering all open windows. Windows must be closed when you leave during breaks. You may not lean or reach out of windows where screens are not in place. For safety reasons, you are prohibited from entering, standing, sitting on, or otherwise utilizing ledges. Windowsills and student room balconies are not to be used for storage. You will be held liable for damages to property or for personal injury resulting from items being thrown from windows or falling from ledges. You are prohibited from entering or exiting a building through a window.

II. DISCIPLINARY PROCEDURES

As a resident of university housing, you are under the jurisdiction of the department and the guidelines published in the Student Disciplinary Regulations. Sanctions imposed by department of Residence staff, the All-Residence Judiciary, or the Office of Judicial Affairs are binding.

If you are found responsible for violations of the rules and regulations of the department set forth in the *Terms and Conditions* document, this Policy Handbook, or the Student Disciplinary Regulations, you may receive a disciplinary sanction resulting from a judicial hearing, including possible termination of your room and board contract and/or suspension or expulsion from the university.

A. Sanctions - The following sanctions may be imposed in all minor cases.

1. **Warning:** A written notice indicating that a minor violation occurred and a more severe sanction will occur if the behavior does not change.
2. **Disciplinary Reprimand:** A written rebuke telling the student that his/her conduct is in violation of Residence rules and regulations.
3. **Probation:** A more severe sanction than a disciplinary reprimand. Probation is a period of review during which the student or student organization must demonstrate the ability to comply with Residence rules, regulations, and other requirements stipulated for the probation period.
4. **Education:** A requirement to participate in some project, class or other activity that is relevant to the nature of the offense and appropriate for the violation.
5. **Restitution:** A requirement to pay the cost of cleaning, repair and/or replacement of property damage incurred during conduct violation, to another student or Department of Residence.
6. **Deferred Removal:** A more severe sanction than Probation. Deferred removal is a period of review during which the occurrence of another violation will result in cancellation of the student's residence contract.
7. **Termination of Housing Contract:** A student may be removed from a residence hall or apartment. The student's access to specific living or dining areas may be restricted as part of the sanction.

B. If you receive a disciplinary sanction of removal from on-campus housing, you must leave within the time frame stated in the judicial sanction letter following formal acceptance of that decision by the department. If you appeal the decision, you may be reassigned to another living space on campus, pending the outcome of the appeal. Your original space will not be reassigned until the completion of the appeal process.

C. Under special circumstances, in order to provide for the safety and well-being of students and/or others, an administrative emergency removal and restriction from university owned residence hall and on-campus apartment facilities may be implemented as an interim step before a judicial hearing takes place. This removal will remain in effect until the case has been adjudicated. In a case such as this, referral will be made to the Office of Judicial Affairs. The Office of Judicial Affairs will adjudicate the case in a timely manner. You may contact the Office of Judicial Affairs if you have questions about the process. The following violations are considered significant violations of community standards and would normally result in a student's suspension for university residence halls and apartments.

1. Harassment, including verbal or physical assault/abuse Conduct that threatens or endangers the health and safety of others
2. Possession of firearms
3. Arson, tampering with the fire alarm system
4. Possession/selling/ manufacturing of drugs

- D. If your room and board contract is terminated due to judicial action, your prepayment will be forfeited; you will be charged 80 percent of the remaining value of the room and board contract (less Dining Dollar\$, which cannot be cancelled) and the daily rate until you officially check out. Charges for damages, cleaning, and improper check out may be imposed.

E. Student Rights

1. Right to due process in the student judicial process;
2. Right to receive a written notice of the alleged student conduct violation;
3. Right to a student judicial hearing;
4. Right to be present at the hearing;
5. Right to present documentary, testimonial, or physical evidence at the hearing;
6. Right to remain silent during the hearing;
7. Right to have an advisor(s) present at the hearing;
8. Right to receive a written notice of the conduct decision within five (5) business days after a final decision has been rendered by the hearing officer;
9. Right to appeal a final decision;
10. Right to review student disciplinary file maintained in the Office of Judicial Affairs by scheduling an appointment with a Judicial Affairs representative.

III. ISU DINING POLICIES

A complete listing of all ISU Dining Policies is available on-line at <http://housing.iastate.edu/forms/>.