

# Graduate and Family Housing Handbook

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# **Important Phone Numbers**

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## **University Housing & Dining Services**

(309) 298-3000

## **Office of Public Safety**

(309) 298-1949

## **Parking Services**

(309) 298-1921

## **Poison Control**

(800) 222-1222

## **Emergency**

911

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# UHDS Mission Statement

## Mission Statement

The mission of University Housing and Dining Services (UHDS) is to provide safe, clean, and well-maintained facilities; a creative, flexible dining program; and residence hall and apartment environments that are stimulating and supportive of the academic mission of the university at the most competitive price possible.

## Safety

Safety is our first priority for customers and staff. Students, staff, and other customers feel safe because we provide policies and procedures focused on this basic need. As staff we make efforts to create environments that allow students to feel both physically safe and emotionally safe as they take risks in their own personal development.

## Community

Community is our second priority in residence life. Our goal is to create environments where everyone is welcome. Success is a likely outcome when students engage in their environments. We facilitate community through orientation programs, socials, community meetings, special living options, group dining opportunities, community service projects, and informal faculty interaction.

## Learning

Learning, our third priority, is encompassed in all aspects of the University community. The residence hall and apartment environments support the academic goals of our students by providing opportunities to address important issues, try new ideas, and find meaning in the everyday choices they make. The residence hall staff provide educational programs, opportunities to interact with faculty, and informative bulletin boards. We also provide state-of-the-art computer labs and classes which are held right in the residence halls.

## Service

Efficiency is our fourth priority. It is important that we challenge ourselves to find more efficient ways to provide a quality housing experience. With that in mind, we listen and respond to student feedback, to the results of environmental and satisfaction surveys, and to informal ideas raised by our customers.

# Apartment Information

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## University Village

Built in 1957, University Village has thirty one-bedroom apartments and one handicapped-accessible apartment in three single-story, low-rise buildings located on the southeast corner of campus on Pierce Street.

## Westbrook House

Built in 1995, Westbrook House and acquired by WIU in 2005, Westbrook house has 16 two-bedroom apartments in a three-story traditional house. The Westbrook house is located 2 blocks to the west of campus.

## Utilities

All apartments are provided with an electric stove and refrigerator, air-conditioning/heating units, garbage disposal units, drapes/blinds, and an Internet access connection. All utility costs are included in the rental rate. Basic cable service is provided at no cost to residents. University Village apartments have carpeting provided.

# Graduate & Family Housing Staff

## Director of Residential Facilities

The Director of Residential Facilities, a member of the UHDS central staff, oversees GFH operations and supervises the Resident Managers and GFH clerk. The Director of Facilities can be contacted through the University Housing Office.

## GFH Clerk

The GFH clerk is responsible for the day-to-day communication with residents, university departments, and prospective residents pertaining to assignments, leases, and billing. The GFH clerk can be found in the UHDS Office in Seal Hall.

## Assistant Complex Director (ACD)

The ACD is a full-time graduate student who lives in the GFH community. He or she supervises the Building Managers, is responsible for the custodians, advises the respective Village Community Councils, and is responsible for the overall community provided in GFH. The ACD holds office hours and also provides duty coverage.

## Building Managers

Building Managers are full-time students who are responsible for the supervision of the GFH custodians. They receive service requests and feedback, check residents in and out, and work with the Village Community Councils. The Building Managers hold office hours and also provide duty coverage.

## Building Service Workers

Building Service Workers are full-time staff members who report directly to Facilities Management. They are responsible for general building maintenance of the village public areas, including laundry rooms, walkways, external lighting, and grounds.

# Contract Information & Assignment Policies

## Eligibility

To be eligible for GFH, at least one person living in the apartment must be a full-time student enrolled in both fall and spring classes.

Married/domestic partners, married/domestic partners with one child, single graduate students, single parents of one child, veterans, and nontraditional students who are at least 24 years old are all eligible to apply to live in GFH.

## Students with Children

One-bedroom apartments are limited to married and single parents with one child.

If a married/domestic partner student couple separates or divorces during the lease period, the registered student may keep the apartment, provided he or she meets GFH eligibility requirements. If both are registered students, every effort will be made to find other campus accommodations for the student moving from the apartment.

All requests for exception to eligibility policies must be in writing and will be considered on an individual basis with documentation.

## Deposit and Refund

A \$100 housing deposit is required with each application. Half of the deposit is not refundable. However, if residents change their check out dates more than one time, the entire housing deposit is forfeited. If residents do not follow the policies set forth by University Housing and Dining Services, the entire housing deposit is forfeited.

## Assignments

Married/domestic partners with a child and single parents with a child are assigned first, followed by single graduate students and nontraditional students. Married/domestic partner applicants whose partners will not be residing in the apartment are considered to be single graduate or nontraditional applicants for assignment purposes.

Every attempt is made to honor the applicant's first choice of apartment type and location; however, this cannot be guaranteed. If an apartment is not accepted by the date indicated, the refundable portion of the deposit is forfeited. If the student wishes to apply for apartment housing in the future, a new application and deposit will be needed.

Applicants who do not accept their assignments by the date indicated in their assignment letters forfeit their deposits.

## Lease Dates

Lease dates are determined by the current academic year calendar. Summer residence is reserved for current or future GFH residents who are registered for the following fall semester. Please see your lease for specific lease dates.

## Intent to Vacate

Residents planning to vacate are required to complete an Intent to Vacate form in the University Housing Office by the intent to vacate deadline or thirty (30) days in advance of moving, whichever comes first. Failure to file the Intent to Vacate form by the specified date may result in a forfeiture of deposit and a fee of \$25 for improper check-out being assessed.

## Occupancy

Per the Terms and Conditions of the lease, residents agree that the apartment will be occupied only by individuals listed on the lease and/or on-line renewal form. If additional persons are found living in the apartment, the resident may be asked to vacate the apartment, with rent liability continuing until the apartment can be reassigned. If a roommate leaves, the resident left in the apartment will assume responsibility for the entire rent liability. It is also agreed that the apartment will be occupied for the full term of the lease unless the University Housing Office has received written approval. Occupancy by two single graduate or nontraditional students is limited to members of the same sex.

Residents are permitted to remain in GFH as long as they meet academic and other eligibility requirements and comply with the rules and regulations of apartment housing.

## Termination

By the resident – If a resident wishes to terminate the lease at any time during the lease period, a request to be released from the contract must be filed. At the University's discretion, residents may be held responsible for rent until the apartment can be reassigned.

Upon verification of graduation or withdrawal, lessees are liable for rent until the move-out date. An Intent to Vacate form must be filed with the University Housing Office 30 days prior to the move out date.

By the University – The University reserves the right to terminate the rental agreement of any resident if any of the following occur:

- Information provided to the University has been determined to be false.
- Eligibility or academic requirements are not met.
- Admission or re-admission is denied.
- The resident is academically dismissed or voluntarily withdraws from school.

- Rent or tuition payments are not up-to-date.
- The resident, a member of the family, or a guest violates the rules and regulations of the lease's Terms and Conditions or the University's Code of Student Conduct.

## Insurance

Personal property is not covered under University insurance. It is strongly suggested that residents have personal property insurance/renter's insurance. Personal effects, valuables, or other property left in storage rooms are the responsibility of the resident. Personal effects left in storage rooms or apartments and not claimed within 60 days after the resident vacates are considered abandoned property and may be disposed of at the discretion of the University.

## Check-In Procedures

When a new resident arrives per the scheduled check-in date and time, the Building Manager will meet the resident at the apartment. The Building Manager checks the resident into the apartment, issues keys, and answers any questions. The Building Manager and resident also sign the inspection sheet, agreeing to the status and condition of the apartment.

The apartment inspection sheet is used to determine damage, loss, or cleaning charges assessed during check-out. Residents are responsible for the care and upkeep of the apartment, including all University property and furniture. All damages and repairs will be billed to the resident's account according to the assessment noted on the inspection sheet. Charges are assessed based on each individual incident for items damaged beyond normal wear and tear (e.g., holes in walls; damage to walls, wood, and metal surfaces; and repairs and replacements).

Driving on University lawns to aid move-in and move-out is not permitted. Any repair of damage due to driving on the lawn will be billed to the resident.

## Payment

All housing financials—including rent—will be assessed to the student's university account. Payments may be made in person at the Billing and Receivables Office (Sherman Hall) or to University Union Service Center. The due date for rent payments is indicated on billing notices. A finance charge on any unpaid balance will be assessed. Delinquent rent also results in an encumbrance being placed on University records and the inability to register for the following academic term until the encumbrance has been lifted.

Residents are expected to pay rent each semester by the due date or eviction procedures may result. Any inability to pay rent on time should be reported to the Billing and Receivables Office. Delinquent accounts of vacated residents will be given to a bill-collecting agency. Any costs incurred from the collection agency will be billed to the vacated resident.

## Transfers

Residents wishing to move to another apartment during the lease period will be charged a lease change fee of \$25. The University Housing Office may grant exceptions for special circumstances. Written appeals must be submitted to the Director of Residential Facilities.

## Check-Out Procedures

Vacating residents are responsible for making check-out arrangements through the University Housing Office. The official check-out guidelines are as follows:

- Complete an Intent to Vacate form in the University Housing Office by the intent to vacate deadline or 30 days in advance of moving, whichever comes first.
- The Intent to Vacate form will also ask you to schedule an appointment to check-out. If there is a change in the appointment time, the resident must contact the University Housing Office. If the check-out appointment is changed less than one week prior to the check-out time, an improper check-out fee may be assessed by the GFH office.
- The resident must move all belongings from storage before the check-out time, if applicable.
- The resident and Building Manager will inspect the apartment for cleanliness and damages, noting any charges on the apartment inspection sheet. The resident and the Building Manager sign the check-out form and the resident turns in all keys. If the resident is not present during check-out, the deposit is forfeited and an improper check-out fee may be assessed.
- Cleaning charges will be assessed for excessive cleaning based on current hourly rates, with a minimum of one hour being charged.

Vacating residents are responsible for filing a forwarding address card in the Registrar's Office, Sherman Hall. They are also encouraged to fill out a Change of Address form in the U.S. Post Office. The GFH deposit will be applied to any outstanding balance on the resident's University account. Any unused balance will be refunded to the resident.

# Standards of Student Conduct

## Good Neighbor Policy

Apartment living requires that all residents consider the rights and privileges of their neighbors. It is our expectation that residents attempt to appropriately and peaceably resolve all conflicts and concerns with fellow residents. If this is not possible, a GFH staff member is available to assist you.

## WIU Code of Student Conduct

Western Illinois University strives to maintain a community which values academic excellence; institutional integrity; and justice, equity, and diversity. Such an environment is essential in fostering the intellectual growth and personal development of all students. Each member of the University shares responsibility in maintaining conditions that support the University's purpose. The Code of Student Conduct is designed to provide basic guidelines to advance the educational mission of the University.

As citizens of the larger community in which the University is located, students retain the rights and responsibilities common to all citizens; affiliation with the University does not diminish the rights or responsibilities held by a student or any other community member as a citizen of the state, the nation, or the world. Students are subject to the behavioral prescriptions promulgated by each of these entities. Therefore, the University as well as civil authorities have jurisdiction over violations of law that occur on University property.

A student voluntarily joins the University community and thereby assumes the obligation of abiding by the standards prescribed in the Code of Student Conduct. The University, through the Office of the Vice President for Student Services, maintains the exclusive authority to impose sanctions for behaviors that violate the Code of Student Conduct.

All GFH residents will have access to the Code of Student Conduct online and are expected to abide by the policies and procedures outlined within the code as well as the policies outlined in this handbook.

## Behavioral Complaints

Any student or staff member may refer a student suspected of violating the Code of Student Conduct. Persons initiating such referrals are required to provide information in writing pertinent to the allegation including names, date/time of incident, as well as a detailed account. Persons who file complaints will normally be expected to appear at a judicial hearing related to the matter.

If an alleged violation takes place in or near GFH facilities, the complaint may be filed with the ACD or GFH staff member on duty. Submit the Behavioral Complaint within 48 hours of the alleged violation. Complaints will be reviewed pursuant to the process outlined in the Code of Student Conduct.

- Be sure to include the person's name involved in the alleged incident, and the date and time the incident occurred. Describe the incident as well as you can, with as much detail as you can recall.
- Once filled out, return the Behavioral Complaint form to your GFH ACD or Building Manager within 48 hours of the incident. The Building Manager will forward the form to the ACD.
- The ACD will review the behavioral complaint and may schedule a meeting with the persons involved if appropriate. The ACD may refer the behavioral complaint to the Director of Residential Facilities, or Student Judicial Programs.

The GFH staff cannot initiate behavioral complaints for any situations in which they are not involved. If you are aware of repeat problems, we ask that you take the initiative to fill out a Behavioral Complaint form. It is best if a different form is filled out for each separate incident. If you have any questions about this process, contact your Building Manager.

## GFH Policies

Residents must comply with all city, state, and federal laws and ordinances that are enacted during the period of their stay in GFH. Residents must also comply with University rules and regulations, and all housing regulations set forth in GFH publications. Refer to the GFH lease and to the Code of Student Conduct for more information.

## Smoking

In accordance with (110 ILCS 64/) the Smoke-Free Campus Act, as of July 1, 2015 smoking is prohibited on all Campus Property at the University, both indoors and outdoors, in university-owned vehicles and in privately-owned vehicles parked on Campus Property. Littering the remains of tobacco and smokeless tobacco products or any other related waste product on campus property is also prohibited.

The use of smokeless tobacco is also prohibited where student activities and/or learning takes place. This includes: classrooms, laboratories, libraries, and facilities where student conferences and meetings occur. Included are University vehicles when students are present. Smokeless tobacco is further prohibited inside all buildings/facilities, to include stadiums, gymnasiums, or other similar places where the general public may assemble.

## Sprinklers

The following regulations shall apply to the use of all sprinkler systems in campus

buildings:

- a. Under no circumstances may sprinklers be painted or in any way obstructed.
- b. Objects may not be hung or draped from sprinkler apparatus.
- c. Sprinklers activated during an emergency are to be turned off only by authorized fire safety personnel or physical plant staff.
- d. No one may commit acts which endanger the proper functioning of sprinkler systems. Violations of this regulation may result in both judicial and administrative disciplinary actions.
- e. Tampering with fire safety equipment, including the sprinkler system; may result in referral for student disciplinary action and criminal prosecution.

## Sports Policy

A policy prohibiting sports in apartments shall be adopted to prevent accidents from happening that could potentially damage the fire sprinkler system or other areas.

Residents are prohibited from participating in any kind of sport or physically active game inside the apartments, including but not limited to football, basketball, soccer, hockey, golf, rollerblading, Frisbee, tag, bowling, wrestling, and water fights.

## Quiet Hours

To create an academic environment in GFH and to accommodate the different schedules of residents, Quiet Hours are from 8:00 p.m. to 7:00 a.m., Sunday through Thursday. On Friday and Saturday, quiet hours are from 12:00 a.m. to 7:00 a.m. 24-Hour Courtesy Hours are always in effect. Parents or guardians are responsible for the actions of their children.

Residents are expected to politely confront residents who may be violating quiet hours or courtesy hours. When politeness and manners are used, most conflicts of this nature will have a positive resolution. GFH Staff are also available to assist residents if needed.

## Alcohol

Alcoholic beverages may be possessed and consumed by individuals who are of legal age according to Illinois law. Alcohol containers may not be larger than one quart (32 ounces). Kegs are not allowed.

Alcohol in open containers is not permitted in any outside area adjacent to the apartment complex. Possession of alcohol in open containers in these areas may result in University judicial action and/or arrest by the Office of Public Safety (OPS).

## Fire Safety Regulations

- Use or possession of firearms, fireworks, other explosive materials, or weapons is strictly prohibited in any University apartment unit or at a student activity on campus. Students bringing firearms, ammunition, or weapons to campus must register and store them at OPS.
- Combustibles or flammable material may not be stored within apartments or storage rooms.
- Walkways and balconies must be kept free of all objects.
- Equipment such as utility trailers, boats, or trailers, etc., may not be kept on University grounds.
- Halogen lamps are not allowed in apartments. Residents are encouraged to use torchier lamps that have a standard bulb of less than 100 watts.
- The use of multi-outlet plugs or a power strip is acceptable only if the equipment has a built-in circuit breaker.
- Extension cords will be no less than UL-approved #14 gauge wire.
- Live Christmas trees will not be permitted.
- Motorcycle engines, fuel tanks, and other motorized vehicles may not be stored or repaired in apartment units, storage areas, balconies, or patio areas.
- Waterbeds are not permitted in Graduate and Family Housing (GFH).
- Possessions such as grills, bicycles, or other items may not be chained to or attached to GFH property, including but not limited to trees, other foliage, or support beams.

## Pets

No animals or birds, domestic or wild, are permitted, except for fish (in a 10-gallon aquarium or less), on or in apartment premises for any reason. Aquariums of 10 gallons or more are prohibited. Noncompliance with this policy will result in judicial action or eviction procedures and/or damage charges related to extermination and cleaning costs.

### Solicitation

Solicitation is defined as urging, inciting, requesting, or advising a person or persons to adopt an idea or purchase merchandise and/or services for personal profit or organizational gain. Product orientation as a form of solicitation is defined as the description and/or analysis of a particular line of merchandise or services for educational purposes.

Residents are not permitted to use their rooms or other facilities of the building for any commercial purposes. Solicitation may be permitted by individuals or agencies who are

given specific written permission by UHDS in the following instances:

- When the proceeds of the event are donated to established charities; and when a GFH program is raising funds for its own causes or internal purposes.

## Posting Information in the Apartments

The ACD will review flyers which will be posted within their own halls. The University will not approve any information that is deemed to be racist, sexist, indecent, scandalous, illegal, inciting, or in any way oppressive in nature. Each apartment village has established locations where materials may be posted. All materials must be posted in areas approved by the Director of Residential Facilities or designee.

Any group or organization wishing to post information in more than one apartment village must have the material approved by the Director of Residential Facilities or designee. Materials should be brought to Seal Hall, Room 131, for approval at least ten days in advance of the event to ensure they are distributed to the various locations in a timely manner. Since posting materials is a service to student groups, UHDS accepts no responsibility for timeliness nor do we indicate support for events advertised.

## Apartment Entry

### By GFH Staff

The right to privacy is of paramount importance and should not be violated; however, the entry into and/or search of the living quarters and personal property of a student may be conducted by the following people for the purposes and under the procedures detailed below:

- By civil law enforcement officers in the performance of statutory duties and in accordance with legally defined procedures governing search and seizure.
- By authorized University personnel to ensure that health, fire, and safety regulations are maintained during break periods.
- By authorized University personnel or agents to make improvements and repairs and to provide routine maintenance services.
- By authorized University personnel in emergency and/or extraordinary situations to protect the health, safety, and welfare of students or to make emergency repairs to prevent damage to the property of the student and/or the University.
- When there is reasonable cause to believe there is/has been a violation of University regulations or local, state, or federal laws or ordinances.
- When a staff member knocks and is invited in.
- When the door is open and a violation of University policies is in plain view.

In all instances, such entry shall be made only for the purposes set forth above. Observed alleged contraband will be confiscated and/or alleged violations of University policies, rules, or regulations will be referred to the ACD for follow-up action. Contact your Building Manager for information and appropriate procedures to attempt to

retrieve confiscated items. Routine health and safety checks by staff will occur during the summer and may occur at the beginning of each lease period.

## By Facilities Management

Facilities Management has a maintenance staff of electricians, carpenters, plumbers, painters, and trade workers who work to maintain a safe and attractive living environment for students. Occasionally, it may be necessary for Facilities Management maintenance personnel to enter student rooms or apartments, without prior notice, to perform maintenance work whether the resident is present or not. In order to respect resident and employee rights, the following protocol for entering student rooms/ apartments has been established; they will:

- Always wear WIU identification tag
- Always use “Man Working Inside” hangtag on apartment or room door knob.
- Leave an “I was here” memo.
- Take service request with them when possible.
- Knock several times before entering. Once the door is opened with a key, they will call out Facilities Management several times before entering and while proceeding into the room or apartment.
- Do not enter if children are suspected to be under the age of 18 in apartments.
- Make sure resident knows if the repair is going to be “lengthy.”
- If you have any doubt about the situation, contact the supervisor and they will contact housing and schedule with the resident.

## Guests

GFH residents are welcome to have guests in their apartments. Guests may stay for a maximum of one week. Requests for extended stays must be submitted in writing to the Director of Residential Facilities and must be approved at least one week prior to the proposed extended stay.

## Parking

Residents must register their vehicles and purchase parking permits from Parking Services in Mowbray Hall. Vehicle registration should be completed no later than the last day of class registration or as soon as the student begins ownership of a vehicle.

Parking is permitted only in the areas designated by the University, and the proper permit must be purchased and displayed at all times. Permits are not transferable between people or vehicles, and they must be removed if the vehicle is sold.

Apartment lot identifiers allow residents to park in Q lot or University Village visitors' lots, as well as the parking area assigned to their building. Second cars and visitors' cars are to be parked in the visitor parking area. Westbrook House parking is located next to the building. Handicap parking spaces are available in the front of each building.

## Bicycles

All bicycles must be officially registered with Parking Services. Bicycle registration costs \$1; you will just need your bicycle's serial number to register. Registering your bicycle assists in locating it in the event of loss or theft. Bicycle racks are located in each village area, and all bicycles should be parked in the rack areas. Bicycles obstructing walkways, balconies, and other areas are subject to ticketing, fines, and possible confiscation.

## Health and Safety Guidelines

Residents are expected to maintain a clean and safe apartment environment to prevent pest infestation and other health hazards. It is the responsibility of the resident(s) to keep the apartment clean and free from dirt, garbage, and trash. Residents also need to share in the care and cleaning of community facilities, including laundry rooms and playgrounds, and in keeping outside walks and balcony walks in front of the apartments clear of snow, ice, and clutter.

- Keep stoops free of trash bags and clutter.
- Refrain from sweeping or throwing dirt, trash, or waste from windows.
- Refrain from hanging personal items over railings.
- All household trash should be deposited in the dumpster receptacles outside the resident's respective building. Trash found in other areas may incur a cleaning charge if the responsible party can be determined.

The University reserves the right to cancel an apartment contract for health or safety reasons. University personnel will conduct annual fire, health, and safety inspections. Residents will receive notification of the inspection schedules and results.

## Preventing Mold

Due to the location of your apartment and the type of ventilation systems that are in your building, University Housing is requiring the following procedures to be followed. Failure to follow these procedures may result in the introduction of mold spores to your apartment. If the procedures are not properly followed, you may be responsible for damage and cleanup to University property or University furniture. Following these procedures will reduce humidity and mitigate conditions for mold growth.

These guidelines are to be followed during the months of June, July, August, and September.

1. Windows are to remain closed. This is true of all windows in bedroom, living room, or screen entrance door.
2. During the months of June through October, air conditioning is to remain on at all times. We appreciate the potential cost savings to the University by turning off the air conditioning during times you may be away from your apartment. However, we now require that all air conditioning units remain on and cooling during these summer months. If you believe that your air conditioning unit is not working properly, please

call 298-3321 immediately.

3. During these four months, if you are leaving for more than 4 days, we require that you notify our office at 298-3321. While you are away, we will enter your apartment to empty your dehumidifier and ensure that your air conditioning is running properly.
4. Any water leaks or other liquid spills must be cleaned up immediately.
5. If you have a dehumidifier in your apartment we require that these are emptied at least daily to assist in keeping the humidity at the proper levels. If you don't have a dehumidifier in your apartment but would like one, we will supply a dehumidifier at no charge.
6. If at any time you see or experience moisture or water leaks on your floor, windows, bathroom etc., because of condensation, water pipe leaks, or air conditioner leaks, please call our office and we will get a technician out to repair the problem.
7. If at any time you see the introduction of mold on your walls, countertops, or ceiling, please notify our office immediately. We will assist in helping clean the area.
8. Residents are responsible for the proper cleaning of their bath tub, sinks, and refrigerators, where household mold and mildew are prevalent.

## Pest Control

The University provides an all-building extermination service once a year. Service is also provided on an individual apartment basis as needed. Pest problems should be reported to your Building Manager.

Spraying individual apartments may be arranged by contacting your Building Manager or the GFH Central Office at 309-298-3321. When a large number of requests are received in an individual building, it is preferable to provide spraying for an entire building. The spray is nontoxic and is not harmful to humans and/or plants. It is important to follow all pest control guidelines:

- Keep food covered or in the refrigerator, and put garbage in metal containers with tight covers. Keep your counters, tables, and dishes clean.
- Report all faucet and pipe leaks. Keep all sink and pipe areas clean and dry.
- Throw out old newspapers, empty bottles, cardboard boxes, and trash.
- Keep all floors clean and free of food crumbs.
- Store all brooms and mops with the handle down, and do not store damp rags or sponges in dark closets.

# GFH Services & Information

## Cable TV

Cable outlets are provided in all apartments. Apartment units are on a building-wide system, and tampering with the outlet will affect service in the whole building. Residents are responsible for damage to the building or apartment cable system or for a missing coax cable. Charges will be billed for all repair and labor costs. All repair requests for cable services should be submitted to the Building Manager. Residents are not permitted to affix satellite dishes or antennae to apartment structures.

## Internet Connection

Internet access is provided in all apartments allowing for fast and reliable access to the World Wide Web. The system requires a 10/100baseT Ethernet card for service access. Damage to the Ethernet connection or any University-owned computer equipment will be charged to the responsible parties. Incidents involving the inappropriate use of computer equipment or service will be subject to judicial action.

## Laundry Facilities

Laundry facilities are available in Westbrook House and are for the use of apartment UHDS residents only. University Village Residents have access to the laundry facilities located in Grote Hall. Coin-operated card reader washing machines and dryers are available. Residents are expected to keep the machines and laundry rooms clean. All repair requests for machines should be reported to the Building Manager. Refund requests should be directed to the University Housing Office during normal business hours.

\*Ninety percent of breakdowns of University washing machines are due to overloading. Blankets, comforters, or large loads should be taken to a local Laundromat.

## Storage Rooms

Storage rooms are available in all villages, and space is available on a first-come, first-serve basis. The University is not responsible for loss, theft or damage to items left in storage. All belongings must be boxed and/or clearly identified with the resident's name and apartment number. Items must be claimed and removed from the storage room when the owner vacates. Items left in storage longer than 60 days will be discarded by discretion of University. Combustibles or flammables are not permitted in storage rooms (e.g., paint, paint cans, lighter fluids, motorbikes, motorcycles). Due to space limitations and fire regulations, empty boxes may not be stored in storage rooms. University storage areas are not available to vacating residents.

## Fluorescent Lights

GFH staff will replace fluorescent lights in the kitchen, bathroom, and bedroom, as well as refrigerator and balcony lights. Apartment light bulb replacements are the resident's responsibility.

## Vacuum Cleaner

A vacuum cleaner is available for resident use. Contact your Building Manager for use of a vacuum cleaner.

## Lost Keys

Keys to your apartment are considered the property of the University. Keys will only be issued to residents listed on the lease. Keys are not to be loaned or dispersed to any other individual.

Lost Keys: Graduate and Family Housing is available 24-hours a day to assist students that may have lost keys or have been locked out of their apartments. This service is only provided to residents who are listed on the lease. Friends, spouses, or other family members not listed on the lease will not be permitted into an apartment. The first lock out is free, but residents are subject to a \$15.00 fee for every subsequent time they need to be let back into an apartment. In the case of a lost apartment key(s), the University will change your lock to maintain apartment security. The replacement lock core will be \$50 and a mailbox lock recore will be \$25 during regular business hours (7 a.m. to 2 p.m.) and these fees will be billed to the resident's account. New keys are issued for the apartment and are obtained from the Building Manager. University keys are not to be duplicated by outside vendors.

## Painting

Painting requests are submitted for apartments as they are vacated. Residents are not allowed to paint their apartment.

## Mail Service

Each apartment is assigned a mailbox within the cluster mailbox units for the building. Postal service is provided by the Macomb Post Office. One key per adult resident is issued for your mailbox. Your mailing address is as follows:

### Westbrook House

YOUR NAME  
800 WESTBROOK CIRCLE APT. #  
MACOMB, IL 61455

### University Village

YOUR NAME  
507 W PIERCE ST APT #  
MACOMB, IL 61455

## Telephone Services

On-campus telephone calls – On-campus telephone service costs \$6 per semester. You may dial the apartments of other residents and campus offices by simply dialing the correct five-digit number (8-xxxx). Apartment telephone numbers do not correspond with apartment numbers.

Off-campus telephone calls – To reach a Macomb number, dial “7” and then the seven-digit number.

Long-distance calls – Long-distance, directly-dialed calls may be placed from your apartment phone if you have an access code issued by the WESTEL office on campus. You may apply for a student access code from the WESTEL office in 22 Sherman Hall or by calling 298-2702. Other long-distance calls may be placed on campus by calling collect, by using a calling card issued on your home telephone number, by using a prepaid phone card, or by using a cellular phone.

Collect calls – You are cautioned not to accept collect calls or charges under any circumstances. Any such charges will be assessed to the person(s) occupying the room. A \$5 service charge will be assessed for EACH accepted collect call.

## GFH Village Community Council

The Village Community Council is a student organization that works to provide an apartment living environment that is conducive to academic and personal development. The Village Community Council hears the concerns and needs of the residents and helps to develop social and educational activities that are of interest to the community. The Village Community Council works with other University programs and offices to provide excellent University programs and resources.

All apartment residents are automatic members of the Village Community Council and are welcome to attend meetings. Contact your village office for more information about this great leadership opportunity.

## Repair Requests

Routine or emergency repair requests should be reported to the appropriate personnel at the times listed below for quick service. Submitting a request for a minor repair when first noticed prevents major problems or emergencies from occurring later.

- At any time you may submit an online work order at <http://www.wiu.edu/fixit>
- Monday through Friday, 8:00 a.m.-4:30 p.m., contact the University Housing Office in Seal Hall at 298- 3321.
- Monday through Friday, 4:30 p.m.-8:00 a.m. as well as on weekends and during University breaks and closures, contact the Office of Public Safety (OPS) at 298-1949. Ask the dispatcher to page the GFH staff member on duty. Notify the dispatcher of your apartment location.

Examples of building emergencies include, but are not limited to, the following:

- A broken water pipe in your kitchen or bathroom

- No air-conditioning in hot weather or no heat in cold weather
- A leak coming from the ceiling of your apartment
- A back-up in the sewage or drain system
- An overflowing toilet

## Damage and Replacement Costs

All breakage, damage, replacements, and general maintenance and repairs must be reported to the GFH Central Office or Building Manager for the University to make repairs. If the damage is due to resident negligence (intentional or unintentional), the resident's University account will be billed. A current list of damage charges can be found in the respective village's office.

Please give special consideration to these items to avoid charges:

- Use a breadboard, oven mitt, or pot holder under hot dishes, pots, or pans of any kind, as well as under electric fry pans, electric popcorn poppers, and other electrical heat-producing kitchen equipment. Placing items directly on the countertop may cause the countertop to blister and/or burn.
- Use a breadboard when cutting food items.
- Use extra care with and around screens and windows. Make sure children do not play around these areas.
- Properly clean stove tops, cabinets, and vanities.

## Preventative Maintenance

During the summer months and for special situations, the University may conduct preventative maintenance measures. Electrical or steam shutdowns will result in no air-conditioning or hot water. Advance notice will be distributed to apartments for planning outages. Unplanned equipment breakdowns are not subject to distribution of advance notice for obvious reasons.

## Energy Conservation

Your cooperation and assistance in the conservation of water, electricity, and other sources of energy will assist in keeping utility costs down.

### Conservation of Electricity

Please give attention to the following:

- Set your heating/air-conditioning unit at a comfortable setting and then leave it.
- Avoid unnecessary opening of doors and windows that allows heat or cool air to escape.
- In wintertime, open your drapes or blinds on sunny days so that the sun may warm you naturally. Close your drapes or blinds at night in order to keep out the cold. In the summertime, close your drapes or blinds to keep out the hot sun rays.

- Report any need for weather stripping on doors.
- Turn off your radios, TV sets, stereos, and cooking appliances when not in use.
- Plan your cooking and baking so that you do not need to use both elements. Avoid opening the refrigerator door more frequently than necessary.
- Turn off all lights in your apartment when they are not being used directly, and turn off your lights when you leave the apartment.

## Water Conservation

You can help manage water usage more efficiently by giving attention to the following:

- Report dripping or leaking faucets, pipes, and toilets to your Building Manager so that repairs can be made.
- Shower instead of taking a bath because showers use less hot water.
- When washing and shaving, plug the sink drain and use a washbowl of water. Operate washing machines with full loads, and use cold water when possible.

## Recycling

University Recycling is commingled, meaning everything can be placed in one can. Please utilize recycling dumpsters located near the trash dumpsters. Please refer to the following tips for recycling:

- Remove all lids and plastic rings from plastic, glass, and metal containers.
- Rinse all containers.
- Keep recyclables as dry as possible.
- Avoid cross-contamination of recyclable materials with food waste and other garbage.

For more information, please refer to <http://www.wiu.edu/sustainability/>.

## University Village Apartment Furnishings

Residents may not remove furnishings and fixtures belonging to the University. Personal Air Conditioners, Washers, dryers, freezers, dishwashers, and additional stoves and refrigerators are not permitted in apartments. Residents are responsible for the proper care and use of items in apartments and of community facilities used.

## Westbrook House Room Furnishings

Rooms in Westbrook House are carpeted and equipped with two sets of stackable furniture, including two desks, desk chairs, dressers, closets, and bed frames and mattresses. Students are permitted refrigerators smaller than 4.6 cubic feet.

## Fire Safety

In the event of a fire, report the fire immediately by calling 911 or OPS at 8-1949. OPS will notify GFH staff.

Fire extinguishers are provided to assist in putting out small fires. If a resident cannot put out the fire, the following procedures should be followed:

- Vacate the apartment, closing the door. Notify apartment residents in the immediate vicinity to evacuate.
- Watch for the arrival of fire engines so they may be directed to the fire. Assist in keeping the area clear of congestion.

## Fire Extinguisher Locations

### Westbrook House

- One extinguisher on each floor

### University Village

- One extinguisher in each apartment

Note:

- Residents are urged to take time to check all locations listed for easy reference.
- Check your fire extinguisher gauge now to make certain that it is fully charged. If your fire extinguisher is not fully charged, notify your Building Manager for a replacement.

## Safety Precautions

Electric baseboard heaters – Bedroom electric baseboard heaters must have free air flow. Do not block heaters with any furniture, drapes, or other items.

Barbecue grills – Barbecue grills should not be used within 20 feet of buildings and should be tended at all times. Coals should be extinguished immediately after use. Grills are not to be chained to trees.

Deep fat cooking – Use extra care when preparing food in a deep fat fryer. Unattended heating of oil and/or overheating and spilling of cooking oil on heating coils cause common kitchen fires.

## Smoke Detectors

Your apartment is provided with a hard-wired detector. The red ON light must be on at all times. You should check the status of the ON light at least once a month. You are not permitted to deactivate the detector for any reason. Noncompliance will result in a letter of reprimand and possible eviction. When smoke, steam, or other “pollutants” activate the detector, the warning signal will sound until the air is clear of the pollutant.

## Test Procedure

Press the white button on the face of the detector for about five seconds. The warning sound will be heard for several seconds and will then self-terminate. Malfunctioning detectors should be immediately reported to the Building Manager.

## CO2 Detectors

Each University Village apartment is equipped with a CO2 detector which should be tested following the same instructions as that of the smoke detector (see above).

## Severe Weather

The region of the United States where WIU is located frequently experiences severe weather conditions. The following information has been prepared to provide residents with severe weather and tornado warning instructions that should help minimize the danger of personal injury.

### Severe Thunderstorm Watch

The National Weather Service issues a severe thunderstorm watch when conditions are present that may result in a storm that could contain strong winds, hail, lightning, and intense rains.

### Severe Thunderstorm Warning

This warning is issued when a storm as described above has been observed in the area of the warning.

### Tornado Watch

The National Weather Service issues a tornado watch when conditions are present that may result in the formation of a tornado.

### Tornado Warning

This warning is issued when a tornado has been observed in the area of the warning. Sirens will be sounded for three to five minutes with a solid blast in a tornado warning. When sirens sound for three to five minutes, turn out lights, take a flashlight, car and apartment keys, a battery-powered radio, and take refuge in laundry room, bathroom (tub), under tables, or under beds. Stay away from windows. Remain in these areas until an "all-clear" is broadcast on the radio. The City of Macomb will test the emergency alert system on the first Tuesday of every month.

### \*Special Note to the Disabled and Those with Special Medical Needs\*

Contact your Building Manager and your neighbors to let them know of your needs before any emergency arises. If these people are not available to assist you in an emergency, use a whistle or any other method available to alert others that you need help.

## Earthquakes

Though the rate of occurrence of earthquakes is very low in the Midwest, there is a slight possibility that an earthquake could strike the University. In the event of an earthquake, move immediately to a space inside an interior doorway or beneath sturdy furniture. Kneel and cover your head with your hands. Avoid areas around tall furniture and glass doors or windows.

## Emergencies

Medical and emergency personnel (OPS, Emergency Medical Systems [EMS], Beu Health Center) are available on campus to respond to personal emergencies. When you, a family member, or guests are injured, contact OPS at 298-1949 and your ACD or Building Manager for immediate assistance.

OPS and your ACD or Building Manager should also be contacted in the case of a sexual assault or incidents of domestic violence or abuse. For more specific information about these incidents, please refer to the “Domestic Abuse and Sexual Assault” section of this handbook. If you have any questions about personal emergencies, please talk with your Building Manager or call the GFH Central Office.

# Domestic Abuse & Sexual Assault

Western Illinois University is committed to creating a community free from violence and will hold residents responsible for violent behavior exhibited by themselves or their guests. This includes, but is not limited to, physical assault, sexual assault or harassment, relationship and domestic violence, stalking, threats and intimidation, reckless endangerment to others, and indecent exposure, whether against family members, visitors, or other residents, and whether conducted in person or via telephone, facsimile, or computer transmissions.

## Child Abuse/Neglect

Child neglect and/or abuse or suspected cases thereof are governed by The Abused and Neglected Child Reporting Act, Public Act 81-077. Disturbances or cases of child abuse or suspected child abuse should be reported to OPS and GFH staff. Confidentiality of names of those submitting reports of abuse or suspected abuse is secured.

Parents experiencing any difficulties with regard to discipline of their children should seek assistance from one of the parenting assistance groups in town or on campus. They include, but are not limited to . . .

- Psychology Clinic – 298-1919
- Catholic Charities – 833-1791

North Central Behavioral Health Systems, 301 E Jefferson St. 8332191

## Child Neglect/Abandonment

The following is information taken from the Illinois State Statute governing alleged cases of child neglect or abandonment included in Illinois Public Act 81-077, The Abused and Neglected Child Reporting Act.

### Special attention should be given to the following:

- Children must be left supervised by an adult in an apartment or on the playground. Leaving your children alone can be interpreted as child neglect/abandonment.
- Report children left alone without adult supervision to the Department of Children and Family Services (DCFS) HOTLINE by dialing 7-800-252-2873. Callers are not obligated to give their names, but if your name is given, it is held in the strictest confidence. Providing your name assists in any follow-up investigation deemed necessary by the police and/or DCFS. Anyone calling the DCFS HOTLINE should then inform the Building Manager for appropriate University follow-up.
- If imminent danger exists for a child, call OPS at either 911 or 298-1949 and notify your Building Manager.
- Reports of physical abuse to a child should be first called to OPS, then to the HOTLINE, and then to the Building Manager.

## Special Reminders

- Provide an adult caretaker or supervisor for your children when they are going to be in the apartment by themselves. Apartment friends and neighbors may be available.
- Be aware and informed of where your children are at all times.

## Sexual Assault

The following information is provided as a resource list should you or someone you know need help or information regarding sexual assault. GFH staff are available for emergency consultation and assistance.

### **Beu Health Center – 298-1888**

Provides medical assistance and pertinent information.

### **Macomb City Police (120 S McArthur) – 833-4505**

A sexual assault can and should be reported to police personnel. The Macomb City Police will be involved for incidents occurring off-campus or with non-WIU individuals. The Macomb City Police serves as a resource to other community agencies.

### **Office of Public Safety (Mowbray Hall) – 298-1949**

A sexual assault can and should be reported to OPS personnel to provide a record for future use/reference. This information can also be used if the student chooses to file a criminal report. OPS serves as a resource to other campus and community agencies.

### **Sexual Assault and Domestic Violence Hotline – 837-5555**

Trained counselors are available for confidential assistance and support for individuals who have been assaulted.

### **Student Development Office (Seal Hall) – 298-1884**

Student Development and Orientation (SDO) serves as a liaison between the student, family, faculty, University offices, community agencies, and any other appropriate areas. SDO provides educational resources and will follow up with students throughout the semester.

### **Student Judicial Programs (Seal Hall) – 298-2436**

Directs the student disciplinary process. Provides information to students regarding the student judicial process. Works with assault victim, support persons, and investigators in preparation for judicial hearing.

### **University Counseling Center (Memorial Hall) – 298-2453**

Professional and licensed mental health counselors are available for to help students who have been directly or indirectly affected by an assault. There is no charge for these services and confidentiality is maintained. In addition to individual counseling services, there is also a “Survivors Group” available through this office.

## Spousal Abuse

Spousal abuse is covered by the Illinois Domestic Violence Act, Public Act 82-621. Cases of or suspected cases of spousal abuse should be reported to the Department of Children and Family Services (DCFS) at 837-5411 and to your Building Manager. Couples or roommates with domestic problems of a serious nature resulting in abuse or violence should seek assistance from any of the services listed in this section. You may also contact the Victims Services Hotline by calling 837-5555.

# Campus Services

## Beu Health Center

### **Beu Health Building, 298-1888**

The Beu Health Center provides on-campus medical services and educational programming to students and their spouses. Located near the University Union, the main medical facility houses doctor offices, a pharmacy, and programming space. An Alcohol and Other Drug (AOD) Resource Center is located in the basement of Wetzel Hall.

## Career Development Center

### **Memorial Hall, 298-1838**

The University Career Services Office, located in Sherman Hall 116, offers occupational advising and materials, career planning, assistance in establishing credential files, and interviews with employers on campus. Early in your senior year or graduate year is an excellent time to establish your credential file so it will be ready for interviewing and employment applications. Representatives from business, industry, government, and education visit the WIU campus and interview students in the Career Services office.

## Macomb Area Chamber of Commerce (MACC) and Downtown Development Company (DDC)

### **214 N Lafayette St, 837-4855**

The list of services, organizations, clubs, activities, and programs available in the Macomb community is too lengthy to present here. Lists, maps, brochures, and valuable information are available on almost any area, club, organization, or topic from the Macomb Area Chamber of Commerce and Downtown Development Company.

## University Counseling Center Services

### **Memorial Hall, 298-2453**

The University Counseling Center (UCC) provides free personal, academic and career counseling services to all WIU undergraduates and graduates. Individual, couple and group counseling is available and all counseling sessions are confidential. The UCC provides complete career, vocational, psychological and learning problem assessments. Throughout the academic year, the UCC offers the WIU community a wide array of educational life enhancement programs.

The University Counseling Center is accredited by the International Association of Counseling Services (IACS). The counselors hold Masters or Doctoral degrees and are

certified or licenses in the areas of counseling, psychology, or social work. Office hours are 8:00AM-5:00PM, Monday through Thursday and 8:00AM through 4:30PM on Friday. For more information, please call 309-298-2453 or visit the website at [www.wiu.edu](http://www.wiu.edu).

## Day Care and Babysitting Services

### **Horrabin Hall, 298-1250**

Childcare services are available for children six weeks to five years old at the University Infant and Preschool Center on campus and for children six weeks to 12 years old at the WIU Child Care Services off campus. Both offer licensed programs, nutritious snacks and meals, a fenced play yard, and a developmentally appropriate curriculum. For more information about WIU's on-campus day care, call the University Infant and Preschool Center at (309) 298-1250.

The off-campus day-care center operates a program in conjunction with P.A.C.T. Head Start, alongside its

childcare for WIU students' children. For more information, call (309) 298-3143. In addition, there are twelve day-care centers in the community. Contact the Illinois Department of Children and Family Services, Macomb Field Office, 527 E Grant St, Macomb, IL 62338, (309) 837-5411. The GFH Central Office maintains a listing of day-care facilities in Macomb. Check with your Building Manager regarding babysitters in the building.

## Employment

### **Students (Sherman Hall, Room 127, 298-2446)**

The employment section of the Financial Aid office is a student job referral agency for part-time work on and off campus. For further information check the website [www.fa.wiu.edu](http://www.fa.wiu.edu) and click on the student employment icon.

### **Full-Time Employment (Sherman Hall, Room 105, 298-1971)**

Spouses/domestic partners interested in full-time employment on campus can inquire about Civil Service positions by contacting the Human Resources office. Testing is required to determine the applicant's skill level for various positions. Local businesses and industries also employ students and/or spouses/domestic partners (male or female) part time or full time.

## Financial Aid

### **Sherman Hall, Room 127, 298-2446**

The Financial Aid office is available to answer any questions regarding financial aid available to students, including grants, loans, scholarships, and employment.

## Center for International Education

### Memorial Hall, 298-2426

International Education is made up of three units:

1. International Student Admissions, Memorial Hall, Room 342
2. Western's English as a Second Language Institute, Memorial Hall, Room 348
3. Office of Study Abroad and Outreach, Horrabin Hall, Room 8

A full-time advisor and several part-time assistants staff the International Student Affairs office. Come here for help with U.S. immigration questions; and with personal, cultural, social, financial, or other concerns. Programs to assist in the acculturation process include Conversation Partners (a one-on-one pairing for an hour per week throughout the term) and the International Neighbors program (a family friendship program and other programs that are announced in the bimonthly International Student Bulletin mailed to all enrolled international students).

## OASIS – Nontraditional Students Organization

### Student Organization Center, University Union, 298-3284

The Organization for Adult Students for Interaction and Support (OASIS) is a student organization designed to address the specific needs of nontraditional students. The goal of OASIS is to assist nontraditional students with balancing their educational goals with their other life responsibilities.

## Office of Student Activities

### University Union, 298-3232

The Office of Student Activities oversees student involvement and leadership programs on campus. This includes, but is not limited to: Student organizations, Greek Life Programs, Volunteer Services, and University Union Board. If you should have a question about leadership opportunities or a student organization, utilize this office.

## Disability Resource Center

### Memorial Hall, 298-2512

The role of the Disability Resource Center (DRC) is to facilitate equal access to University classes, programs, and activities for students with disabilities. Because access is a shared University responsibility, DRC serves as a resource for faculty, staff and administrators on creating accessible and inclusive environments. While WIU is committed to access and inclusion, it is not possible to anticipate all barriers that might exist for individuals with disabilities. Therefore, the DRC is the campus department designated by the University to work with students through an interactive process to determine disability and hear requests for reasonable accommodations.

## Parent and Family Association

### University Union, 298-2295

The Parents and Family Association is a dynamic membership organization providing a vital link between students, parents, families and the university. The PFA promotes communication and interaction between Western Illinois University and the parents and family members of students. Members who join the WIU Parents and Family Association are entitled to exclusive benefits such as quarterly newsletters, opportunities to meet and network with other parents and family members of WIU students, special promotions during Family Weekend events, and much more.

## Psychology Clinic

### Waggoner Hall, Room 116, 298-1919

The clinic staff is prepared to talk with people about all kinds of emotional or behavioral problems: interpersonal, sexual, depression, anxiety, abortion, rape, and others such as school/study problems, motivation and so on. Services include individual, group, family, and marital therapy. Treatment may be either long-term or emergency-crisis intervention as desired by the client. Services are available to students, staff, and others in surrounding area, including children, adolescents, and families. All contacts are strictly confidential. There are no charges.

## Speech, Language, Hearing Clinic

### Currens Hall, Room 125, 298-1955

Services are provided in the areas of speech/language diagnostics and therapy, audiological evaluation, hearing aid evaluation, aural rehabilitation therapy, and accent reduction for individuals whose primary language is not English. These services are provided at no cost to students and at a reduced cost to their children while at Western. The cost to you if done privately after you leave Western might be prohibitive.

## Student Development Office

### University Union, 298-1884

Student Development and Orientation (SDO) provides programs, services, and support to enhance student success, learning, and development focusing specifically on college transition and providing additional support programs that aid in student retention. SDO serves as a liaison for students, family members, faculty, staff, and the local community in emergency situations. SDO offers consultation for students considering withdrawing from the University and general assistance and referral to students with concerns of any type.

## Student Insurance

### **Beu Health Center, 298-1882**

All students (Undergraduate and graduate) who enroll for nine hours or more during the spring and fall, or 6 or more hours for summer are assessed the health insurance fee. All graduate assistants under contract to the University will assessed the student health insurance fee as well. The plan protects all participating students 24 hours a day, world-wide. A brochure explaining the coverage of the student health insurance program is available at the Student Health Insurance Office, Beu Health Center – Lower Level, 309-298-1882.