

2018-2019 Policy Handbook for Residence Halls and University Owned/Operated Apartments

Updated July 2018

This document covers fall 2018, spring 2019, and summer 2019. Please read this document carefully.
Failure to comply with any policy may result in administrative charges and disciplinary actions.

Conduct Policies		Pg.			Pg.
Alcohol & Controlled Substances Property	1	Fire Alarms & Equipment Abuse	5	Sales, Solicitation, & Delivery	11
Allergen Alert House	1	Gardening	6	Smoking	12
Animals in Residence	2	Grills	6	Sporting Activities & Playgrounds	12
Bathrooms/Restrooms	4	Guest/Visitation	6	Substance Free Housing	12
Bicycles	4	House Policies	6	Technology Use	12
Building Access & Security System	4	Keys & Building Access Cards	7	Trash & Recycling	13
Cleaning & Upkeep	5	Quiet/Study/Courtesy Hours	7	Weapons	13
Damage, Vandalism & Neglect	5	Room/Apartment Personalization	7	Windows, Window Screens, Balconies, & Ledges	13
Disruptive Behavior	5	Room/Apartment Use	10		
Failure to Comply	5	Roommates	10	Disciplinary Procedures	13
Non-Conduct Policies and Procedures		Pg.	Pg.	Pg.	
Abandoned Property	15	Dues	16	Missing Persons	17
Appeal Process for non-Conduct Charges	15	Hall/House Names	16	Retrieval of Items From Elevator Shafts	18
Check-In, Check-Out, & Assignment Changes	15	Liability for Personal Property or Injury	16	Room/Apartment Entry	18
Disposal of Sharp Objects	16	Lost/Damaged Keys, Access Cards, and Fobs	16		

CONDUCT POLICIES

A. ALCOHOL AND CONTROLLED SUBSTANCES

1. All state, federal, and local laws and University policies pertaining to alcohol, tobacco, marijuana, and other drugs, including controlled substances, apply to on-campus residents and their guests.
2. **Alcohol**
 - a. 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 21 years of age.
 - b. Residents and their guests will be responsible for behavior as a result of alcohol consumption.
 - c. **Residents under 21 years of age**
 - i. Residents under 21 years of age may not possess, transport, or consume alcoholic beverages.
 - ii. Residents under 21 years of age may not have a guest (regardless of their age) who consumes alcoholic beverages in their room/apartment.
 - iii. Residents under 21 years of age may not possess alcoholic beverage containers (empty or full) in their rooms/apartments, including containers used as decoration.
 - d. **Residents 21 years of age and older**
 - i. Only residents and their guests who are 21 years of age or older may possess and consume alcoholic beverages in their rooms/apartments.
 - ii. Alcohol in open containers may not be consumed or possessed anywhere outside a student room/apartment, including hallways, courtyards, public areas, community centers, and other University grounds. Balconies and patios are considered to be inside the apartment.
 - iii. Residents 21 years of age and older may possess and consume alcohol in their room/apartment regardless of the age of their roommates.
 - iv. Alcoholic beverages must be in their original, unopened containers when transported within the residential facilities. Containers of alcohol larger than one gallon (including, but not limited to kegs) are not permitted.
3. **Drugs** – 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 disciplinary action and may result in removal of the resident from on-campus housing.

B. **ALLERGEN ALERT HOUSE:** Reduced Allergen Housing – Coov-Lace House in Martin Hall is an allergen restricted location intended for those students who experience life-limiting or anaphylaxis-inducing allergic reactions. Allergen triggers, including but not limited to animals, some chemicals, scented bath and body products, and various foods are prohibited within this hall. A complete list of prohibited items is available at the Martin Hall desk and online at <http://housing.iastate.edu/places/rlc-th/th?id=27>.

1. **Prohibited items:** Residents, guests, and visitors to Coov-Lace House are prohibited from bringing items listed in the link above onto Coov-Lace House. Individuals found responsible for bringing prohibited items onto Coov-Lace may be removed from the community and/or assessed another appropriate sanction depending upon the severity of the violation, the number of violations, and/or intent.

C. **ANIMALS IN RESIDENCE**

1. Animals, including visiting animals, are prohibited in on-campus housing with the following exceptions:

a. **Fish:** a gill-bearing aquatic craniate animal that lacks limbs with digits.

- i. Documentation and prior approval are not required for fish.
- ii. Fish are permitted in all residence halls and apartments, limited to one aquarium with appropriate equipment, per contracted resident.
- iii. The maximum aquarium capacity allowed is 30 gallons per room.

b. **Pet:** any animal kept for ordinary companionship.

- i. Pets are permitted ONLY in University Village buildings 121 – 125 and 145 – 163 and Schilletter Village buildings 11 – 16.
- ii. Documentation and prior approval are required for all pets.
- iii. Residents are permitted a MAXIMUM of two (2) pets per APARTMENT.

c. **Service Animal:** A dog or miniature horse that is trained, or in the process of being trained under the auspices of a recognized training facility, to do specific work or perform tasks for the benefit of a person with a disability.

- i. Documentation and prior approval are required for all Service Animals.
- ii. Service animals are generally permitted to accompany people with disabilities in all university buildings/facilities where students, faculty, staff, and visitors are allowed.
- iii. A service animal's access to certain areas on campus may need to be limited should the service animal's presence create an undue hardship to the university.
- iv. Only one Service Animal will be permitted per resident and generally only one Service Animal will be assigned per university housing unit.

d. **Emotional Support Animals:** Any animal providing well-being or comfort that eases one or more identified symptoms or effects of a disability.

- i. Documentation and prior approval are required for all Emotional Support Animals.
- ii. Emotional Support Animals are restricted to residential areas and are not otherwise permitted inside other university buildings.
- iii. Emotional Support Animals may accompany their owner to any location within the owner's assigned residence to which the owner has access.
- iv. Only one emotional support animal will be permitted per resident and generally only one emotional support animal will be assigned per university housing unit.

2. **Documentation Requirements**

a. All animals are considered pets unless/until determined to be Service or Emotional Support animals by Student Disability Resources (<https://sas.dso.iastate.edu/>).

b. Documentation and approval are required for all animals before the animal can be brought to campus.

- i. To allow time for documentation review and roommate notification (if needed) all documentation must be submitted 60 days prior to the time the resident intends to bring the animal to campus.

- ii. Residents found with an animal on-campus prior to receiving approval will be required to immediately remove the animal from campus and may face disciplinary action.
- c. Residents in Schilleter Village or University Village pet housing planning to bring a pet to their on-campus assignment must submit:
 - i. A completed Animals in Residence form <http://housing.iastate.edu/forms/animal>;
 - ii. A clear and recent photograph of the animal; and
 - iii. Written verification from a veterinarian that the animal is in good health and has received all necessary vaccinations required in the state of Iowa.
- d. Residents requesting to bring a Service or Emotional Support animal into their on-campus assignment must:
 - i. Register with the office of Student Accessibility Service, meeting the documentation guidelines (<https://sas.dso.iastate.edu/students/doc>).
 - ii. Submit a completed Housing Accommodation form (<http://housing.iastate.edu/contracts/requests>);
 - iii. Submit a completed Animals in Residence form <http://housing.iastate.edu/forms/animal>;
 - iv. Submit a clear and recent photograph of the animal; and
 - v. Submit written verification from a veterinarian that the animal is in good health, has received all necessary vaccinations required in the state of Iowa, and (cats/dogs only) is at least one year old.

3. Prohibited Animals

- a. Animals prohibited by the City of Ames Municipal Code are not permitted in residence (<http://www.cityofames.org/government/departments-divisions-a-h/ames-animal-shelter-animal-control/complete-ames-animal-laws>).
 - i. Any wolf-mix dog is considered a wolf and is therefore prohibited as a non-domestic animal.
- b. All animals are prohibited in the Allergen Alert and Aware House, located in Martin Coov-Lace (section I.B.).

4. Owner Responsibility

- a. Owners must abide by current Ames city, Story county, and Iowa state laws and/or regulations pertaining to licensing, vaccination, and other requirements for animals.
 - i. Dogs and cats must have been vaccinated for Rabies before they will be permitted into campus housing. Very young puppies and kittens who are not yet old enough to be vaccinated for Rabies are therefore not permitted in housing.
 - ii. Animals must display CURRENT identification and vaccination tags at all times.
- b. Owners must abide by all policies and regulations in this document, the current Housing Contract Terms and Conditions, and the University Policy library.
- c. It is encouraged that all dogs go through obedience training.
- d. Owners must maintain control of their animal at all times.
 - i. All animals must be restrained, on a leash or in a carrier/crate, and in the presence of the owner whenever the animal is outside of the owner's on-campus assigned room or apartment.
 - ii. Loose animals are subject to capture and confinement (by ISU Police, Ames Police, or Ames Animal Control Services) and immediate removal from university housing.
- e. Owners are required to ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the animal and/or disciplinary action for the owner.
 - i. Roommates are not responsible for the care or maintenance of their roommate's animal.
- f. Animals may not be left in housing overnight to be cared for by someone other than the owner. If the owner is absent from their residence overnight or longer, the owner must take the animal with them.
 - i. When absent from their assignment for short periods, such as class, the animal must be restricted to the owner's assigned bedroom. If the owner is in a shared bedroom, the animal must be restrained in a carrier/crate so as to protect the belongings of any roommate(s).

- g. Owners are responsible for ensuring that the volume of their animals is not disruptive to other residents. This includes barking, whining, meowing, squeaking, squawking, talking, etc. Animals deemed disruptive to other residents are subject to removal from university housing.
- h. Owners are responsible for ensuring their animals are house trained prior to bringing the animal into residence.
 - i. Cats must be litter trained and dogs are to be taken outdoors, to a grassy area, for urination/defecation.
 - ii. Animal feces must be disposed of properly. Owners must remove feces from University property/grounds, dispose of it in a plastic bag, and then place that bag in outside garbage dumpsters. Cleanup must occur IMMEDIATELY.
 - iii. Cat litter, small animal bedding, etc. must be bagged and disposed of in outside garbage dumpsters.
- i. 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.
 - i. If a pet attacks/bites anyone or is determined by University Staff to be dangerous, abandoned, neglected, or a nuisance the animal is subject to immediate removal from the community.
- j. Residential laundry rooms are not to be used for cleaning animal bedding or clothing. Owners wishing to wash these items should visit a commercial laundry facility off-campus or take the items home.
- k. DOR maintains the right to conduct inspections for fleas, ticks, or other pests. If any are found, the space will be treated – at the owner’s expense – using approved fumigation services by a university-approved pest control service.
 - i. The owner will be required to remove the animal from residence and will not be permitted to bring the animal back until such time that they have submitted written verification that the animal has been treated and is pest free.
- l. The owner will be responsible for any damage caused by the animal to university property. Any charges related to damage by the animal will be applied to the owner’s university bill.

D. BATHROOMS/RESTROOMS

1. Residents and their guests are not permitted to enter a bathroom/restroom labeled for use by persons not of their gender.
2. In the **Residence Halls**, communal bathrooms will remain locked at all times. Charges will be assessed for repair costs related to a lock tampering/disabling.

E. BICYCLES – In all areas, bicycles may not be parked on lawns, sidewalks, or disability access ramps; chained to trees, light poles, fences, benches, etc. The DOR provides bicycle racks for resident use near all residence halls and **Frederiksen Court**, and Schilletter-University Village.

1. **Bicycle Removal** - Bicycles/bicycle parts that are considered abandoned or improperly parked will be removed. This includes all bicycles/bicycle parts left parked in DOR racks following check-out at the end of the spring semester. If necessary to remove the bicycles bicycle parts, locking devices will be cut.
 - a. Once removed, the bicycles/bicycle parts will be sent to Asset Recovery for sale/disposal.

F. 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”; activating emergency alarms in elevators; jamming a door to prevent it from opening or closing; tying doors shut; taping open locks or altering, loaning, or duplicating University keys/access cards (section I.P.).
2. Access to any closed residence hall during a scheduled vacation period, including summer, is allowed only through special arrangement with on-call staff. Access will result in a minimum \$20 charge for each instance.
3. Building exterior entrances, elevators, and some computer labs are monitored by security cameras. Footage will be used in University conduct cases and will be provided to authorities for use in criminal cases.

G. CLEANING AND UPKEEP

1. In the **Residence Halls** you are responsible for maintaining cleanliness, sanitary conditions, and safety conditions of your room/suite, including MicroFridge in Wallace and Wilson, common living areas, and private bathrooms. You will be charged a fee for areas kept in poor physical condition and requiring non-routine service from maintenance and custodial staffs at any time of year.
2. In **Frederiksen Court, Legacy, and Schilleter-University Village**, you are responsible for maintaining cleanliness, sanitary conditions, and safety conditions of your apartments, including appliances, kitchens, bathrooms, common living areas, and private bathrooms. Information on how to clean is available on the DOR web site and in your apartment community office. You may be charged at any time for areas kept in poor physical condition and requiring non-routine service from maintenance and custodial staffs.

H. DAMAGE, VANDALISM, AND NEGLECT

1. Residents are collectively responsible for the conditions of common areas, residents of the house/hall/apartment building may be charged for 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.
2. You are encouraged to report vandalism and any information that could help identify the responsible persons.
3. You will be held responsible for damages to DOR property that is caused by you or your guest(s). Willful destruction or defacing of University, private, or public property is prohibited. If you are found responsible for damage to property, you may receive sanctions, as well as charges for replacement or repair of the damaged property. A list of common damages and associated charges is available on the DOR web site.
4. In the event of damages to any part of a building, including furnishings, the DOR reserves the right to assess students' U-Bills for replacement/repair costs. Prior to billing, the DOR will notify residents of its intent to assess charges and will make reasonable attempts to identify the person(s) responsible for the damage.
 - a. If the responsible person(s) is identified, only those individuals will be assessed the cost of the damages to their U-Bills.
 - b. In the **Residence Halls**, if the responsible person(s) cannot be identified, charges will be assessed as follows:
 - i. If the damage is limited to a particular House and the cost of the damage is less than the balance of the House account, the charge will be assessed to the House account.
 - ii. If the damage is limited to a particular House and the cost of the damage exceeds the balance of the House account the charge will be split and assessed to the U-Bills of individual House members.
 - iii. If the damage is in the common area of a building not associated with a particular House, the charge will be split and assessed to the U-Bills of all building residents.
 - c. In **Frederiksen Court, Legacy, and Schilleter-University Village**, if the responsible person(s) cannot be identified, charges will be assessed to the U-Bills of residents in the impacted apartment/building.

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; and/or
3. Engaging in inappropriate behavior that necessitates an additional response from campus or city personnel.

J. FAILURE TO COMPLY – You are expected to comply with the directives of DOR staff/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 DOR staff/University official, falsely identifying yourself or your guests, providing false information or obstructing an investigation. Failure to comply will result in disciplinary sanctions.

K. 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, covering 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).

2. Students shall not attach any item to a fire suppression device or system at any time for any reason. Sprinkler heads and piping shall be free and clear at all times from items such as lights, fans, clothing, posters, towels, and other obstructing objects. Students shall not, at any time, attempt to modify or obstruct the function of the sprinkler system by any means.
 - a. Should a sprinkler be set off, whether accidentally or intentionally, the resident will be responsible for all costs associated with the incident, including any damage caused as a result.
3. You and your guests are required to evacuate the building when a fire alarm sounds. You may reenter the building only when fire department staff gives permission to do so.
4. Violations of this policy may lead to immediate removal from the residence facilities and cancellation of the housing contract. Students found responsible for violation of the policy will be held responsible for repair or replacement costs.

L. GARDENING – In **Schilleter-University Village**, inside the fenced-in patio area of UV, 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 (SV). Residents wanting to plant a garden are encouraged to rent a garden plot from the Schilleter-University Village Council.

M. GRILLS – In the apartment areas, gas grills, charcoal grills, and smokers are permitted on patios only. These items are prohibited within the apartment, on the balconies, and in garages.

N. GUEST/VISITATION

1. Only those residents contracted for and assigned to a specific room/apartment are permitted to live there.
2. A guest must abide by all policies of Iowa State University (ISU), the DOR, and the Halls/Houses (if specified). You are responsible for informing your guest of all policies. The guest and host are mutually responsible for the conduct of the guest. You will be held financially responsible for damages caused by your guests.
3. All guests must be respectful of all roommate and community member rights.
4. The guest/visitation policy is gender-neutral.
5. Overnight guests over the age of eighteen may stay with the approval of the roommate(s) for a maximum of three (3) consecutive nights.
6. In the **Residence Halls**:
 - a. Roommates can agree to record the guest/visitation decisions made for their room by completing a Roommate Agreement. The Roommate Agreement must be completed, signed and filed with the CA before it goes into effect. The Roommate Agreement can be re-negotiated as necessary. Violation of the Roommate Agreement may be handled through the conduct system.
 - b. Accompanied guests are welcome at any time in designated common spaces such as house dens, kitchenettes, computer labs, and study areas. Houses can agree on a more restrictive visitation policy by following the process outlined in House Policies (section I.O.).

O. HOUSE POLICIES – In the **Residence Halls**, each house has the opportunity to establish policies for Quiet/Study/Courtesy hours, and Guest/Visitation. Students and guests will be held responsible for following these house policies as they are established. Failure to adhere to house policies may result in disciplinary action.

1. **Policy Guidelines** – Policies established by individual houses must follow these guidelines:
 - a. The policies will be written and voted on within the first 30 days of fall semester.
 - b. The policies will be established by a secret ballot vote. Each policy must have the approval of an 80 percent majority of all residents assigned to the house at the time of each vote.
 - c. A new vote on house policies will be taken at the request of any house member.
 - d. Each policy must be approved and signed by the hall director.

- e. Copies of currently approved house policies must be posted on the house bulletin board at all times throughout the year.
- f. Copies must be filed with the CA, Hall Director, and House Cabinet.
- g. Any house not following the above guidelines will not have house policy privileges until the guidelines have been met.
- h. Special interest housing (Learning Communities, theme houses) may have policies that are unique to the living option. In order for members of the house/hall to fully benefit from the experience of living in a special interest housing/hall, you and your guests must follow the house/hall policies.

P. KEYS, BUILDING ACCESS, AND LOCKS

- 1. You are responsible for all keys, fobs, and access cards issued to you.
 - a. You may not give your keys/fob/access card to another individual to use.
 - b. You may not have duplicate keys/fobs/access cards made.
- 2. Only the DOR has authority to change or install locks in University operated/owned housing. You may not disable or install a lock on any door.

Q. QUIET/STUDY/COURTESY HOURS

- 1. Courtesy hours are in effect 24 hours per day to help create an environment in which students can successfully pursue their academic studies. Noise from audio systems, TVs, musical instruments, animals, and conversations should be kept to levels that will not interfere with other residents.
- 2. In the **Residence Halls**, quiet/study hours are designated times when noise should be kept to a minimum. These hours are maintained to help provide an environment in which students can succeed personally and academically. The minimum acceptable quiet/study hours are Sunday–Thursday 11 p.m.–8 a.m. and Friday–Saturday 2 a.m.–9 a.m.
 - a. Houses can agree on additional quiet/study hours that are enforced by residents and staff by following the process outlined in House Policies (section I.O.)
 - b. Extended quiet/study hours will be in effect during the last two weeks of each semester. A study break, not to exceed one hour, may occur between 9 p.m. and 10 p.m. daily during those weeks, except for the Saturday right before finals week in which the house may allot a 4-hour block of time ending before 10 p.m. for a study break. Each hall will determine, within these limits, when its study break will be. During the study break, all policies will be enforced; noise should not exceed levels deemed acceptable during courtesy hours. Each house will post its approved quiet/study hours policy.
 - c. You are responsible for helping to enforce quiet/study hours. If noise is problematic for you, ask the individual involved to be quieter. Students who are asked to make less noise are expected to do so. If the problem persists, contact your CA or the CA on duty. Anyone may document policy violations. For information on the documentation process, talk to your CA or hall director.

R. ROOM/APARTMENT PERSONALIZATION

- 1. **Candles, Open Flames, and Incense** – For safety reasons, candles with wicks and other open flame devices and incense are not permitted. Wickless candles/warmers are permitted.
 - a. Students may observe holidays or special celebrations with the use of candles/incense by making arrangements with the Hall Director/Apartment Community Manager. The use of the candles/incense will be in a designated location and time as part of the approved observance.
- 2. **Clotheslines** – In **Schilleter-University Village**, a location for resident-owned umbrella-type or freestanding clothesline is provided in some of the **UV** enclosed patios.
- 3. **Electrical Cords** – Power strips with surge protectors should be used in rooms/apartments. If your electrical use within a room/apartment causes electrical malfunctions, you may be asked to rearrange or remove items.
- 4. **Furnishings** – You are responsible for the care and condition of all furniture provided to you in your residence hall room/apartment.

- a. Upon check-out 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. Generally, storage is not available for residents who wish to use their own, rather than the University provided, furniture.
 - i. In the **Residence Halls**, residents may contact their CAs to see if any house storage is available. Residents opting to use storage will be required to sign a Storage Policy and Agreement form.
 - ii. All resident house storage locations are shared space and storage of items is at your own risk. Furniture not present in a resident room at check-out remains the financial responsibility of the resident even if that furniture went missing from house storage.
- c. University-owned furniture may not be removed from common areas to be used in resident rooms/apartments.
- d. University-owned furniture may not be relocated from one resident room/apartment to another.
- e. With the exception of mattresses in appropriately constructed lofts, the feet/legs/bottoms of all furniture must remain on the floor at all times and may not be stacked or raised onto platforms.
- f. Lofts/Bunks
 - i. You will be required to sign a waiver of liability agreement if you have a bunk bed or a loft bed, whether it is your own or provided by the University.
 - ii. If you live in a location where a loft or a captain's bed is provided, you are not permitted to substitute your own personal loft.
 - iii. If you live in a location where personal lofts are permitted and you choose to provide your own bunked/lofted bed, the University assumes no liability and you are fully responsible for any injury or damages that may occur. Please note: some metal bed frames cannot be bunked. If you choose to provide your loft, the structure must follow these minimum standards:
 - Be 36 inches from the bed platform to the lowest part of the ceiling;
 - Be 24 inches from any smoke detector or sprinkler head;
 - Be no wider than the size of one student mattress (36");
 - Be used solely for holding one extra-long twin sized mattress.
 - Be constructed of metal or wood. Fabric cannot be suspended from or around the loft;
 - Be freestanding - not attached to any wall, ceiling, or furniture;
 - Have an installed ladder made of metal or wood construction (other furniture may not be used as a step stool);
 - Have an installed side rail designed to prevent you from rolling out of the bed. The top of the side rail must be 5 inches above the top of the mattress;
 - Not restrict exit from any portion of the room or be a safety hazard to persons walking around the room;
 - Allow the door to open perpendicular to the door opening, and at least 22 inches must be allowed for exiting from any interior room arrangement.
- g. Outdoor Furnishings
 - i. Only outdoor equipment/furniture that is weather-resistant and commonly sold as lawn/patio furniture may be used on balconies/patios.
 - ii. In **Schilleter-University Village**, resident-owned swing sets are not allowed.
 - iii. You 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 DOR is not responsible for items damaged by mowing or snow removal

5. **Material on Doors** – The display of material on the exterior of room/apartment doors is subject to the conditions of community leadership.

- a. In the **Residence Halls**, copies of this policy may be obtained from the Inter-Residence Hall Association (IRHA) Website: <http://www.irha.iastate.edu/>.
 - b. In **Frederiksen Court, Legacy, and Schilleter-University Village**, contact your apartment community offices for guidelines.
6. **Painting, Wall Papering, and Decals**
- a. Wall papering is not permitted in any room/apartment.
 - b. Wall murals are not permitted in and rooms/apartments.
 - c. In **Frederiksen Court and Legacy**, you may not paint your apartment walls. If you believe your apartment needs painted, you may submit an on-line Service Request.
7. **Prohibited Items**
- a. The following items are prohibited in all resident rooms/apartments:
 - i. Air Conditioners;
 - You are permitted to use a freestanding, evaporation type, room cooler if the unit does not require ventilation to the outdoors and does not draw more than 3.5 amps
 - ii. Cut trees (e.g. Christmas trees);
 - iii. Empty and/or filled kegs;
 - iv. Halogen torchiere lamps;
 - v. Hot tubs;
 - vi. Light fixtures, ceiling fans, or other electrical appliances may not be hung/installed on ceilings or walls;
 - vii. Personal space heaters;
 - viii. Pets, except as outlined in the Animals in Residence policy (section I.B.)
 - ix. Satellite dishes and antennas;
 - x. Sun lamps;
 - xi. Traffic/street signs (without proof of purchase);
 - xii. Wall-mount televisions; and
 - xiii. Waterbeds.
 - b. Use of the following items is prohibited in all resident rooms/apartments:
 - i. Dry ice;
 - ii. Flammable/toxic fluids, chemicals, or gases; and
 - iii. Smoke and fog machines.
 - c. Use of drones on campus is prohibited unless pre-approved through Facilities Planning and Management.
 - d. **Schilleter-University Village** specific items:
 - i. You may not install any type of clothes dryer in UV apartments. Only 110- or 220-volt electric dryers are permitted in SV basements.
 - ii. For fire and safety reasons, you are not permitted to cover the burners or air vents at the rear of the stove or any other parts with aluminum foil or any other material.
8. **Refrigerators**
- i. In the **Residence Halls**, 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.
 - ii. In **Frederiksen Court, Legacy, and Schilleter-University Village**, a full-size refrigerator is supplied in each kitchen. Additional refrigerators, freezers or other large appliances with the following specifications are allowed: maximum capacity of 4.5 cubic feet, 115 volt, 60 cycles AC, 230 watts, 2 amps (when running). Only one refrigerator or freezer per student is allowed.

9. Wall and Ceiling Hangings

- a. In **Wallace and Wilson Halls**, there are small amounts (less than 5%) of safely encapsulated asbestos in the ceiling. ISU Environmental Health and Safety inspects all rooms twice per year, typically during breaks. Rooms can also be inspected at student request.
 - i. To ensure the ceilings are not damaged and that asbestos remains safely encapsulated do not puncture or attach anything to the ceiling.
 - ii. Report any damage to the Department of Residence Service Center at 515-294-3322.
 - Ceiling damage requires repair by a contractor specializing in asbestos repair. You will be assessed all costs for repair which are likely to exceed \$1000.
- b. In the **Residence Halls and Legacy**, you may hang items on walls using an adhesive such as 3M Command Strips, Sticky Tack, or poster putty as long as it does not damage the surface of the wall or leave a residue. To prevent damage to the room and its furnishings, nails, screws, and tacks are not to be used.
- c. In **Frederiksen Court** and **Schilletter-University Village**, items may be hung on the painted walls with nail-type picture hangers available in your apartment community office. You may also use 3M Command Strips, Sticky Tack, or poster putty as long as it does not damage the surface of the wall or leave a residue. Other adhesive picture hangers, tacks, or screws are not to be used. You may not insert hooks in the ceiling nor attach anything to doors, cupboards, or wood trim.

10. Window Coverings

- a. In the **Residence Halls, Legacy**, and **Frederiksen Court**, window coverings (curtains or blinds) are provided in all student rooms and apartments. You may install additional window coverings using tension rods only.
- b. In **Schilletter-University Village**, vertical blinds are provided for UV patio door windows. You may 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 DOR 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 DOR.

S. ROOM/APARTMENT USE

1. Only you and your assigned roommate(s) are permitted to live in your room.
 - a. Residents may have infants, minor children, and relatives live with them only in those Schilletter-University Village apartments specifically designated as Family housing.
2. You are not permitted to sublet or assign your room/apartment to any other person.
3. You may not use your room/apartment, ISU email, or campus mailbox for business or commercial purpose and/or selling of products.

T. ROOMMATES

1. Respect is the foundation for interchange of ideas, for learning and for working toward common goals. Consequently, ISU 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 in the on-campus is a community living experience where all members have certain rights and responsibilities. Since the members of a residence hall/apartment 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.
3. **Resident Consideration Policy**

- a. A resident is expected to be the first person to handle the situation when their rights or the community's rights are being violated.
- b. If, after addressing the inappropriate behavior of another individual, that individual does not attempt to alter their behavior then the resident should take steps to visit with their CA and work out alternatives
- 4. **New Roommate Notification** – When a new resident has selected or is assigned to a partially-occupied room/apartment, when possible, the DOR will make best efforts to notify current residents of this new roommate in advance of their arrival. Notification is done via your ISU email account.
- 5. **Vacant Space** – Residents with vacant spaces should expect to have new roommate(s) and should check their ISU e-mail and A+ for new roommate information (if available).
 - a. Residents may not use space they have not contracted for and must ensure that equitable common area space is available for all roommates.
 - b. Residents with vacancies in their rooms/apartments must keep the vacant space ready for a new roommate at all times. A clean, clear and equitable amount of space must be available, including bed, closet, desk, and floor space. In locations with bathrooms and/or kitchens, this includes shelves, cupboards, counters, and appliances.
- 6. **Accommodating a Roommate**
 - a. Residents who do not maintain the vacant space in their room/apartment clean and available and/or who refuse to accept a new roommate when one is assigned will face the following consequences:
 - i. The vacant spaces will be converted to a Double as Single, Triple as Double or Private Apartment retroactive to the start of the contract or the date the vacancy occurred, whichever came first. The remaining resident(s) will be responsible for paying the additional fees associated with that assignment status. This status will remain effective until such time that the resident finds their own roommate.
 - ii. The DOR, based upon occupancy levels, may opt to terminate the contract of the resident, in which case the resident will be responsible for all applicable penalties according to the date of termination.

U. SALES, SOLICITATION, AND DELIVERY

- 1. In the **Residence Halls** and **Legacy**, direct to room-door delivery is not permitted at any time.
- 2. In **Frederiksen Court** and **Schilleter-University Village**, during times that building doors (where applicable) are unlocked, direct to apartment-door delivery is permitted. When building doors are locked, direct to apartment-door delivery is not permitted.
- 3. Sales and solicitation are not permitted in any on-campus location including going door-to-door.
 - a. 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. Student organizations wishing to solicit in the halls or apartment communities must be registered with and have the prior approval of the Student Activities Office and the DOR Residence Life Office.
- 4. Due to the large amount of information disseminated by various groups to students living in the 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 DOR. These guidelines are available at the hall desks and on the DOR's Web site.
- 5. 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 halls and apartment communities.
 - a. 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).

- b. 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.
- c. Organization members not adhering to the guidelines will be asked to leave the area immediately.
- d. If a house extends an invitation to a candidate, or any other individual, that person may visit the house to which they were invited and no other house.

V. SMOKING

- 1. In accordance with Iowa law, smoking is prohibited on all University grounds and in all University-owned or operated buildings, residence halls and apartments, including apartment balconies and patios. This policy includes the use of electronic smoking devices.

W. SPORTING ACTIVITIES AND PLAYGROUNDS

- 1. Due to safety and facility concerns, water fights and throwing Frisbees, balls, or other objects is prohibited in or around the halls and apartments.
- 2. Roller skates, roller blades, and skateboards are permitted on campus sidewalks. Roller skates, roller blades, and skateboards are not permitted on or in University structures or buildings, on stairways, sub-walks, elevated sidewalks, access ramps, steps, retaining walls, handrails, or other architectural elements, on or in planting, grass, or seeded areas, or where otherwise prohibited by sign, peace officer or other authorized traffic director. Any person on roller skates, roller blades or a skateboard must yield the right-of-way to any wheelchair or other mobility assistance device for the disabled, pedestrians, or bicycles.
- 3. In Schilleter-University Village, 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 Schilleter-University Village playgrounds shall be charged for its replacement or repair.

X. SUBSTANCE FREE HOUSING

- 1. Maple and Eaton Halls, and Lincoln, Palmer, Pennell, Lowe, and Stange Houses in Friley Hall are substance-free areas. Use of substances, including alcohol, tobacco, and illegal drugs, are prohibited to all students in these areas, regardless of age.
- 2. Residents found responsible for violating the university alcohol policy, including first offenses, will be removed from the substance-free living environment depending upon the severity of the violation. If there is no space available for relocation, an alternate sanction will be determined.

Y. TECHNOLOGY USE

- 1. **Excessive Usage** – To ensure equitable internet access/availability for all residents, the DOR monitors bandwidth usage on Residential Networks. If your bandwidth usage exceeds reasonable limits, you will be contacted and asked to reduce your usage.
- 2. **Wireless Routers**
 - a. In the **Residence Halls** and **Frederiksen Court**, due to Residential Network signal interference, you are not permitted to set up your own wireless router. If a wireless router is tracked to your IP address, you will be contacted and asked to disable your wireless radio. If you already own a wireless router and prefer to keep your router for Ethernet networking, disable your wireless radio. Consult the manufacturer of your router for directions.
 - b. In **Legacy** and **Schilleter-University Village** wireless routers are permitted.
- 3. **Suspension of Service**
 - a. Failure to comply with requests to lower usage or disable a wireless radio will result in suspension of your access to Residential Networks. You will be charged a \$50 reconnect fee to reestablish access.
 - b. In the event a resident is suspected/found to be in violation of federal copyright law due to illegal downloads, network service will be indefinitely suspended. Service will be reinstated at the discretion of the DOR Administrative Services office.

Z. TRASH AND RECYCLING

1. **Trash** - You are responsible for removing trash from your room/apartment. Trash should be disposed of in the trash chutes (where applicable) or in the garbage 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** - You are encouraged to participate in your 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.

AA. 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 conduct 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, Taser or stun-gun; bomb, grenade, mine, or other explosive or incendiary device; ammunition; archery equipment; or dagger, knife having a blade exceeding five inches in length, stiletto, switchblade knife, or sword.
3. 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).
4. You may possess knives, designed for cooking purposes, which have blades exceeding five inches.

BB. WINDOWS, WINDOW SCREENS, BALCONIES AND LEDGES

1. Screens must be left on windows, and there must be a screen covering all open windows. You may not lean or reach out of windows where screens are not in place.
2. Windows must be closed when you leave during breaks.
3. You are prohibited from:
 - a. Standing on, sitting on, or leaning over window ledges and balconies.
 - b. Entering or exiting a building through a window.
 - c. Using window ledges or balconies as storage.
 - d. Throwing items out of windows or off balconies.
4. You will be held liable for property damage and personal injury resulting from items being thrown/falling from windows, ledges or balconies.
5. You are not permitted to access the roof of any residential building at any time.

DISCIPLINARY PROCEDURES

- A. As a resident of University housing, you are under the jurisdiction of the DOR and the guidelines published in the Student Disciplinary Regulations. Sanctions imposed by DOR staff or the Office of Student Conduct (OSC) are binding.
- B. If you are found responsible for violations of the rules and regulations of the DOR 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 conduct hearing, including possible termination of your Housing and Dining contract and/or suspension or expulsion from the University.
- C. **Sanctions** – The following sanctions may be imposed in all Level 2 cases.
 1. **Warning:** A written notice indicating that a 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 their 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 DOR.
 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.
- D. If you receive a disciplinary sanction of removal from on-campus housing, you must leave within the time frame stated in the conduct sanction letter following formal acceptance of that decision by the DOR. 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.
- E. The DOR staff, OSC Administrator, or the Dean of Students may order that a student be immediately removed from university housing when the student's continued presence constitutes an ongoing risk to property and/or to the safety and well-being of other students in the community. The student will receive a written notice stating the reasons for the interim removal and the time and place of the hearing to be held within two business days. The hearing will be before the Dean of Students. At the time of the hearing, the university shall show probable cause why interim removal from university housing is warranted, and the student shall have the opportunity to show why interim removal from university housing is not warranted.
1. The following are considered risks to the safety and well-being of other students in the community:
 - a. Harassment, including verbal or physical assault/abuse. Conduct that threatens or endangers the health and safety of others
 - b. Possession of firearms
 - c. Arson, tampering with the fire alarm system
 - d. Possession, selling, manufacturing of drugs
- F. If your Housing and Dining contract is terminated due to disciplinary action, your prepayment will be forfeited; you will be charged the cancellation penalty for housing and for dining if you opt not to retain your meal plan. You will also be charged the daily rate until you officially check-out. Charges for damages, cleaning, and improper check-out may be imposed.
- G. **Student Rights**
1. Right to due process in the student disciplinary process;
 2. Right to receive a written notice of the alleged student conduct violation;
 3. Right to a student conduct 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 determined;
 9. Right to appeal a final decision;
 10. Right to review student disciplinary file maintained in the Office of Student Conduct.

NON-CONDUCT POLICIES AND PROCEDURES

A. ABANDONED PROPERTY

1. Iowa State University, the Department of Residence (DOR), and its agents assume no liability for items that are left in DOR facilities.
2. The placement of personal items, including DOR-provided student room/apartment furnishings, is prohibited in hallways, house dens, computer labs, lobbies, lounges, stairwells, elevators, Schilleter Village basements, etc.
3. Personal property left in common areas or in rooms/apartments following check-out will be removed from the premises. Perishable items or items that are moldy, wet, or in poor condition will be discarded. All other items will be kept for 30 days from the date of move-out. At the end of 30 days, unclaimed items will be discarded, donated or sent to ISU Asset Recovery (<http://www.public.iastate.edu/~centrals/isusurplus.htm>).
 - a. Determination of item condition and method of disposal are at the discretion of University staff.
 - b. You will be charged the actual cost of removal, storage and disposal of personal property, with a minimum charge of \$50.
4. Unclaimed clothing items left in DOR laundry facilities will be placed in a marked container in the laundry room. At the end of each semester, DOR staff will collect unclaimed items from the marked containers, with the exception of underwear, socks, and pillows, and will send them to be sent to ISU Asset Recovery. Underwear, socks and pillows will be disposed of. ISU Asset Recovery will retain the items for 90 days. After 90 days has expired the items will be disposed of or made available for public sale.

B. APPEALS PROCESS FOR NON-CONDUCT CHARGES – Residents may contest cleaning, damage, and check-out charges (section II.C.) they have been assessed according to the following process:

1. Appeals must be submitted within 30 days of notification of the charge.
 - a. In the **Residence Halls** and **Legacy** residents receive an itemized notification to their ISU email account.
 - b. In **Frederiksen Court** and **Schilleter-University Village**, appearance on the U-Bill constitutes notification.
2. Appeals must be submitted in writing, e-mail preferred, to housing@iastate.edu
 - a. Appeals 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.
3. Charge will remain on the resident's U-Bill during the appeal process. Only in the event of a successful appeal will a charge be removed or reduced.
 - a. Any late fee or penalty accrued due to late or non-payment is the responsibility of the resident.

C. CHECK-IN, CHECK-OUT, AND ASSIGNMENT CHANGES

1. Check-in, check-out and assignment change procedures are posted on the DOR web site: <http://housing.iastate.edu/>.
 - a. **Check-In** – Failure to follow check-in procedures will result in a \$50 administrative charge.
 - b. **Check-Out** – Failure to follow check-out procedures 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.
 - i. **Lock Change and Key Replacement Costs** - All keys issued to you must be returned to a DOR staff member at the time of check-out. Failure to do so will result in charges for lock change and replacement keys. A detailed list of costs is available on the DOR web site.
2. **Assignment Changes**
 - a. Occupying more than one room/apartment, except while in the process of conducting an assignment change is prohibited.
 - b. Under no circumstances will the DOR move one resident at the request of another.

- c. For changes initiated during the semester, once a new assignment has been selected, the resident must wait until 12:00 noon the following business day before they can to obtain keys to the new space. This allows time for new roommates to be.
 - i. Residents will have 72 hours to complete the change. Failure to complete an assignment change within 72 hours will result in release of the reservation.
 - d. For changes initiated for a future semester, check-in/out information and deadlines will be communicated via email and/or AccessPlus (A+), <https://accessplus.iastate.edu/>, by the DOR. Failure to follow provided instructions may result in release of the reservation and administrative charges.
 - e. Within suites or apartments, bedroom changes must be initiated using A+. You are only permitted to possess keys to the space you are assigned to in AccessPlus.
3. **Check-out at end of the fall semester**
- a. Residents **WITH** a spring 2019 contract are not required to check-out.
 - b. Non-graduating residents **WHO HAVE CANCELLED** the spring portion of their contract must check-out by 12:00 noon on Saturday, December 16, 2018.
 - c. Graduating residents **WHO HAVE CANCELLED** the spring portion of their contract must check-out by 6:00 p.m. Saturday, December 16, 2018.
4. **Check-out during Winter Break**
- a. At the end of the fall 2018 semester, check-out is to be completed by the dates indicated in section II.C.3.
 - i. Beginning Sunday, December 17, 2018, access and/or check-out will be regulated by the availability of staff. Contact the CA on duty for assistance.
 - ii. In **Frederiksen Court** and **Schilletter-University Village**, check-out remains available according to normal procedures.
5. **Check-out at end of the spring semester**
- a. Residents **WITH** a summer 2019 contract will be emailed information from the DOR Administrative Office regarding checking out of your current location and checking into your assigned summer location.
 - b. Non-graduating residents **WITHOUT** a summer 2019 contract must check-out by 12:00 noon on Saturday, May 5, 2019.
 - c. Graduating residents **WITHOUT** a summer 2019 contract must check-out by 6:00 p.m. Saturday, May 5, 2019.
6. **Check-out at end of the summer term**
- a. Residents **WITHOUT** a fall 2019 contract must check-out by 12:00 noon on Saturday, August 4, 2019.
 - b. Residents **WITH** a fall 2019 contract will be emailed information from the DOR Administrative Office regarding checking out of your current location and checking into your assigned summer location.
- D. **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 provided sharps containers. Do not place any of these items in trash. In the **Residence Halls**, these are located in house bathrooms and/or kitchen. Residents can request a sharps container for their room or apartments via the on-line Service Request system (https://restma.its.iastate.edu/d_index.html).
- E. **DUES** – Some residents are assessed, via the U-Bill, mandatory government dues each year. These dues contribute to programming, upkeep of community owned equipment and other community needs.
- 1. In the **Residence Halls**, residents are assessed \$36 in dues each year. The breakdown is as follows:
 - a. Inter-Residence Hall Association (IRHA) = \$15.00
 - b. House Cabinet = \$10.00
 - c. Hall Council = \$11.00
 - 2. In **Frederiksen Court** and **Legacy** residents are assessed \$7.00 in dues.
 - 3. In **Schilletter-University Village** residents are not assessed dues.

- F. **HALL/HOUSE NAMES** – In the **Residence Halls**, no use of the hall/house name is permitted without prior approval of DOR staff. Designs for hall/house signs, elevators, murals, and T-shirts must be submitted to the hall director for approval.
- G. **LIABILITY FOR PERSONAL PROPERTY OR INJURY** – Although ISU will make all reasonable efforts to protect student property, neither the University nor the DOR 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 roommate(s), or your guests.
1. 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.
 2. ISU 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 Renters Insurance. If you are found responsible for damages, you will be held liable, financially or otherwise, for all or any portion of the loss.
- H. **LOST/DAMAGED KEYS, ACCESS CARDS, AND FOBS**
1. All residence halls, Frederiksen Court, and Legacy, have hours where building exterior doors are locked. During these times, residents may only enter using the card access or key fob issue to them.
 2. If you damage or misplace your keys/fob/access card, notify your CA or Hall desk/apartment community office immediately.
 - a. You may use A+ to deactivate your access card at any time. To obtain a new access card, you must visit the ISUCard office, located in Beardshear Hall, for a replacement.
 3. You may visit your Hall desk/apartment community office at any time to request a lock change. Depending on the circumstances, if you request a lock change when the maintenance staff is not working there will be overtime charges in addition to the lock and key charges.
4. **Lockouts**
- a. In the **Residence Halls**, residents locked out of their rooms can contact a CA for their building or visit the Hall desk to receive a loaner key.
 - b. In **Frederiksen Court, Legacy, and Schilleter-University Village**, during regular office hours, residents locked out of their building, apartment or bedroom may visit their apartment community office for assistance. There are no charges for lock outs occurring during office hours.
 - i. In **Legacy and Schilleter-University Village**, when the office is closed residents may contact the CA on call for assistance.
 - ii. In **Frederiksen Court**, when the office is closed residents may contact the CA on call for assistance. A record of lockouts will be kept by the Frederiksen Court Office. You will be permitted one (1) free after-hours lockout during a contract period. After the first lockout, you are charged \$25 for all after-hours building, apartment or bedroom lockouts.
 - c. All loaner keys must be returned within seven days or a lock change will be ordered.
- I. **MISSING PERSONS**
1. If University staff has sufficient cause to believe a student is missing they will notify the ISU Police. For the purpose of this policy a student is considered missing when 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.
 - a. After investigating, if it is determined the student has been missing for more than 24 hours the University Police will contact the student's emergency contact, or confidentially identified individual, no later than 24 hours after the student is determined to be missing.
 - 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 in A+ which contains a special section for students to provide missing person contact information. This confidential contact information will be accessible to authorized campus officials and law enforcement and will not be disclosed outside of the missing person investigation.
- J. RETRIEVAL OF ITEMS FROM ELEVATOR SHAFTS** – Removal of items dropped into an elevator shaft requires the services of a contracted, licensed elevator technician. If you drop items into an elevator shaft, you should contact your hall desk or apartment community office to report the issue. Options for receiving your items are as follows:
- 1. During the next elevator service, typically once each semester, all items retrieved from the elevator shaft will be given to the associated hall desk/apartment community office. If your items are retrieved, you will be notified and your items will be returned to you at no charge.
 - 2. You can request a technician be called in specifically to retrieve your items. In this instance, you will be responsible for the full cost of the service call.
- K. ROOM/APARTMENT ENTRY**
- 1. The DOR respects your desire for privacy. This policy defines the conditions under which the DOR may exercise the reasonable, restrained contractual right of entry by authorized staff members without violating your fundamental privacy rights.
 - a. Authorized staff members or their agents who may enter your room/apartment include all DOR staff and ISU Police. Unauthorized individuals will not be permitted to enter your room/apartment unless you are present and/or give your consent.
 - b. In the event of emergency, or following notification of planned entry by staff, residents may not refuse entry to DOR staff or their designees.
 - c. In the event of emergency, entry in to your room/apartment may be made without prior notification.
 - d. 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, and 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.
 - e. 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.
 - f. 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.
 - g. You will receive summary notification regarding the entry of your room/apartment in the following situations:
 - i. Following any unannounced entry by DOR staff.
 - ii. Following maintenance visits, a note will be left detailing who entered the room/apartment, the reason for entry, the work performed and the status of the job.
 - 2. **Rooms/Apartments may be entered under the following conditions:**
 - a. To manage an emergency in which imminent danger to life, safety, health, or property is reasonably feared. The DOR retains the authority to determine what constitutes an emergency.
 - b. To provide service or conduct inspection for the purposes of cleaning, maintenance, pest treatment, etc.
 - c. To conduct safety inspections or to ensure that proper closing procedures have been followed in buildings that close during break periods.
 - d. To aid in the evacuation of a building during a fire alarm or drill.

- e. To maintain an environment that facilitates the scholarship of other residents, including, but not limited to: turning off an alarm, audio system, television, or any other unattended item or animal that is causing a disturbance.
 - f. To assess instances in which a resident may have permanently vacated or abandoned their space.
 - g. When notified of the presence of an unauthorized animal or where an authorized animal is present, to review facility conditions, to verify the number of animals present, and to assess the welfare/living conditions of the animal(s).
3. **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.