Welcome to Washington State University and your new home in University Apartments. The staff of the Housing Services works to provide you with a comfortable, safe and convenient apartment while attending the University. We want you to have as much freedom as possible in your personal life, while assuring a satisfactory and comfortable life for the entire community. To ensure this, we ask that you keep in mind the rights and privileges of other residents. Since this is a long-term housing community providing homes for many students for years to come, the University must see that its interests concerning the property and reputation of its units are respected. The operation and management of the community depends on the cooperation of its residents. Because the University wants to maintain good will and keep its relationship with residents at the highest possible level, we welcome ideas directed toward the betterment of the community.

Communication plays an important role in establishing positive relationships. Therefore, we will keep you informed on all matters affecting the welfare of the community. When we find it necessary to make changes in policy or regulations, we will notify you. Ordinarily, we will post notices on bulletin boards and in public areas. Depending on the nature of the subject matter, we may deliver or mail letters to individual residents. Our offices are open to serve you 8:00 AM to 5:00 PM Monday – Friday.

**Housing Services**  335–7732
**Housing Financial Services**  335–8625
**Housing Reservations**  335–4577
**Housing Maintenance**  335–1541

**APARTMENT COORDINATORS**

<table>
<thead>
<tr>
<th>Complex</th>
<th>Apt. #</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Chief Joseph</td>
<td>C–5</td>
<td>(509) 335–4400</td>
<td><a href="mailto:chiefjoseph.ac@wsu.edu">chiefjoseph.ac@wsu.edu</a></td>
</tr>
<tr>
<td>Chinook</td>
<td>D–</td>
<td>(509)</td>
<td><a href="mailto:chinooknorth.ac@wsu.edu">chinooknorth.ac@wsu.edu</a></td>
</tr>
<tr>
<td>Location</td>
<td>Building</td>
<td>Room</td>
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<tr>
<td>(North) A–N</td>
<td>22</td>
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<td>335–2506</td>
</tr>
<tr>
<td>Chinook</td>
<td>P–70</td>
<td></td>
<td>(509) 335–2148</td>
</tr>
<tr>
<td>(South) P–Z</td>
<td>C–9</td>
<td></td>
<td>(509) 335–2286</td>
</tr>
<tr>
<td>Kamiak</td>
<td>E–2</td>
<td></td>
<td>(509) 335–2749</td>
</tr>
<tr>
<td>Nez Perce</td>
<td>C–9</td>
<td></td>
<td>(509) 335–2145</td>
</tr>
<tr>
<td>Steptoe (East)</td>
<td>M–101</td>
<td></td>
<td>(509) 335–3074</td>
</tr>
<tr>
<td>Steptoe (West)</td>
<td>S–103</td>
<td></td>
<td>(509) 335–7734</td>
</tr>
<tr>
<td>Terrace</td>
<td>407</td>
<td></td>
<td>(509) 335–7652</td>
</tr>
<tr>
<td>Valley Crest</td>
<td>B–9</td>
<td></td>
<td>(509) 335–2179</td>
</tr>
<tr>
<td>Yakama</td>
<td>703</td>
<td></td>
<td>(509) 335–0646</td>
</tr>
</tbody>
</table>

To better facilitate communication and programming, Housing Services staffs each apartment complex with an Apartment Coordinator. The coordinator acts as liaison between the residents and Housing Services in matters affecting the livability and use of the facilities and is responsible for the general welfare of the families living in the complex. The coordinator assists the residents and Housing Services in preventing unauthorized, illegal, or improper use of the facilities. Coordinators are also responsible for planning a variety of community building events throughout the year, such as barbecues, holiday celebrations, and other activities depending on the needs of the community. Residents of university–operated apartments should feel free at any time to contact the Apartment Coordinator living in their area with concerns and questions regarding physical facilities, community living, and student services offered by WSU.
If you have any questions after reading this booklet, please call or visit your Apartment Coordinator:

SECTION I – INFORMATION and GUIDELINES

AIR CONDITIONERS
If you have or are thinking about purchasing a window air conditioner, please remember – All window air conditioners must be installed by housing maintenance personnel, and there will be a one-time $50.00 charge for installation, removal and supplies. Call 335–1541 to make an appointment for installation.

CHECKOUT PROCEDURES
Terminating – To notify Housing Services of your intention to vacate, you must complete an online termination notice by clicking on the current resident link at livingat.wsu.edu/fam. If you are unsure of the exact date you will be leaving, please give us the last possible date you think you would be in the apartment. Rent Adjustments – Your rent will be adjusted for the date you actually vacate and your keys are returned. The full rent will be charged for the month you will be leaving. Rent will be adjusted once your keys are in and the checkout has been completed. You need only pay for the nights you believe you will be in residence – monthly rent divided by 30 times number of nights you will be in the apartment.

- An online 90-day minimum notice of termination of the rental agreement is required. Residents who fail to provide notice 90-days in advance of their departure will be charged 90 days rent from the date Housing Reservations receives the online termination notice.

Checking Out – You do not need to be present when we check your apartment. If you turn your keys into the Housing Reservations Office, we will check out the apartment after you have left. If you would like to be present at the checkout, you must schedule a checkout at least two days in advance of your departure by calling Housing Reservations (335–4577). Appointments are scheduled between 8:30 a.m. to 3:30 p.m., Monday through Friday. You must be ready to turn in your keys and leave the apartment when your scheduled checkout takes place. If you schedule your checkout prior to the time you will be leaving, you will be assessed a $25 return charge as we will need to return and complete the checkout when the apartment has been completely vacated. If you are present at the time of checkout, damage or cleaning charges may be reviewed with the Housing Services staff.
person conducting the check-out. Damage and cleaning charges will be deducted from your damage deposit. If you are not present for the checkout, the findings of the Housing Services will prevail.

Cleaning– Apartments must be cleaned according to the cleaning guidelines. All trash and personal property must be removed from the apartment, balcony, deck, and patio. Storage units must be thoroughly cleaned and all items removed. You will be assessed any costs incurred by the University for cleaning and removal of personal property after you vacate the rental unit.

Keys– You are considered in residence as long as your keys remain checked out. Failure to return them when you vacate the unit could result in your paying additional rent charges. All keys must be returned to either the Custodial Supervisor during a scheduled checkout, Housing Reservations desk at Streit–Perham, or the Apartment Key Return drop box outside of the Housing entrance at Streit–Perham. Failure to return all door keys at the time you vacate the apartment will result in a $60 non-refundable lock change fee. A missing mail key will result in a non-refundable $10 fee. You will be charged $5 for each missing laundry key. Housing Services should be provided with a forwarding address on your key envelope, so that refunds can be mailed to you.

**CHILDREN**

Parents are responsible for the behavior of their children while in residence at WSU. For the safety of the children and other residents, young children should not be left alone in Family Housing units.

Playground Policies

For the safety and well-being of all children on the playground, children are expected to respect the rights of other children and use the playground equipment in a proper manner. You are responsible for the behavior of your children.

1. Young children must be supervised by an adult at all times.
2. Children under the age of 5 must be accompanied by an adult on the playground or while outdoors.
3. Toys your child brings into the play area must not be dangerous to children.
4. Children should not climb on trees, roofs, dumpsters, etc.
5. Threatening actions, inappropriate language, and fighting are not acceptable.

6. Children should not play in or on autos, roadways, or parking lots.

7. For reasons of safety, all types of outdoor wading/swimming pools must be drained if not attended by an adult at all times.

8. Please be sure that your children pick up toys and park bikes in appropriate areas.

9. Please be aware of the noise levels produced by your children. Remember that others may be trying to sleep, relax, or study.

10. Do not allow your children to play outside past 9 p.m.

**FAMILY HOUSING ASSIGNMENT POLICY**
For more information about assignment policy please review the information under the Assignment/Cancellation tab on the Contracts, Policies, and Information page.

**FURNITURE RENTAL**
For more information about our furniture rental program please review the information under the Furniture Rental tab on the Contracts, Policies, and Information page.

**GARBAGE COLLECTION**
Garbage and trash collection is included in the rental charge, except in individual houses. Please use the dumpsters located throughout your area for the deposit of all trash and garbage.

The dumpsters will be emptied weekly by a local sanitation service. Recycling bins are also available in most apartment complexes.

**GARDEN AREAS**
Housing Services has set aside a specific area for residents to have a garden. This is the only area that residents can plant vegetables and flowers. Contact your Apartment Coordinator for information. Residents may be asked to pay a fee to cover the tilling of the garden area. Residents must also supply their own tools and hoses.

**HEALTH AND SOCIAL SERVICES**
Alternatives to Violence (ATV) serves victims of sexual assault and domestic violence in Whitman and Latah Counties. Advocates are available 24 hours a day to help victims. Services are confidential and free. ATV provides a safe shelter for persons who are unable to live in their own homes due to threat of violence or sexual assault. If you or a friend needs us, we'll be there.

Child Care Resource and Referral 335–7625
Child Care Resource and Referral provides referrals to child care services in Pullman, including family day care, center care, nursery and after-school programs, and other services relating to children and families. The goal of the services is to help families locate the services and programs that best meet the needs of their children. The service is free of charge. For information about how to assess your child care needs, and then how to go about finding that care, please visit or call our office.

Crisis Line 332–1505
When you need to talk call 332–1505. The Crisis Line is a 24-hour crisis service for callers who need to talk as well as a consultation and referral service that connects callers with appropriate university and community agencies.

Counseling Services 335–4511
Counseling Services offers students the opportunity to explore many areas of concern -- personal, social, educational, substance abuse -- with a professional counselor. A variety of personal growth opportunities are available; these include counseling and support groups, psychological testing, and presentations and workshops that address academic, interpersonal and social issues. Crisis consultation is available on a 24-hour basis. The counseling process is confidential.

Office of University Ombudsman 335–1195
The University Ombudsman is an independent, impartial observer appointed to help resolve problems that may arise in a large, bureaucratic organization like the University. Students, staff, or faculty members may contact the Ombudsman's Office for confidential assistance with a problem or a grievance, or with suggestions about how to make WSU procedures more equitable and sensitive to individual needs. The Ombudsman's Office is especially helpful with problems that have not been resolved through normal channels. The Ombudsman does not replace University appeal procedures but functions as a source of information and help concerning rules, regulations, and procedures of the University.
The Re-Entry Program assists students who have been away from an educational setting by providing information, referrals, and other assistance. Our goal is to help students meet the challenge of their multiple roles of student, spouse, parent, employee, etc.

Student Health Services 335–3575 or 335–2541
The services of physicians and nurses are available for primary care of illnesses and injuries. Women's clinic, Wart clinic, and Psychiatric consultation are also available.
Call for an appointment 8 a.m. – 5 p.m., Monday–Friday.
Saturday morning sick call 8–12 am.

WSU Police Business: 335–8548 Emergency: 335–0911
The WSU Police Department provides all police functions for the University. In addition, it serves as a visitor information center, conducts crime prevention discussions, and provides fingerprinting for employment applications and retrieval of keys locked inside vehicles.

HEAT
State and University policy states that all state buildings be supplied with heat up to 72°F. Housing Services Maintenance will not respond to calls to increase winter heating levels above that temperature.
Requests for additional heat under special circumstances (such as illness) will be considered when possible. Maintenance will do everything possible to obtain the maximum comfort temperature as long as you keep windows and doors closed.

INSURANCE ON PERSONAL POSSESSIONS
Housing Services strongly recommends that you obtain "Renter's Insurance" covering your personal possessions from damage due to fire, water, burglary, vandalism, theft or other causes, as Housing Services shall not be liable for any such loss or damage. Brochures for personal property insurance through Fidelity Insurance & Financial Services are available at the Housing Reservations office.

INVENTORY FORM
When you move into your apartment, you will find a completed inventory form in the kitchen. For your own protection, take time to review it. This form should list the condition of the interior of the apartment and note any damage to an apartment or its contents. Add any damages or missing items not already listed on
the form. Sign and return the form within two working days to either Arthur E. McCartan Office Suite/Streit-Perham Building or your Apartment Coordinator. This procedure ensures that you will not be charged for these damages or missing items when you check out. Any damages NOT noted on the form at the beginning of occupancy will be assumed to have occurred during occupancy and will be charged to you.

Residents will be billed for the replacement cost of any University-supplied item not accounted for at checkout. After you turn in your inventory form, any further damage that occurs during your occupancy that you feel is not your responsibility should be reported in writing immediately to Arthur E. McCartan Office Suite/Streit-Perham Building or your Apartment Coordinator.

Damages include, but are not limited to, damages by repairmen, contractors, vandalism, storms, or faulty construction. If you do not report such damages, you will be charged for them when you move out. Damage done by your guests is your responsibility.

**KEYS (LOST/MISPLACED)**

For more information about replacement key please review your apartment contract.

**LAUNDRY FACILITIES**

Centrally-located laundry rooms with coin-operated washers and dryers are provided in each area.

Please report out-of-order machines to the Housing Services Maintenance Office (335-1541). Place a sign on the machine indicating that the machine is out of order and has been reported.

Exterior clotheslines are prohibited in all apartment complexes. Clothes racks may be used for drying on the decks but must be removed when not in use.

Please do not prop laundry room doors open. This creates a danger for children who may wander inside to play.

**LAWNS AND GROUNDS**

Motor vehicle owners must refrain from driving vehicles on lawns and planted areas. No motor vehicles, including motorcycles or mopeds, will be permitted to park on the planted areas on University property. Advise moving van and delivery truck drivers not to drive their trucks on the sidewalks and lawns. If a van damages
the sidewalks or lawns, please advise Housing Services of the name of the van line and date of the occurrence so that corrective action can be taken against the company or movers; otherwise, the resident occupying the apartment will be charged.

Housing Services personnel maintain the grounds in all University Housing areas. Do not use the grounds in such a way as to cause damage. All residents are responsible for keeping all trash picked up within the complex.

MAIL SERVICE
Carriers from the Pullman post office deliver mail to the mailbox of each apartment provided you have your name on the mailbox. Mailboxes are normally grouped together in the vicinity of the apartments they serve.

When you vacate your unit, be sure to file a forwarding address (Post Office Departmental Form 3575) with the US Post Office at least three weeks prior to your move. The University does not forward mail delivered to University–operated apartments or issue keys to ex–residents for purposes of mail retrieval.

MAINTENANCE (EMERGENCY)
Housing Emergency / After Hours Maintenance 335–1541

After normal maintenance hours call 335–1541 for the Troubleshooter. The Troubleshooter will be dispatched to your apartment. A Troubleshooter may call you to receive an accurate description of the emergency. Please utilize this service only in case of emergency.

NOISE
Residents of family housing can expect to hear normal noise from furniture being moved, people walking, children playing, and perhaps television, radio or stereo. Family apartments are primarily living spaces and may not be conducive to studying for some people. You may find it easier to study in the libraries or other designated areas on campus.

Residents are encouraged to monitor both the level of noise and the time of day when creating noise.
If you experience what you consider to be unreasonable noise from a neighbor, please talk to them personally. If the noise problem continues, you may wish to ask
the Apartment Coordinator to help. The Coordinator will assess the noise, and, if necessary, speak to the resident. If the Coordinator is unable to help you and your neighbor reach a solution, the matter will be taken to the Associate Director of Residence Life for further action. Noise problems of an unresolved or severe nature may result in the termination of the rental agreement.

**PARKING PERMITS AND/OR LOTS**
For more information regarding parking, please review the parking section in your apartment contract.

**PEST CONTROL**
If you find bugs or rodents in your apartment please call Maintenance at 335–1541.

**PETS**
For more information about pets please review the pets section of your apartment contract.

**PIPES**
Do not turn the heat off. Sufficient heat must be maintained through the night and during periods of absence to prevent the interior temperature from dropping below 55°F. During winter months, it may be helpful to leave your bathroom door open and to open all cupboard doors under the sink so heat can circulate under the pipes. If pipes freeze due to your negligence, the necessary thawing and repair costs will be charged to you.

**ALL RESIDENTS – IMPORTANT! – Cold Weather Precautions:**
If you leave your apartment for more than one day during the cold season, notify Housing Services Maintenance (335–1541) or your Apartment Coordinator so that an occasional check of your unit can be made. Such inspections protect both you and the University and are in accordance with the terms of the rental agreement. If Housing Services is not informed of your absence and severe weather damage occurs to your empty unit, you will be held solely responsible and will be charged for any necessary repairs.

**RENTAL AGREEMENT**
Rental Agreements and rents for family housing units commence on the date specified in the Family Housing Rental Agreement and continue on a month-to-month basis until a written ninety-day notice is given by either party. Your signature on the Rental Agreement indicates your intention to abide by the terms specified in that Agreement. Residents will be required to sign a new Rental Agreement each spring if they plan to live in Family Housing that fall.

**RENT PAYMENTS**

Rent payments are due on the 1st of each month. Payment can be made online from the WSU Student Information System Portal (http://zzusis.wsu.edu), in person at the Housing & Dining Financial Services, A. E. McCartan Suite/Streit–Perham Building, or mailed to Housing and Dining Services, Washington State University, PO Box 641722, Pullman, WA. 99164–1722. Indicate your student ID number. Your rent runs from the 1st through the 31st of each month. Residents moving in or out during a month, will be charged a pro-rated rental amount. Rental charges begin on the assigned Move-in date and will end the day keys are returned. Monthly rental payments are due on the first day of each month. Delinquent accounts will be charged a late penalty of $25 for each month for which delinquency occurs, unless advance arrangements have been made with Housing and Dining Financial Services at 335–8625. Overdue accounts may prevent the release of transcripts and registration for classes. You will be charged an insufficient fund fee if your check is returned to Housing and Dining Financial Services because of insufficient funds. WSU reserves the right to revise rental rates during the period of the lease. You will be given at least 60 days notice of rental increases, so you can make other accommodations if you so desire.

**SAFETY INFORMATION**

Safety regulations are based upon common causes of fires in residential structures. They provide you with information to make you and your home fire-safe. If you have questions or desire further information on fire prevention or fire survival, please give your University Fire Department a call at 335–1766.

1. Portable space heaters are not permitted.
2. Heat producing appliances such as lamps, grow lights, or sun lamps, should not be operated in confined spaces or in close proximity to combustible material.

3. Electric cooking equipment such as hot plates and coffee pots must be placed on a non-combustible surface.

4. Do not burn candles near combustible material. When using candles, keep a close watch on them.

5. All exit-ways, hallways, doorways, stairways, landings, and walkways must be kept free at all times of obstructions or impediments to quick exit. This includes aisles in storage rooms. The University reserves the right to remove items that create a hazard.

6. Apartments must be kept free from accumulation of rubbish and unwanted items.

7. All ashtrays must be non-combustible. Do not use wastebaskets as ashtrays.

8. Kitchen vent hoods, filters, ovens, and burners must be cleaned regularly and kept free of grease build-up.

9. Park vehicles no closer than 15 feet from a fire hydrant.

10. Keep electrical cords maintained in good condition.

11. Do not use extension cords as a substitute for fixed wiring. Do not run extension cords through walls, ceilings, floors, doorways, or windows. Extension cords should not be compressed, coiled, or constitutes a tripping hazard.

12. Multiple outlet devices, which plug directly into outlets, are not permitted.

13. Extension cords must be no less than 16 gauge. Extension cords used with grounded electrical systems must have three–wire, three–prong, and ground protection.

14. Electrical wires or fixtures must not be altered or modified.

15. Electrical faceplates must be replaced if damaged or missing.

16. Electrical breaker or fuse panels must be readily accessible and clearly marked. If they are not marked, notify Housing Services Maintenance.
17. Test the operation of each battery-powered smoke detector to ensure performance, and change batteries when necessary.

18. Holiday decorations must be fireproofed or non-combustible.

SMOKE DETECTORS
A smoke detector has been installed in each apartment as an early warning fire detection device. State law requires a periodic check of the detector to ensure that it is working properly. Change the battery when necessary (usually once a year). If the detector malfunctions for some reason other than a bad battery, please notify Housing Services Maintenance. If Housing Services Maintenance finds that you have tampered with the smoke detector or removed the battery, you will be charged for repair and/or replacement of battery. Persons who tamper with fire alarm systems/smoke detectors are subject to civil penalties/fines. The Fire Department will be notified when fire alarm systems/smoke detectors have been tampered with.

SMOKE FREE APARTMENTS
All WSU apartments are smoke-free as of July 1, 2013. If individuals are outside smoking, they need to be 25' away from building entrances and windows. Housing Services reserves the right to bill students who smoke in the apartment the costs associated with removing any odors, tar and nicotine residue, or any costs associated with replacing drapes, carpets, furniture, and painting walls.

STORAGE AREA
A storage locker is provided for each resident of Steptoe, Terrace, and Kamiak in centrally-located storage rooms. You must provide your own padlock for your locker. You are responsible for keeping the locker in order and free from any fire hazards. Fire codes require that aisles in the storage rooms be kept free and clear at all times. No personal belongings of any kind may be left in the storage room aisles. Items found in aisles will be removed by housing personnel and discarded. Residents of Valley Crest will find additional storage space located directly off the kitchen. Storage spaces for residents of Yakama are located adjacent to deck areas in each apartment.
Personal belongings may not be stored next to buildings, on lawns, or in stairwells. Couches and stuffed chairs may not be used or stored on decks or balconies. Use only the locker assigned to you. Items found in lockers not belonging to current residents will be removed and disposed of in a timely manner. Residents store their belongings at their own risk. The University does not accept responsibility for any lost, damaged, or stolen items.

**STREET LIGHTS**
For safety purposes, report inoperative street lights to the Housing Services Maintenance Department (335-1541).

**SUMMER STORAGE**
For more information about summer storage please review the information on the [Summer Storage page](#).

**TELEPHONE**
You are responsible for arranging and paying for your own telephone service. Residents of all complexes except Yakama have a choice between General Telephone Company (Verizon) at 1-800-483-4100 or Information Technology (I.T.) at 335-4357 for phone service. Residents of family housing are requested to report their telephone numbers as soon as possible to the Apartment Coordinator for their records. These numbers will not be given out but are for use by the Apartment Coordinators. The campus directory will list the telephone numbers you used when registering.

**TERMINATION NOTICE**
For more information about assignment policy please review the information under the Termination/Checkout tab on the [Contracts, Policies, and Information page](#).

**TRANSFERS**
An application to transfer to another apartment may be granted if space exists. A transfer application must be completed and filed with the Housing Reservations Office, Streit-Perham Building, prior to consideration for a transfer. Transferring residents possess the keys to both the current and new unit. Transfers must be completed in a timely manner. Residents who do not complete the transfer within 5 days are subject to rental charges for both apartments. Checkout Procedures Follow the same procedures for transfers from one apartment to another as listed on page 3 for permanent checkout.
Cleaning If you transfer to a different rental unit, the vacated unit must be left in a clean and orderly condition. Checkout by the Custodial Supervisor is required for all moves. You will be assessed for individual cleaning and damage charges as applicable.

Rental Charges Rent in the new unit begins on the date stated in the rental agreement. Normally, a period of five days is allowed for a move without overlapping rent. Checkout of the original unit should take place no later than five days after the date rent begins in the new unit.

TV CABLE/SATELLITE SYSTEMS
Each apartment is provided with at least one TV cable outlet; the outlet is normally located in the living room. Those who experience trouble with the TV signal should contact Housing Maintenance. Housing Maintenance personnel must install exterior satellite systems. There will be a $50.00 charge for Housing Maintenance to install your satellite system.

UTILITIES
For more information about our furniture rental program please review the information under the Utilities tab on the Contracts, Policies, and Information page.

WATER BEDS
If you intend to install a waterbed in your apartment, you must present evidence at check-in that you have waterbed liability protection in an amount of at least $50,000. Residents who bring water beds into University-owned housing facilities without presenting evidence of current insurance coverage will be required to remove the beds within three days or vacate the premises in accordance with provisions of the rental agreement.

WEAPONS/EXPLOSIVES
For more information please review the weapons/explosives section in your apartment contract.

SECTION II – CARE AND MAINTENANCE FOR APARTMENTS
ATTACHMENTS (SHELVES, ETC.)
No additional material/equipment may be attached to the interior or exterior of walls, ceilings or floors without the written approval of the Housing Manager. If approval is given, the material/equipment must be left with the unit at the termination of occupancy. The purpose of this practice is to avoid the installation and removal of items, which would eventually cause an unsightly appearance to the walls, ceilings, and floors.

**BALCONIES, DECKS, AND PATIOS**

You may not barbecue on decks or balconies or store propane operated grills. Motorcycles or other gasoline-powered vehicles cannot be stored on or near these areas. Residents are asked to refrain from using decks as storage areas, or from attaching clotheslines to exterior walls, posts, or frames. Couches and stuffed chairs may not be used or stored on decks or balconies.

Balconies and decks are not designed to support the weight of hot tubs or Jacuzzis, and should not be used for such purposes.

**CARPET AND FLOOR CARE**

Carpets should be vacuumed once weekly or more often, depending on spillage and the amount of soil carried in. Spillage should be cleaned up immediately to prevent staining. Water should not be allowed to stand on either carpets or vinyl floors. This will damage the floor covering, and repair costs will be charged to the residents. The vinyl floor should be cleaned and mopped regularly but does not require waxing. We advise against the use of acrylic floor finishers and waxes containing solvents, as improper use of these products causes serious maintenance problems.

**COUNTER TOPS**

Do not place hot cooking utensils onto the counter tops and do not use the counter tops as cutting surfaces. You will be charged for any damage caused by misuse.

**DRAPES**

Do not wash drapes since they may shrink. When draperies become soiled, the housing staff will see to the cleaning. Shower curtains should be washed as needed.

**ELECTRIC RANGES**
Wipe the range top with a damp cloth and a mild detergent, after each use. Wash the burner trays and top grates frequently. Remove the broiler pan from the compartment as soon as food has been cooked and wash it as you would any cooking utensil. Clean any boil over that occurs during baking by using a nylon pad and detergent once the oven has cooled.

Self-Cleaning Oven

Caution: Do not use any commercial oven cleaner, protective coating product, or foil in or around any part of the self-cleaning oven. The oven frame and door should be cleaned with a soap-filled steel wool pad before the self-cleaning process begins. To prevent smoke, wipe up excess grease or boil over on the oven bottom or reflector pans and remove the broiler pan, rack, and all other cooking utensils. Oven shelves may be cleaned by placing the shelves in the bottom and top positions in the oven.

Follow this procedure for self-cleaning:

1. Be sure the oven light is off. Put the switch on the door in the "up" position and raise the window shield. Push and hold the latch release button while sliding the latch to the far right position.
2. Turn the oven set to "clean."
3. Set the automatic oven timer to the number of hours needed to clean the oven (two to three hours is suggested).
4. The oven cleaning light will glow when all the steps have been set up properly and will stay on during the cleaning process.
5. After the lock light goes off, push and hold the latch button while sliding the latch to the far left position and open the oven door. Lower the window shield by pushing the handles inward and toward the bottom of the window.
6. Turn the oven set to "off."

**FURNITURE**

The surface of upholstered furnishings should be vacuumed whenever dusty or soiled. Clean under cushions, as well. Tables, desks, and chairs should be washed down if badly soiled, sticky, etc., in addition to regular dusting and buffing.
GARBAGE DISPOSAL OPERATION

Remove the drain stopper, turn the tap to a medium flow of cold water and keep it running. Scrape food wastes, table scraps, vegetable peelings, cobs, rinds, seeds, small bones, or coffee grounds into the sink. Flip the switch to "on" and the garbage will go through the disposal. Fibrous materials should be cut or broken up before being added. Large bones, husks and fruit pits can clog the disposal, and should be placed, instead, in the garbage along with bottles, cans, plastic, shells and feathers.

After the shredding stops, turn off the toggle switch and let the water run for about 15 seconds.

Never put lye or other chemical drain pipe cleaners into the disposal since they will cause serious corrosion.

Overload Reset Button. Your disposal motor is protected by an overload thermostat, which automatically shuts off the motor when it overheats. If this happens, wait at least one minute. Then push the red reset button at the bottom of your unit until it stays in an up position.

Should your disposal jam, turn the wall switch to "off" and make sure no foreign objects have fallen into the disposal. Flip the disposal wall switch on and off several times. If this fails, turn the switch off, and insert a long-handled screwdriver or broom handle until it touches the turntable. Push in one direction, then the other, until the turntable turns freely. Loud noises while your disposal is operating are usually caused by accidental entry of a metal or wooden object.

MAINTENANCE

If your apartment requires maintenance, you may call Housing Services Maintenance (335–1541). Excessive maintenance is eventually reflected in the rental rate; therefore, you are requested to reduce the number of maintenance calls. You will be charged for any repairs that are made due to your neglect or failure to follow directions or exercise normal care.

REFRIGERATORS

Frost accumulates on the freezer compartment and should be removed when it becomes 1/4 to 1/2 inch thick. Do not use a sharp–pointed or sharp–edged instrument, since this may damage the freezer liner, and you will be charged the cost of replacement. Freezers may be defrosted by turning the temperature control
to defrost, removing all food items from the refrigerator and freezer compartments and either allowing the unit to sit overnight or placing pans of hot water in the freezer to hasten the defrost process. Once the frost has melted into the chiller tray, dump the water and clean the tray. Wipe down the inside and outside of the freezer and refrigerator with hot soapy water.

**SHOWERS, TUBS AND SINKS**
Toilets, sinks, and tubs should be cleaned regularly to prevent buildup of yellow rings. To clean, use warm water and a liquid detergent. Scouring pads made of nylon, saran, or polyethylene not containing abrasives may be used. Do not pour grease or caustic chemicals down drains or allow hair or other refuse to clog the sink. Garbage, paper, or rags placed in the toilet bowl will cause stoppage of sewer lines under the building and sewage water to back up throughout the building. If it is necessary to provide service because of your negligence, misuse, or improper care of equipment, you must bear the cost. This includes clogged toilets and drains.

**SNOW AND ICE REMOVAL**
You are responsible for removing snow and ice from the steps of your unit to assure safety. University maintenance personnel will remove snow from the roofs of units as necessary.
It is expected that residents will cooperate by moving cars from parking lots and streets, upon request, for a designated period of time for snow removal

**STORMWATER**
WSU is committed to the health and wellbeing of our campus and environment. One area that WSU Pullman is working on to improve the environment is stormwater pollution prevention. To learn more about what you can do please read [this announcement](#).

**WALLS**
Residents are not permitted to paint their apartments. Walls in all University apartments are painted by Housing Services staff on a scheduled basis. If you feel that the walls in your apartment merit attention, please call the Housing Services Maintenance Office.
Please do not use tape of any kind to fasten pictures to the walls. Picture hooks or small brads may be used, but should be left in place when you move.
Painted walls should be washed with mild detergent and a sponge. Pay attention to those areas prone to excessive smudges or mars such as areas around light switches, behind furniture, and children’s rooms. Do not use strong household cleaners or abrasives on painted surfaces.

**WINDOWS AND STORM DOORS**

Broken windows will be replaced and the charge will be assessed against the occupants of the apartment in which the window was repaired. The only exceptions are breakage due to natural causes such as storms or earthquakes. Wash windows with a mild solution of sudsy ammonia in water.

**SECTION III – RECREATION CENTER**

A recreation center is located at Chinook Village. Recreation centers extend the living area for residents of the University apartment complexes. These areas provide:

1. quiet study areas away from the University apartments,
2. space for academically-related programs of residents, and
3. recreational space for residents.

**Use Limitations**

1. Residents of University apartments must sponsor any activity.
2. Use of University facilities must not obstruct or disrupt educational activities or freedom of movement or other lawful activities on the University campus (WAC 504-20-010).
3. University facilities may not be used by groups, including informal groups, which discriminate in their membership or limit participation in activities on the basis of sex, race, color or national origin.
5. Recreation centers may be reserved for political campaigning by or for candidates who have filed for public office when sponsored by a resident who is a member of a recognized student organization.

**Who Can Use the Recreation Center**
1. Residents of University apartments may use recreation centers based on the following priorities:
   1. A resident may reserve a center for himself or herself and other residents.
   2. The Housing Services staff may reserve a center for residents or staff.
   3. A resident may reserve a center for himself or herself and for a group of non-residents.

2. Groups wishing to use the facility on a consecutive basis must wait until after the first session to sign up for the third session, and after the second for the fourth, etc.

3. Any request for a Friday or Saturday evening must follow specific Party procedures. These guidelines can be obtained from Housing Services or from the Apartment Coordinator with whom you make your party reservation.

How to Make a Reservation

Only apartment residents are allowed to make reservations for meetings or parties. Please contact the apartment coordinator for the apartment complex in which the recreation center is located; Chinook's is Chinooknorth.AC@wsu.edu. Please include your name, ID number, your apartment complex/number, and the days and times of the reservation request. Requests must be made at least 3 business days in advance.

Recreation Center Use Regulations

Following are the rules and regulations for the use of the Recreation Center at Chinook:

1. Individuals who reserve the Recreation Center are financially responsible for damage or loss of WSU property that occurs during their use of the facility.

2. After using the facilities, clean as follows:
   - Vacuum the carpet and all furniture
   - Return furniture to its original place
   - Wipe counters and tables clean
   - Return restrooms to a clean and orderly condition
• Remove trash to the outdoor containers
• Pick up litter from the grounds around the building

3. Individuals who reserve the Recreation Center are responsible to see that the premises are secure when the function is over. Close drapes and/or blinds, turn off lights, lock windows and doors and be sure the heat is set at 60°F.

4. Neither WSU nor Housing Services is responsible for loss or theft of any personal property of those using the Recreation Center.

Party Procedures
People holding parties in recreation facilities must follow these procedures. If alcohol is to be served or allowed, please note the additional guidelines on the following page.

1. Functions held on evenings that precede regularly scheduled class days must follow special rules as outlined by the Apartment Coordinator. No parties may be held during the period of time that begins with the Sunday preceding Dead Week and ends with last day of Finals week.

2. All parties must be registered and have specific approval three days in advance from the Apartment Coordinator of the complex.

3. All parties must end by 12:30 a.m.

4. The maximum number of guests is 75.

5. Person(s) signing the party form must be present during the duration of the party.

6. The Apartment Coordinator in the area in which the party is being held will terminate the party immediately if there are any violations of rules or if the party is disruptive.

7. Any unusual incident that may occur such as personal injury, severe illness, fighting, etc., must be reported to the Apartment Coordinator with a follow-up copy to the Housing Manager in writing by persons supervising the function. Time, situation, circumstances, names and addresses of persons involved must be included in the report. (This is for the protection of those signing the party registration form.)
8. Damages or clean-up charges will be charged to the tenant renting the rec center.

9. The sponsor will be responsible for monitoring noise and keeping it at a reasonable level.

10. The sponsor is responsible for the actions of all the guests on the premises.

11. Both the police and an Apartment Coordinator will stop by during the course of the night to monitor the party.

12. The sponsor must pay for the entire function. This may be through the individual's money or by collecting funds from members or guests in advance. (The sale of alcohol is prohibited within Housing Services facilities.) No charge may be collected at the door for any reason.

Additional guidelines to follow where alcohol is served or allowed:

1. Alcohol is defined to include beer, wine and spirits.

2. Washington State law prohibits persons who are serving alcoholic beverages in the capacity of a bartender from serving persons who are intoxicated. In situations where alcohol is served to a person who is already intoxicated and that person subsequently injures himself or herself or another person as a result of his or her intoxication, it is possible that the persons serving the alcohol to the person could be held responsible. Bartenders should know how to handle persons who become intoxicated. Party organizers have the responsibility for behavior at the party and should be asked to intervene in cases where problems of intoxication arise.

3. Names of individuals invited must be provided as a part of the party registration.

4. Parties may not be publicized except by personal invitation to people known by the party sponsor.

5. The sponsor is responsible for insuring that alcohol is not made available to minors, that minors do not consume alcohol, and that alcohol is not carried from the building.
6. Because University policy follows State law, violations of these procedures or disruptive conduct resulting from the use of alcohol may be dealt with by civil authorities, University authorities, or both. Individuals at the function as well as the sponsor will be held responsible for their actions.

Should you have further questions, please consult your Apartment Coordinator. 

Washington State University subscribes to the principles and laws of the state of Washington and the federal government, including applicable Executive Orders, pertaining to civil rights, equal opportunity, and affirmative action. Washington State University policy prohibits discrimination on the basis of race, sex, including sexual harassment, religion, age, color, creed, national or ethnic origin, physical, mental, or sensory disability, marital status, sexual orientation, and status as a Vietnam-era or disabled veteran in the recruitment and admission of students, the recruitment, employment, and retention of faculty and staff, and the operation of all University programs, activities, and services. Evidence of practices that are inconsistent with this policy should be reported to the Director, Office for Equal Opportunity, 225 French Administration Building, Pullman, WA 99164–1022