



Washington State University Family Graduate Apartment Handbook

UPDATED 2025

Housing and Residence Life Office Hours

All offices listed below operate from 8:00am to 5:00pm, Monday – Friday; except University Holidays

- Housing and Residence Life
 - 509-335-4577
- Housing and Dining Financial Services
 - 509-335-8625
- Auxiliary Facilities Services
 - 509-335-1541

Apartment Coordinators

To better facilitate communication and programming, Housing and Residence Life staffs each apartment complex with an Apartment Coordinator (AC). The AC acts as a liaison between the residents and Housing and Residence Life in matters affecting the livability and use of the facilities and is responsible for the general welfare of the residents living in the complex. The AC assists the residents and Housing and Residence Life in preventing unauthorized, illegal or improper use of the facilities. The ACs are also responsible for planning a variety of community building events throughout the year, such as barbecues, holiday celebrations and other activities based on the needs of the community.

Residents of university-operated apartments should feel free at any time to contact the AC living in their area with concerns or questions regarding physical facilities, community living and services offered by WSU. If residents are unable to contact their AC they can call any complex AC for assistance.

Complex	Apt.	Phone	Email
Chief Joseph	D-4	335-4400	chiefjoseph.ac@wsu.edu
Chinook (south) P-Z	P-70	335-2148	chinooksouth.ac@wsu.edu
Chinook (north) A-N	D-22	335-2506	chinooknorth.ac@wsu.edu
Columbia	H-23	335-2286	columbia.ac@wsu.edu
Kamiak	H-2	335-2749	kamiak.ac@wsu.edu
Nez Perce	M-51	335-2145	nezperce.ac@wsu.edu
Steptoe (East) a-f, k-p	M-101	335-3074	steptoeeast.ac@wsu.edu
Steptoe (West) g-j, q-x	S-103	335-7734	steptoewest.ac@wsu.edu
Terrace	407	335-7652	terrace.ac@wsu.edu
Valley Crest	B-9	335-2179	valleycrest.ac@wsu.edu
Yakama	703	335-0646	yakama.ac@wsu.edu

Alcohol and Drugs

Residents who are at least 21 years of age may consume alcohol within private apartments. Alcohol may not be consumed in common areas. This

includes all outdoor areas (parking lot, sidewalks, stairwells, lawns, etc.).

Use, possession, manufacture or distribution of cannabis, narcotics or other controlled substances and possession of drug paraphernalia is prohibited for all individuals on campus (including WSU apartments), regardless of age, except as permitted by federal, state and local law. If illegal drugs (including cannabis) are present, our community expects all students leave the location immediately and/or report the situation to appropriate staff.

Balconies, Decks and Patios

Residents are asked to refrain from using decks as storage areas or attaching clothesline to exterior walls, posts or frames. Couches and stuffed chairs may not be used or stored on decks or balconies.

Residents may not use barbecue on decks or balconies or within 15 feet of combustible materials. Propane or propane operated grills may not be stored on decks or balconies.

Bicycles

Please only secure your bicycles to the provided bicycle racks in your complex. Bicycles may not be attached to stairwell or other railings. The university is not responsible for theft or damage of bicycles.

Children

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

- Children should not climb on trees, roofs, dumpsters, etc.
- Threatening actions, inappropriate language and fighting are not acceptable.
- Children should not play in or on automobiles, roadways or parking lots.
- All types of outdoor wading/swimming pools must be drained if not attended by an adult at all times.
- Toys should be picked up and moved out of walkways and bikes should be parked in appropriate areas.
- Noise levels should be monitored as others may be trying to sleep, relax or study.

- Children are not allowed to play outside after 9pm.

Playgrounds

For the safety and wellbeing 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.

- Children under the age of 5 must be accompanied by an adult on the playground or while outdoors.
- Toys brought into the playground area must not be dangerous to children and need to be removed when leaving.

Cold Weather Precautions

Do not turn the heat off in your unit. Sufficient heat must be maintained through the night and during periods of absence to prevent the interior temperature from dropping below 60 degrees Fahrenheit.

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 negligence, the necessary thawing and repair costs will be charged to occupants.

Courtesy and Quiet Hours

Residents can expect to hear normal noise from people walking, children playing, furniture being moved, and perhaps television or radio between 8am and 10pm. Outside of these hours, reasonable quiet for studying and sleeping is expected. 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 AC for help. The AC will assess the noise, and if necessary, speak to the resident(s). Noise problems of an unresolved or severe nature may result in the termination of the apartment agreement.

Emergency Procedures

Domestic Disturbance

If you witness or suspect a domestic disturbance, please report to the WSU Police Department by calling 911.

Fire

In case of fire, residents should immediately evacuate their apartment and call 911. Be sure to give the dispatcher your name, location from which you are calling and location of the fire. You should also contact a staff member by calling your AC or the Housing and Residence Life office at 509-335-4577.

Maintenance Emergencies

A maintenance emergency involves any situation (other than fire) that presents an immediate risk of harm to life, health or property. Examples of maintenance emergencies include broken water pipes, electrical outages or inoperable toilets. Residents should report maintenance emergencies by calling 509-335-1541.

Fire Safety and Life Safety Systems

Smoke Detectors

Units are equipped with battery-operated smoke alarms. Occupants should check detectors each month and report any issues to Auxiliary Facilities Services at 509-335-1541 as soon as possible. Extra batteries are available from your AC.

Fire Extinguishers

Fire extinguishers must only be used for emergency purposes. Unauthorized tampering or use of a fire extinguisher will result in conduct action. Expended fire extinguishers must be report to Auxiliary Facilities Services at 509-335-1541 for replacement.

Fire Sprinklers

Please note that hanging or attaching items to sprinkler heads, cages surrounding sprinkler heads or pipe work is prohibited. Doing so may cause the system to fail during a fire or activate unexpectedly causing significant damage to personal property. Damage caused by misuse of sprinkler heads, cages surrounding sprinkler heads or pipe work will be charged to the occupants of the apartment.

Garbage and Recycling

Garbage and recycling collection is included in the licensing fees. Please use the dumpsters and recycling bins located throughout your area for the deposit of all garbage and recycling. Dumpsters will be emptied weekly by a local sanitation service.

Garden Areas

Housing and Residence Life has set aside specific areas for residents to have a garden. This is the only area that residents can plant vegetables and flowers. If interested in a garden plot, please contact your Apartment Coordinator for information. Residents may be asked to pay a fee to cover the tilling of the garden area. Residents are responsible for supplying their own tools and hoses.

Inventory Forms

When moving into your unit, you will find an inventory sheet if your apartment has just been cleaned. Please take the time to check the inventory against the actual condition of your unit. Make any changes on the inventory sheet and return it to the Housing and Residence Life Office within one week of your move in. If you are moving into a unit that is already occupied, please check the unit for damages and submit them to housing.apartments@wsu.edu within one week of occupying the unit.

Laundry

Centrally-located laundry rooms with washers and dryers are provided in each area and are included in the licensing fees.

Please report out of order machines to Auxiliary Facilities Services (509-335-1541). 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 and cannot impede stairwells.

Lawns and Grounds

Auxiliary Facilities Services personnel maintain the lawn and grounds in all University Apartment Complexes. Do not use the grounds in such a way as

to cause damage. The only acceptable place to plant flowers or vegetables is in small planter boxes on your porch or in front of the apartment with the approval of your AC. All residents are responsible for keeping all trash picked up within the complex. 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. Please advise moving van and delivery truck drivers not to drive their trucks on the sidewalks and lawns. If such damage occurs, please advise Housing and Residence Life of the name of the company and date of the occurrence so that follow-up can take place; otherwise, the resident on the licensing agreement for the apartment will be charged.

Lock-outs and Keys

If you lock yourself out of your apartment during business hours (8am-5pm, Monday-Friday), you may go to the Housing and Residence Life office, located in Streit Perham Hall, and check out an additional key to be returned by 5pm on the same day. Those who do not return checked out keys will be charged for the cost of a lock change (\$75). If you lock yourself out during non-business hours, you may contact your AC for assistance.

For safety and security, Housing and Residence Life, Police and Fire personnel must be able to key in to all units with master keys. Additional locks on interior doors found will be removed by Auxiliary Facilities Services. Repairs needed due to removal of locks will be charged to the resident(s).

Residents will be charged a fee for any lost keys; \$75 for door key, \$30 for mailbox key and \$20 for laundry room key. Lost keys present a security concern and should be reported immediately.

Mail Services

Carriers from the Pullman USPS office deliver mail to the mailbox of each apartment.

Mailboxes can be found in the following locations:

- Kamiak – located on street side of F building
- Steptoe – located near B, F & R buildings
- Terrace – located near end of 200 and 500 buildings
- Valley Crest – located near end of A building

- Yakama – located in front of A & H buildings and in front of laundry rooms in E & L buildings

Maintenance Requests

Maintenance problems or concerns should be directed to Auxiliary Facilities Services at 509-335-1541. Residents will be charged for any repairs that are made due to neglect or failure to follow directions or routine cleaning/care within unit.

Moving Out

Notice of Termination

Residents needing to move out prior to the completion of their contract will need to submit a Notice of Termination through their housing contract. An online 90-day minimum notice of termination of the apartment agreement is required. Failure to provide notice of termination 90 days in advance will result in a penalty equal to licensing fees for 90 days from the date Housing and Residence Life receives the online notice of termination.

Cleaning Guidelines

Please visit [Checkout Information](#) website for up to date guidelines on cleaning of unit before check out.

Returning Keys

All keys must be returned to the Housing and Residence Life Office located in Streit Perham hall on the date of check out. After hours, keys may be placed in the key box outside of the Housing and Residence Life Office entrance. Failure to return all keys at this time will result in lock change charges.

Charges for Cleaning and Damages

If resident is present in unit at time of check out, damage or cleaning charges may be reviewed with Housing staff. Damage and cleaning charges will be deducted from your damage deposit. If resident is not present for check out, the findings of Housing staff will prevail.

Abandoned Items

Housing and Residence Life will remove any personal property left on the premises by an occupant after the occupant vacates. Property left on the premises with an estimated value of less than \$100 will be thrown away, recycled or donated. Due to health and pest concerns, mattresses will be disposed of regardless of value. Property with an estimated value

of \$100 or greater, will be documented and impounded. Please refer to the [Family/Graduate Agreement](#) for further information on abandoned items process.

Change of Address

When you vacate your unit, be sure to file a forwarding address with the US Post Office at least three weeks prior to your move (USPS.com/move). The University does not forward mail delivered to University-operated apartments or issue keys to former occupants for purposes of mail retrieval.

Licensing Fee Adjustments

Your licensing fees will be adjusted for the date you actually vacate after your keys are returned. The full licensing fee will be charged for the month you will be leaving.

Parking

Lots

Parking spaces normally exist near your apartment complex for one car; however, available is not guaranteed. In some complexes, space is available for a second car, small trailer, boat or small RV in overflow parking areas.

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.

Permits

You must apply for parking permits from WSU Transportation Services (transportation.wsu.edu) each fall and throughout the year on an as-needed basis. Permits are electronic and are valid for one academic year. The apartment permit does not replace the commuter permit required for on-campus parking and authorizes parking only in the lot(s) serving the complex where you live. Moped, motorcycles, cars and other vehicles without appropriate permits parked in complex lots will be ticketed by WSU Transportation Services.

Visitor parking permits for apartment complex lots are available on your transportation account listed as "Apartment Guest" and are valid for up to 3 days.

Personal Property Insurance

Housing and Residence Life strongly recommends that you obtain Renter's Insurance covering your

personal possessions. Housing and Residence Life is not liable for damage due to fire, water, burglary, vandalism, theft or other causes.

Pets

No pets of any kind, including but not limited to animals, birds or reptiles may be kept, fed or harbored on or about the apartment premises. Fish and trained service animals, service animals in training or animals approved as an emotional support animal are the only exception to this policy. Requests for emotional support animals in university housing are reviewed and approved by the [WSU Access Center](#).

Beginning summer 2021, WSU Housing and Residence Life transitioned their pet program to allow for pets in Yakama Village. All units in Yakama Village (except furnished studios) are pet-friendly. For more information please review the [WSU Housing Pet Policy](#).

Recreation Center

There are two recreation centers located in Chinook and Yakama Villages. These spaces can be used by current residents of university apartments. If you are interested in using one of the recreation centers, please email chinooknorth.ac@wsu or yakama.ac@wsu.edu. Please include your name, apartment complex and unit number, WSU ID number and phone number.

Smoking and Tobacco Use

Smoking or the use of any tobacco, nicotine or cannabis product is prohibited on campus. This includes but is not limited to, the possession and/or use of cigarettes, cigars, pipes, hookah, all forms of smokeless tobacco, electronic cigarettes, nicotine inhalers, clove cigarettes and other alternative products made primarily with or from tobacco. Smokers must comply with [SPPM 6.10](#) and [WAC 504-38](#) and any WSU regulations regarding tobacco and nicotine use.

Storage

A storage area for each unit is available. If you have difficulty locating your storage area, please contact your Apartment Coordinator. Residents are

responsible for supplying their own locks (except in Valley Crest).

Storage Area Locations:

- Kamiak – storage locker in or next to A, B, D, F, G, I, K & L laundry rooms
- Steptoe – storage locking in B, F, L & R buildings
- Terrace – storage locker in or next to 100, 200, 300, 400, 500 & 600 laundry rooms
- Valley Crest – storage closet off of the dining room
- Yakama – storage shed on the deck area of each unit (except studios)

Personal belongings may not be stored next to buildings, on lawns or in stairwells. Residents store their belongings at their own risk. The University does not accept responsibility for any lost, damaged or stolen items.

Summer Storage

Please visit the [WSU Family/Graduate Apartments Storage Agreement](#) for additional information.

Transfers

An application to transfer to another apartment may be granted if space exists. A transfer application must be completed and filed online through your housing application prior to consideration for a transfer. Please note that there is a fee for each fully completed transfer.

Transferring residents possess the keys to both the current and new unit. Transfer must be completed in a timely manner. Residents who do not complete the transfer within 3 days are subject to licensing fees for both units.

Unit Care

Pest control

If you find bugs or rodents in your apartment, please call Auxiliary Facility Services at 509-335-1541

WSU reserves the right to treat your apartment if the University Environmental Health and Safety office has determined that a problem requiring treatment exists within a building or complex.

Residents will be notified in advance and a date will be scheduled for the work. Residents will be notified

of preparations to be made before treatment. If residents do not complete the preparations before the scheduled treatment takes place, the cost of the work will be charged to the residents.

Plumbing

To prevent plumbing issues, please do not flush anything other than toilet paper. Residents will pay for the costs of opening and repairing plumbing and other repairs that arise due to clogging or stoppage by any material, substance or object placed in the plumbing

Carpet and Floor Care

Floors should be cleaned regularly, including vacuuming carpets and mopping of floors. Water should not be allowed to stand on flooring as this will cause damage to them. Please do not use acrylic floor finishers and waxes containing solvents, as improper use of these products will cause damage.

Countertops

Please do not place hot utensils or pans on the countertop or use countertop as a cutting surface. This will cause damage to the countertop that you may be charged for.

Furniture

Provided furniture should be cleaned regularly, including vacuuming of upholstered furnishings and dusting/wiping down of tables, desks and chairs. Residents will be charged for damage to provided furniture beyond what is deemed normal wear and tear.

Showers, Sinks, Toilets and Tubs

Showers, sinks, toilets and tubs should be cleaned regularly to prevent hard water buildup, yellow rings and mildew. Please follow all product label directions and precautions when using any chemical for cleaning. 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 items to clog the sinks.

Snow and Ice Removal

Occupants are responsible for removing snow and ice from the steps of their unit to assure safety. Snow shovels are available in either the unit or nearby laundry room. University maintenance personnel will remove snow from the rooms of units as necessary.

Walls

Residents are not permitted to paint their apartments. Walls should be washed with a mild detergent and sponge. Do not use strong household cleaners or abrasives on painted surfaces.

Please do not use tape of any kind to fasten pictures to the walls. Picture hooks or small brad nails may be used, but should be left in place when you move.

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.

Utilities

Please visit [Utilities](#) page for most up to date information.

Electricity

You must have an active Avista account for your apartment upon move in (with the exception of Chief Joseph, where electricity is included). If you do not have one set up you will need to contact Avista at 1-800-227-9187 or myavista.com and open an account immediately. If you do not have a social security number, please have your passport number available for identity verification. Residents are responsible for contacting Avista to discontinue service upon move out.

Internet

Wired and wireless access is available to you in your unit. To access WSU Resnet, log in with your WSU network ID and password. Visit rta.wsu.edu for info on connecting your devices or to submit a service request if you are having difficulties with your device. You can also call 509-335-1586 and leave a message requesting assistance.

Television

SpectrumU streaming television is provided in each apartment complex. For channel listing and more information, please visit <https://tv.wsu.edu/>

Campus and Community Resources

Academic Success and Career Center (ASCC)

Email: ascc@wsu.edu

Phone: 509-335-6000

Location: Lighty Student Services, Room 160

<https://ascc.wsu.edu/>

Access Center

Email: Access.Center@wsu.edu

Phone: 509-335-3417

Location: Washington Building, 2nd Floor

<https://accesscenter.wsu.edu/>

Alternatives to Violence of the Palouse (ATVP)

Email: home@atvp.org

Phone: 509-332-4357

Location: Women*s Center WSU Campus – Wilson Short 8

<https://atvp.org/>

Child Care Aware of Eastern Washington

Email: ccrr@wsu.edu

Phone: 509-335-7625

<https://ccrr.wsu.edu/>

Community Action Center (CAC)

Email: cac@cacwhitman.org

Phone: 509-334-9147

Location: 350 SE Fairmont Rd.

<https://www.cacwhitman.org/>

Cougar Food Pantry

Email: cougar.pantry@wsu.edu

Phone: 509-335-0046

Location: Compton Union Building, Ground Floor

<https://cce.wsu.edu/resources/student-resources/cougar-food-pantry/>

Cougar Health Services

Email: cougarhealth@wsu.edu

Phone: 509-335-3575

Location: Washington Building

<https://cougarhealth.wsu.edu/home/>

Counseling and Psychological Services (CAPS)

Email: counseling@wsu.edu

Phone: 509-335-4511

After-Hours Crisis Counseling Services: 509-335-2159

Location: Washington Building, 3rd floor

<https://cougarhealth.wsu.edu/counseling/>

International Programs

Email: ip.admin@wsu.edu

Phone: 509-335-2541

Location: Bryan Hall, Room 301

<https://ip.wsu.edu/>

Multicultural Student Support Services

Email: mss@wsu.edu

Phone: 509-335-7852

Location: Compton Union Building, 4th Floor

<https://communities.wsu.edu/multicultural-student-services/>

Pullman Transit

[https://www.pullman-](https://www.pullman-wa.gov/services/transit/index.php)

[wa.gov/services/transit/index.php](https://www.pullman-wa.gov/services/transit/index.php)

Office of the Dean of Students/Student Care Network

Email: deanofstudents@wsu.edu

Phone: 509-335-5757

Location: French Administration Building, Room 122

<https://deanofstudents.wsu.edu/home/>

Office of the University Ombuds

Email: ombuds@wsu.edu

Phone: 509-335-1195

Location: French Administration, Room 134

<https://ombuds.wsu.edu/>

Office of the Registrar

Phone: 509-335-5346

Location: French Administration, Room 346

<https://registrar.wsu.edu/>

Pullman Parks & Recreation

Phone: 509-334-4555

[https://www.pullman-](https://www.pullman-wa.gov/services/parks_recreation/index.php)

[wa.gov/services/parks_recreation/index.php](https://www.pullman-wa.gov/services/parks_recreation/index.php)

Pullman Public Schools

Phone: 509-332-3581

<https://www.pullmanschools.org/>

Additional Community Resources:

<https://www.pullmanschools.org/cms/One.aspx?portalId=7763840&pageId=9315447>

Pullman Regional Hospital

Phone: 509-332-2541

Location: 835 SE Bishop Blvd.

<https://www.pullmanregional.org/>

Student Financial Services

<https://forms.financialaid.wsu.edu/onlineforms/contact>

Phone: 509-335-9711

Location: Lighty Student Services, Room 380

<https://financialaid.wsu.edu/home/>

WSU Children's Center

Email: childrens.center@wsu.edu

Phone: 509-335-8847

<https://eveningcare.childrenscenter.wsu.edu/>

WSU Police

Emergency: 911

Email: police@wsu.edu

Non-Emergency Phone: 509-335-8548

Location: 2201 East Grimes Way

<https://police.wsu.edu/>

WSU Veterans and Military Affiliated Students Services (VMAS)

Email: veterans@wsu.edu

Phone: 509-335-1234

Location: Holland Library, Room 120

<https://va.wsu.edu/>

WSU Women*s Center

Email: womens.center@wsu.edu

Location: Wilson Short 8

<https://women.wsu.edu/>