



**Resident Handbook  
2017-2018**

## **STATEMENT ON COMMUNITY LIVING**

The Flats is an exciting place to live, especially when each resident assumes his or her share of community responsibility. All residents are in the midst of academic pursuits. The Flats encourages interaction among residents to make the most of this cooperative and interactive learning opportunity.

With so many residents living in such close proximity to each other, conflicts of various types are possible. Residents are encouraged to know apartment-mates and neighbors to facilitate a quick and amicable resolution to conflicts that may occur. Understanding different individual lifestyles forms the foundation of a mutually respectful environment for everyone.

Within any environment, reasonable limits and community standards must be established. Policies within The Flats community have been established in the interest of residents (and all others who visit or work within the building), for the preservation of the facilities for future generations and to comply with health, safety and other regulatory expectations.

Therefore, the staff of The Flats:

- Is concerned with the rights and safety of all residents, visitors and employees
- Limits the physical alterations and use of the facility by residents
- Establishes reasonable limits on activities and behaviors
- Enacts policies to achieve these purposes and to comply with local, state and federal fire, safety, health and code requirements.

Living within such a vibrant, academic community is indeed enriching, but also necessitates compromise between individual and community needs. When these needs are in conflict with each other, the needs of the community take precedence. Therefore, The Flats strives to provide residents with an environment that is conducive to studying and sleeping, especially during established quiet hours, as well as a clean and safe environment in which to live. In addition, The Flats provides an avenue for residents and staff to address concerns and violations of this handbook.

## **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**

The Flats complies with the FERPA Act of 1974. All records maintained by The Flats Housing Office regarding a resident are considered "student records". Additionally, The Flats Housing Office will not disclose directory or other information about residents without prior written consent, unless otherwise required by law.

## **THE CLERY ACT: CRIME STATISTICS REPORTING**

The Flats staff will report all felonies and serious misdemeanors that are reported or observed to the Chicago Police Department (CPD). For lesser misdemeanors, victims are encouraged and assisted by the staff to report the crime to the CPD. All known crimes occurring within the premises or within a reasonably contiguous geographic area shall be reported by The Flats staff to East-West University to be included in its crime statistics report, in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act 20U.S.C. 1092(f).

**The Flats staff is committed to safety and security within its community.**

**To report a crime or an emergency in or near The Flats, contact:**

**The Student Life Center Front Desk in person or via telephone (312) 939-0133 and/or the City of Chicago Emergency at 9-1-1.**

## **THE FLATS STAFF**

The Flats staff provides a variety of services and referrals to help residents maximize their academic and living experiences. The Flats staff will assist residents during your transition, respond to emergencies and are available to meet with you during business hours or through the 24-hour Student Life Center Front Desk.

### Assistant Director (AD)

The Assistant Director is a professional staff member who reports to the Director. The AD is responsible for implementing the community development and programming module for The Flats. In addition, the AD manages the community standards violation process. The AD is on-call for emergency response.

### Director

The Director is a professional staff member who oversees all operations of the Flats as well as supervision of the Assistant Director and Maintenance Manager. In addition, the Director manages the building occupancy and the community standards violation process. The Director is on-call for emergency response.

### Housing Office Staff

The Housing Office, located on the sixth floor, is open Monday through Friday from 8:30AM to 5:30PM and can be reached at (312) 939-0112. Scheduling appointments with any professional staff should be done through the Housing Office. It is also the place where you can go to gather information about programs and activities as well as room change requests if you have an individual license agreement with The Flats.

### Maintenance & Cleaning Staff

Reporting to the Director, the maintenance staff is responsible for the care of all mechanical and electrical equipment in the building and is responsible for the completion of all resident work orders. The Cleaning Staff is supervised by the maintenance staff and are responsible for general upkeep of common areas on residential floors.

## **BUILDING AMENITIES**

The Flats consists of 10 floors located in the Student Life Center. Student residences are located on floors 7 through 16. The remaining amenities are listed below with location.

Mail Room (1st floor)

Front Desk (1st floor)

Computer Lab (4th floor)

Fitness Centers and Gymnasium (2nd and 3rd floor)

Laundry Room (7th, 8th, 10th, 12th, 14th, 15th, and 16th floor)

Student Lounges (7th, 9th, 11th, 13th, and 15th floor)

Bicycle Storage (one on each residential floor)

Housing Office (6th floor)

### Access

The Flats (floors 7-16) is not a public facility. Access to residential floors is restricted exclusively to residents, building employees, and registered guests. The Flats access cards are provided to every resident and must be used every time upon entrance. \*This card also provides access to the Fitness Center and Laundry Rooms. Guests of residents must present valid, government-issued photo identification, sign in and out upon entering and leaving the building, and must be escorted by their host/hostess at all times (also see "Guest Policy").

\*The Flats access card is issued to the resident and is not to be shared with others to access the facility.

### Appliances

Each apartment is provided with a microwave, full-size refrigerator/freezer, cooktop stove, and oven.

### Computer Center

The Computer Center is located on the 4th floor. There are PCs available for resident use. (See "Building Policies, Technology Policy").

### Fitness Center

The Fitness Center is located on the 2nd and 3rd floor. Swiping in with one's ID provides access to the Fitness Center. The facility is furnished with state-of-the-art equipment and is for the exclusive use of The Flats residents, East-West University students, and Flats residents' guests. Registered hosts must accompany their guests at all. All residents who enter the Fitness Center agree to follow the rules and regulations posted therein. There is no supervision or staff monitoring the Fitness Center and those using the facility do so at their own risk. No food or loud music is allowed. Please report any problems with the equipment to the Front Desk.

## **BUILDING AMENITIES CONTINUED**

### Furnishings

Each resident is provided with a bed and twin, extra-long (80 inch) mattress. Every resident is also provided with a study desk and chair. Clothes rods are built into a lockable wardrobe for each occupant. Other furnishings in each unit are as follows:

Studio Apartment- 1 lounge chair and end table

Two-Bedroom Apartment-1 sofa, 2 lounge chairs, end table and coffee table

Three-Bedroom Apartment-1 sofa, 2 lounge chairs, end table and coffee table

Please report any furniture problems to the Housing Office.

### Heating and Air Conditioning

Central heating and air conditioning are provided to each unit at no additional cost. Residents may experience transitional times during the spring and fall where heating and cooling are difficult to balance. Supplemental heating and/or air conditioning devices are prohibited. Residents need to be aware, especially during the winter months, to take precautions to avoid charges should windows be left open causing pipes to freeze and/or burst.

### Laundry Room

Laundry Rooms are located on 7 of the 10 residential floors. The Laundry Rooms are accessible 24 hours a day. The Flats is not responsible for lost, stolen or damaged items. Any items left in the Laundry Rooms more than 24 hours will be stored for 30 days. After 30 days, all items will be donated to a local charity. Please report any issues or concerns with the Laundry Rooms to the Housing Office.

### Lounges

Many lounge areas are available throughout the building and include the following:

7th-16th floors: Study lounges are located on every other residential floor of the building

Removal of any lounge furniture is prohibited and may result in disciplinary action including financial responsibility. Additionally, residents are responsible for maintaining a clean lounge after usage.

## **BUILDING AMENITIES CONTINUED**

### Mail Delivery

Upon move-in, each resident is issued a mailbox combination for a private mailbox. To ensure correct delivery, please request that your unit number is clearly marked on all mail. Mail is delivered five days a week (except legal holidays) and distributed to mailboxes located on the 1st floor. Residents with a package delivery will receive an e-mail to pick up their delivery from the Student Life Center Front Desk. All mail should be addressed as follows:

(Name)

829 S. Wabash Ave. # (Apartment Number and Bed Space Letter/Number)

Chicago, IL 60605

Once a resident moves out of The Flats, first-class mail will be forwarded for up to 30 days contingent upon the resident completing a forwarding address card with the United States Postal Service.

### Recycling and Trash Removal

Each floor is provided with recycling and trash containers in separate rooms. All residents are expected to bring their trash and recycling material to the appropriate containers regularly. Trash is normally removed from the floors on a daily basis.

### Smoke-Free Environment

To help ensure a clean and healthy environment for everyone, and in compliance with the Chicago Indoor Air Ordinance, The Flats is a smoke-free community. The Chicago Ordinance also prohibits smoking within 15 feet from the entrance/exit of the building. The use of e-cigarettes and hookahs is prohibited in the building.

### Bicycle Storage

A limited number of bicycles can be accommodated in a storage room on residential floors. Access to residents will be provided on a first come, first served basis, for bicycles that are registered with the Housing Office. Residents are responsible for providing and securing their own bike locks, and nothing else may be left in this room. Bicycles are prohibited anywhere else in the building. Each resident acknowledges that he/she will be solely responsible for theft or damage to any personal property placed in Bicycle Storage. (See "Personal Property Insurance").

### Storage

Aside from space within the residential units, there is no additional storage available in the building. All bicycles must be removed from Bicycle Storage upon move out or it will be handled as abandoned property.

## **BUILDING AMENITIES CONTINUED**

### Technology

Technology Services, in the building, include access to a high-speed Internet connection and cable television for residents at no extra charge. Information regarding connecting is available from Airwaves Networks at 877.778.WAVE (also see "Technology Policy").

### Vending Machines

A variety of vending machines with 24-hour availability are located on the 9th floor. Should there be any issues or concerns with a vending machine, please report it to the phone number listed on the machine as well as the Housing Office.

## **BUILDING & RESIDENT FIRE/LIFE SAFETY**

### Emergency Telephone Numbers

The safety of residents and the building is always forefront in the minds of The Flats staff. Please become familiar with the safety features and procedures for our community before an emergency arises! We are pleased to have you as a resident, and hope that all residents will put forth the cooperative effort necessary to enhance the safety and security for everyone at The Flats.

***In the event of an emergency, call 911 for police, fire or ambulance. For non-emergency situations, call the Chicago Police Department at 311.***

***Your location is:***

***The Flats at East-West University***

***829 S. Wabash Ave; Floor # and Room #***

***Then call The Student Life Center Security Desk or the Housing Office at:***

***24-Hour The Student Life Center Front Desk***

***(312) 939-0133***

***Weekdays 8:30am-5:30pm Housing Office***

***(312) 939-0112***

## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

### Medical Emergency

- Notify Security at 312-939-0133 immediately.
- Call 911.
- Do not attempt to move the victim unless he/she is in danger of further injury.
- Properly trained individuals should begin CPR for an unresponsive victim who is not breathing normally.
- Properly trained individuals should commence first aid while awaiting an ambulance, particularly to stop heavy bleeding.
- If alcohol poisoning is suspected, keep the person awake and do not give any food or beverage.

### Mental Health Emergency

- In the event of overtly threatening behavior constituting an immediate threat to you or others, notify Security at 312-939-0133.
- In non-emergency situations, refer East-West University students to the Student Wellness Center, 312.939.1301. They are open Monday-Friday from 8:30am-5:30pm. Non-East-West University students should be referred to their institution's on-campus counseling services department.
- Students experiencing a non-emergency mental health crisis after hours may contact Northwestern Memorial Hospital Psychiatric Emergency hotline. Services are available 24-hours a day. The number is 312.926.8100.

### Violent Crime in Progress

- Try to warn others, if possible.
- Be aware of your surroundings.
- Notify Security at 312-939-0133 immediately upon reaching a safe location.
- If exiting the building is not possible:
  - Go to the nearest room or office.
  - Close and lock or bar the door, if possible.
  - Stay away from the door and do not answer it.
  - Keep quiet.
- Notify Security at 312-939-0133.

### Explosions

- Pull the fire alarm and evacuate the building.
- If unable to evacuate, take cover under sturdy furniture or move away from the site of the hazard and, if possible, notify Security at 312-939-0133 from a landline phone.
- If possible, turn off electrical devices, natural gas, and compressed gas cylinders. Do not use cell phones or any electrical device that could spark further explosions.
- Signal for help by shouting or using a brightly colored cloth at the window.
- Do not use elevators and be careful of fallen debris, glass or heavy objects that might be about to fall.
- If injured, seek assistance from emergency personnel.



## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

### FIRE: Emergency Evacuation Procedures in the Event of a Fire

- In case of fire, once a fire alarm sounds, listen to instructions given over loud speaker public address system.
- If you can assist in controlling the fire without endangering yourself or others, take action with an available fire extinguisher. If you cannot control the fire, leave the area immediately.
- If possible, never allow the fire to come between you and the exit. Close doors behind you to help contain the fire.
- Do not use elevators in case of fire
- If necessary the evacuation should always be downward via the stairwells.
- Upon leaving your area, alert others to leave.
- To keep smoke from entering stairwells, the stairwell doors should never be left or propped open.
- If necessary evacuate as quickly as possible but in an orderly manner and avoid stampede. A cooperative effort is necessary to achieve a safe stairwell evacuation.
- Once outside, move to the south side of 9th street which is the meeting point.
- Return to the building only when given an "all clear" by the Fire Department or Housing Office authorities.

### Evacuating Individuals with Limited Mobility

During an evacuation, wheelchair bound individuals should go to the nearest stairwell and seek assistance in entering the stairwells "Area of Rescue".

### If Trapped by a Fire

- Always put closed doors between you and the smoke and heat. Seal off cracks around doors and vents.
- If you are trapped in an area filled with smoke. Do not walk, drop down and crawl on the floor with the help of elbows. In this case, the cleanest air is closest to the floor.
- Try to contact the Fire Department by dialing 911, with your exact location, even if you know the Fire Department is at the building.
- **DO NOT HESITATE OR DELAY IN MAKING THE CALL!**
- Ask for assistance when attempting to extinguish the fire by using the portable fire extinguisher, but only if you feel you are capable of handling the task.
- Instructions for proper usage are printed directly on the extinguisher. Even though extinguishers come in a number of shapes and sizes, all operate in a similar manner.
- Acquaint yourself with all fire extinguisher locations.
- When using an extinguisher, always keep your back to the door to allow for a quick escape, never allow the fire to come between you and the exit.
- Fight a small contained fire only (i.e. waste basket or paper fire).
- At least one fire extinguisher can be located on each floor near the stairwell exits and under the kitchen sink.
- All fire extinguishers are a dry chemical fire extinguisher, which may be used for the following types of fires: Ordinary combustibles, flammable liquids, and electrical equipment fires.
- **IF THE FIRE BECOMES TOO LARGE TO HANDLE — GET OUT!**

## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

### What You Can Do To Prevent Fires

Do not allow accumulation of trash or waste material.

Throwing trash, empty boxes, or other packaging materials in the stairwells or corridors is against Fire Department guidelines. If stairwells and/or corridors are full of

Flammable material, your main exit could trap you on your floor.

Should a wastebasket catch fire, and no water is immediately available, place another basket over it, then follow it with water.

Keep materials and trash away from any heat source.

**BE HELPFUL BY KEEPING YOUR AREA FREE OF HAZARDS.**

### Emergency Evacuation

A situation other than fire may arise that will cause the evacuation of the building. The following procedures are to be followed in case of such an event. The staff, the faculty and the students are expected to be aware of the following.

- Two paths of egress from their area of occupancy leading to lit exits.
- “Area of Rescue” in the stairwells

### Evacuation Procedures

- Leave the building once the alarm sounds or if you are instructed to do so by an authorized personnel. Please notify others on your way out. All occupants (staff, faculty, students, and visitors) must evacuate.
- If time permits occupants should secure their workstation and take only the most important items from their office or classroom (such as purses, backpacks, winter coats).
- Close the door after the last person is out but do not lock it.
- Walk quickly to the nearest safe exit.
- Do not use elevators unless authorized personnel tell you to do so.
- People with disabilities, are to go to the designated areas of rescue. The area of rescue is located on each floor just inside the stairwell landings.
- Security will be on hand to direct and assist with the evacuation. All occupants need to stay calm, quiet and follow the directions that may be given verbally or through a possible public address system.
- Do not re-enter the building until authorized personnel give the “all clear” signal.
- Move away from the building to the south side of 9th street.
- Report any missing or trapped persons to authorized emergency personnel.
- If you are not in the building when it was evacuated, go to the south side of 9th street so you will be accounted for.
- Rally Point
  - SLC Building: 9th and Wabash Ave (Southeast corner)

## Active Shooter --- How to Respond

### Profile of an Active Shooter:

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

How to respond when an active shooter is in the building.

Quickly determine the most reasonable way to protect your own life. You have three options:

### *Option 1 - RUN*

- If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 and security desk at 312 939 0133 when you are safe
- When calling 911 be prepared to give as much information as possible such as:
- Your name.
- Address of the school building.
- If possible, number of shooters, identification of shooters (name, gender, description, weapon type).
- Your present location.
- Number of victims.

## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

### *Option 2 – HIDE*

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
- If you are in your apartment, stay in your apartment. If you are in the open area, find the closest enclosed area.
- Your hiding place should:
  - Be out of the active shooter's view.
  - Provide protection if shots are fired in your direction (i.e., an office or classroom with a closed and locked door).
  - To prevent an active shooter from entering your hiding place:
    - Lock the door
    - Blockade the door with heavy furniture.
  - Call 911 and security desk at ext. 3100 then silence your cell phone.
  - Turn off any source of noise (i.e., radios, overhead projectors etc.)
  - Turn off the lights.
  - Cover the door and windows.
  - Hide behind large items (i.e., cabinets, desks)
  - Keep quiet, remain out of sight and act as if no one is in the room.
  - Do not answer the door until you are sure the situation is safe.
  - Do not leave or unlock the door to see what is happening.
  - Do not attempt to confront or apprehend the shooter, **UNLESS THIS IS A LAST RESORT.**
  - Evacuate the room **ONLY** when law enforcement have arrived and given the all clear.
  - If an active shooter enters your apartment or hiding place.

Try to remain calm, Dial 911, if possible, and alert police to the shooters location. If you cannot speak, leave the line open so the dispatcher can listen to what is taking place. Normally, the location of a 911 call can be determined without speaking. If there is absolutely no opportunity for escape or hiding, it might be possible to negotiate with the shooter. However, attempting to overpower the shooter with force should be considered a very last resort; after all the other options are exhausted. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

### *Option 3 – FIGHT*

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
  - Acting as aggressively as possible against him/her
  - Throwing items and improvising weapons
  - Shouting
  - Committing to your actions

### Bomb Threat

The guidelines are designed to help respond to a bomb threat in an orderly and controlled manner.

- Phone Threat
  - Remain calm and do not hang up.
  - If possible, signal other staff members to listen and inform the Housing Office and/or security immediately.
  - If phone call has a display/caller ID, copy the name or number.
  - If possible, write down exact wording of the threat.
  - Keep the caller on for as long as possible, gather as much information as possible.

- Be cooperative and responsive for the information requested by the Housing Office and law enforcement.
- Security will call 911 and become the point person at law enforcement arrival
- Verbal Threat
  - If the offender leaves, note which direction he/she went.
  - Inform Housing Office and security immediately.
  - Write down the threat exactly as it was communicated.
  - Note the description of the person who made the threat. i.e. Gender, Race, height, weight, type/color of clothing, hair, eye color, distinguished features, voice (loud, deep, accent, etc.).
  - Security will call 911 and become the point person at law enforcement arrival.
- Written Threat
  - Touch the threat document as little as possible (due to offender's finger print identification or presence of hazardous substance on the paper)
  - Inform Housing Office and security immediately.
  - Rewrite the threat exactly as is on another sheet of paper and note the following:
    - Date/time/location document was found
    - Any situations or conditions surrounding the discovery/delivery
    - Full names of any personnel who saw the threat
    - Secure the original threat; Do not alter the item in any way
      - If small/removable, place in a bag or envelope
      - If large/stationary, secure the location
  - Security will call 911 and become the point person at law enforcement arrival
- E-mailed Threat
  - Leave the message open on the computer
  - Notify Housing Office and security.
  - Print, photograph, or copy the message and subject line, note the date and time.

### Suspicious Item

A suspicious item is defined as any item (e.g., package, vehicle) identified as potentially containing explosives, an IED, or other hazardous material that requires bomb technician diagnostic skills and specialized equipment for further evaluation. Suspicious indicators are based upon the prevailing and/or communicated threat, placement and proximity of the item to people and valuable assets, and more tangible aspects to include, but not limited to; unexplainable wires or electronics, other visible bomb-like components, unusual sounds, vapors, mists, or odors.

If Suspicious Item is found:

- DO NOT touch, tamper with, or move the item
- Immediately report item to Housing Office, security and/ or authorities

**Security Desk Phone: 312.939.0133**

**Security Desk in house Ext.: 3100**

**Housing Office: 312 939 0112**

**Police: 911**

### Notification of A Missing Student

If a member of the University community has reason to believe that a Flats resident is missing, he or she should immediately notify the Housing Office at 312.939.0012 or Front Desk at 312.939.0133. The Housing Office will investigate, create an incident report, and involve other law enforcement agencies as necessary.

Should the Housing Office confirm that the student is missing, they will notify the student's missing person emergency contact no later than 24 hours after the student is determined to be missing. If the missing student is under the age of 18 and is not an emancipated individual, the Housing Office will notify the student's parent or legal guardian immediately after law enforcement has determined that the student has been missing. The Housing Office will notify the appropriate local law enforcement agency within 24 hours of the determination that the student is missing.

Students register an emergency contact when completing an application, License Agreement and Key Card during move-in. In completing the above, the student recognizes that their emergency contact will be notified by the Housing Office in the event the student is determined to be missing.

A student's emergency contact information will be accessible only by authorized Housing Office staff and law enforcement in the case of a missing person investigation.

Each time a student completes a new License Agreement or Key Card, they will provide an updated emergency contact. The License Agreement explains the related law.

## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

### Winter Storms

Winter storms range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for more than one day. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

- Extreme winter weather can knock out heat, power and communications services to home or office.
- During Winter Storms and Extreme Cold
- Stay indoors during the storm.
- Walk carefully on snowy, icy walkways.
- Keep dry.
- Watch for signs of frostbite. These include loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose.
- Watch for signs of hypothermia. These include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion.
- Drive only if it is absolutely necessary. If you must drive: travel in the day; don't travel alone; keep others informed of your schedule; stay on main roads and avoid back road shortcuts.
- Let someone know your destination, your route, and when you expect to arrive. If your car gets stuck along the way, help can be sent along your predetermined route.

### Tornado

Tornadoes are nature's most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds.

A public warning can be broadcast over the radio, TV, or with the emergency warning sirens when there is a tornado warning in effect.

- If a tornado warning has been issued and you are inside:
  - Go to an area in the center of a small interior room (i.e., bathroom) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside.
  - In a high-rise building, go to a small interior room or hallway on the lowest floor possible.
  - Do not use the elevators.
  - Do not leave the shelter area until after the storm is over and the all clear is given.
- If a tornado warning has been issued and you are outside:
  - Look for a nearby safe structure in which to take shelter.

## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

### Personal Safety

No matter where you live, certain precautions should be taken:

Avoid walking alone after dark. Never hitchhike or accept a ride from someone you do not know.

Do not interact with individuals soliciting food, money, cigarettes, etc.

Contact The Student Life Center Front Desk or any staff member if you are the victim/witness to an accident/attack in or around the building.

Do not prop open any access doors (stairwell, outside entrance, etc.). Keep your apartment entrance doors locked when you are not home. Only prop your apartment door when you are home and attentive, during non-quiet hours, and using an appropriate door stop.

Egress doors are for emergency use only. Any person who uses or allows these doors to be accessed apart from an emergency will be reported to the Housing Office and may be subject to disciplinary action.

With the increase in popularity of online communities, such as Twitter, Instagram, and Facebook, The Flats highly advises residents to limit the amount of personal information shared on websites. Including personal information such as address, cell phone number and class schedule could encourage incidents of stalking or harassment. While the desire to express individuality is understood, please be aware that possible negative consequences could occur with the inclusion of personal data on the Internet.

### Property Safety

Make a list of your personal property including identifying serial numbers and the name of the manufacturer.

Record the number of all credit cards and bank accounts and keep them in a safe space. Also, keep the phone numbers of these companies and banks so you can notify them if your cards or checks are lost or stolen.

Keep money and valuables in a secure place.

Do not keep excess amounts of cash in your room.

Be alert to the presence of strangers in non-public areas (all residence floors) and report their presence to the Student Life Center Front Desk, the Housing Office, and/or any staff member. Solicitors claiming to have authorization will have signed documentation on The Flats letterhead and will present photo-identification upon request.

Keep your apartment locked whenever you leave, even if you intend to return momentarily.

In the event that you are a victim of a theft, notify the Student Life Center Security Desk or any staff member immediately. You may also contact the Chicago Police Department.



## **BUILDING & RESIDENT FIRE/LIFE SAFETY CONTINUED**

Insist on seeing identification for any person you do not know seeking access to your room.

Do not leave messages on your door or voicemail indicating when you are not in your room.

Keep a list of emergency contacts on your person at all times.

### Personal Property Insurance

Neither East-West University nor The Flats assumes responsibility for theft, damage or loss of money, valuables or personal property of any kind belonging to any resident or guest. You should check with your insurance provider regarding the extent of coverage under existing policies, which you may carry. All residents are strongly encouraged to carry sufficient personal property or renters insurance to afford the level of protection desired, if they are not already covered under any other personal/family policy.

### Community Responsibility

It is important that all members of the community remember that, in conjunction with the protection afforded by The Student Life Center Front Desk, all residents share responsibility for overall safety at The Flats. Residents and staff are expected to promptly and accurately report any and all criminal acts, dangerous situations, or suspicious behavior.

## **HOUSING POLICIES AND PROCEDURES**

### Assignments

Room assignments and corresponding rates are based on full occupancy of each apartment, which ranges from one to six residents. Residents who occupy space below the designed capacity will be assigned additional roommates if available, or must promptly move to fill other vacancies to avoid additional housing charges. For more information, refer to the "consolidation" policy. Housing will not make assignments based upon race, sexual orientation, national origin, religion or ability. Housing Office staff may assign and reassign residents to other accommodations within the building to provide repairs or improvements or as are otherwise necessary for the efficient operation and/or protection of people or of the premises. A resident may be reassigned to another space if he/she fails to check-in and/or occupy the original space unless prior written authorization is provided by The Flats Housing Office.

Residents who wish to inquire about a room change are welcome to check with the Housing Office. Generally, requests for room changes are not processed during August or during the first three weeks following the start date of the License Agreement that each resident has entered into with The Flats (hereinafter referred to as "Agreement").

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Unit Access

The privacy of each resident's apartment is genuinely respected. However, entry into an apartment is sometimes necessary for the following purposes:

- in response to a requested or required facility service
- to perform fire, life and safety inspections
- in response to an apparent emergency or danger to a person's welfare or to the building or personal property
- in response to a reasonable cause that a violation of The Flats policies or law is in progress
- to assist law enforcement officers in the performance of statutory duties and in accordance with legally defined procedures governing search and seizure
- to show the unit to contractors or prospective residents

Entry will be arranged in advance or by invitation with one or more of the occupants when applicable. If reasonable arrangements are impractical or refused, non-emergency entry will be made upon prior 24 hours posted notice. A "Posted Notice" will generally be near floor elevators and/or other central locations when access is needed to many units on certain floors, or on specific apartment entrance doors when access to only a few units may be required. Please note that when residents submit work orders for their units, unless otherwise specified, such submittal is an invitation by the resident for service staff to enter and respond to the problem as soon as possible.

### Care of Facilities

Residents are expected to maintain their apartments to high standards of cleanliness and exercise reasonable care for the facilities. Routine cleaning in all apartments should include kitchen and bathroom appliances and fixtures, regular vacuuming of carpeted areas, and full cooperation with the building's pest control program. Alterations to the premises are prohibited. This includes but is not limited to: installing locks, ceiling fans or electrical, voice or data outlets; erecting partitions; or attaching anything to ceilings, walls, floors or exteriors, without the prior written consent of The Flats Housing Office. Residents must pay for any damage (less reasonable wear) within their apartments, including repainting, extraordinary cleaning costs and replacement for any missing items. Nothing may be placed in a manner that would block, mask or obscure a sprinkler head or smoke/heat detector. If deemed necessary, residents may be charged for any work completed.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Alcohol Policy

Members of this academic community owe it to themselves and others to make educated decisions regarding the use of alcohol. All local, state, and federal laws concerning alcohol are in effect in The Flats community. Institutions with master leases may have additional policies restricting the use of alcohol.

- a. Residents and their guests are prohibited from exhibiting non-compliant or disruptive behavior under the influence of alcohol.
- b. Alcohol, as determined by staff, will be disposed of appropriately and immediately by the residents and/or guests per instruction.
- d. Alcohol may be consumed in the privacy of a resident's apartment when the door is closed and no one under 21 is present (including roommates under the age of 21). Additionally, if under the age of 21, no resident can be in the presence of any alcoholic beverages this includes refrigerators, cabinets, etc.
- e. Only residents who are 21 or older may bring alcoholic beverages into the building. The Flats staff or their designee reserves the right to ask any student bringing alcohol into the building for proof of age.
- f. Any and all alcoholic beverage containers must be closed upon entry.
- g. The transport of open containers of alcohol from one apartment to another is prohibited.
- h. Empty alcohol containers are not permitted in The Flats as decoration or display.
- i. All bulk containers of alcohol, including kegs and other similar containers are prohibited.
- j. Residents are prohibited from having more than 12 unopened bottles/cans of beer or 2 bottles of wine in their apartment at any given time. Please note this is per apartment, not per resident.

### Drug Policy

Members of this academic community owe it to themselves and others to make educated decisions regarding recreational and prescription drug use. All local, state, and federal laws concerning drugs are in effect in The Flats community.

- a. Residents and their guests are prohibited from the use, possession, or distribution of any illegal or illicit substances or paraphernalia.
- b. Police will be contacted if any substance is observed or discovered that is suspected to be an illegal substance.
- c. Residents and their guests are prohibited from exhibiting non-compliant or disruptive behavior under the influence of drugs.
- d. Drugs and subsequent paraphernalia, as determined by staff, will be disposed of appropriately and immediately under the supervision of police or security personnel.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

e. Drug and smoking paraphernalia including, but not limited to, hookahs, pipes, bonges and other smoking devices, are prohibited in The Flats and will be disposed of upon confiscation.

f. Use of prescription drugs for any purpose other than that for which legally issued or intended, or by anyone other than the prescribed user, is strictly prohibited and can be confiscated.

### Smoking Policy

By Ordinance of the City of Chicago, The Flats is an entirely smoke-free building, including e-cigarettes. Residents may smoke outside at least 15 feet away from the Front Entrance.

### Quiet Hours Policy

To ensure an environment conducive to living and learning, quiet hours on all floors are:

Sunday – Thursday 10:00PM – 9:00AM

Friday – Saturday Midnight – 10:00AM

Although quiet hours are specific, 24-hour courtesy hours are always in effect on each floor. In addition, quiet hours may be extended or modified during Midterm and Final Exam periods.

### Guest Policy

Hosting guests is a privilege extended to residents provided policies and procedures are followed. Guests of The Flats residents are generally allowed at any time within the guidelines specified below. These guidelines have been developed primarily to enhance building security and safety, but also to honor the preferences of apartment-mates. No guests are permitted in a resident's room, even temporarily, without the consent of all apartment-mates. Residents are encouraged to talk with apartment-mates and agree to guidelines for visitation by guests within the apartment.

At all times, guests must present clear government-issued photo identification, sign-in at the Student Life Center Front Desk upon arrival and sign-out when leaving. Guests must be escorted by their host/hostess at all times throughout the building and may not use another's Flats access card to enter the facilities. During busy times, you may experience delays with the check-in process. Again, the process is intended to help control building access to only those authorized to be in the building. Your patience and cooperation are appreciated.

Please keep in mind that residents are responsible for the conduct of their guests and will be held personally responsible for compliance with all policies and procedures by their guests. If you have any concerns about controlling the behavior of your guests, please contact the Student Life Center Front Desk for assistance. Hosting guests is a privilege, and the University and/or Housing Office reserves the right to revoke this privilege from any resident at any time. Guests found unescorted, manipulating the guest registration system and/or in violation of any

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

Flats policies will be removed from the facility immediately, potentially banned permanently and may cause their host to lose their guest privileges.

No resident may serve as host/hostess to more than two guests at any one time. Overnight guests (defined as non-residents in room after 12:00am) may stay no longer than two nights in a 14 day period before another overnight visit to the same or any other resident in the building, except with the prior written approval of The Flats Housing Office. The Housing Office has additional information regarding extended and enhanced guest requests.

### Posting & Decorating Policy

- Doors — Posting or applying any items to either side of building doors by persons other than The Flats Housing Office or RA staff is prohibited.
- Dartboards — Because of the potential for serious damage to walls and doors, dartboards are prohibited.
- Posting — All postings must be approved in advance and submitted to the Housing Office.
- Bulletin Boards — Tampering with any bulletin board is prohibited.
- Windows — Nothing may be displayed on or in windows.
- Alterations — No changes may be made to the walls, doors, windows, ceilings or floors.

### Approved Posting Procedures

The Flats is a restricted-access facility open only to residents and their guests, individuals conducting officially approved business, and those who are granted access for specific, limited purposes. East-West University and other organizations may place flyers or advertisements in the building in accordance with established guidelines. Staff will remove materials that do not meet these guidelines, and will restrict further solicitation activities by those in violation. Anyone interested in posting or leaving any materials in the building must always check with the Housing Office and receive approval in advance.

### Prohibited Postings

- No one other than The Flats staff or a designee is permitted to place materials on, at or under resident room doors.
- The Flats staff will discard any materials that promote the use of alcohol, illegal drugs, or discrimination on the basis of race, gender, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, disability or military status.
- The Flats staff will discard any materials located anywhere in the building except as described and approved above, including immediately outside the building or on sidewalks, and in addition to bulletin boards that are designated for a specific use.
- Should physical damage result from posting or if unreasonable labor is required to remove a posting, The Flats will bill the sponsoring individual, company or organization for associated costs.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

- Those determined to have violated these guidelines or any other applicable policy of The Flats including but not limited to solicitation without prior permission, may be removed by building security and/or the Chicago Police Department if a non-resident. Such individual or organization will be subject to a trespass citation and may be prohibited from further entrance onto the premises.

### Harassment & Discrimination

The Flats is committed to taking action to prevent and eliminate all forms of harassment or discriminatory acts, including intimidating or coercive behaviors, and will respond to all reports of such behavior. Violators will be reported to the Director or Staff and Officer Coordinator.

Forms of harassment and discrimination that will be considered violations are defined as;

- Harassment: Any behavior (verbal, written, electronic or physical) that abuses, assaults, intimidates, demeans, victimizes or has the effect of creating a hostile environment for any person.
- Discrimination: Unequal favorable or unfavorable treatment of an individual based on race, national origin, ethnicity, gender, age, disability, religion, sexual orientation, or any other basis protected by federal, state or local law.
- Electronic harassment: A term referring to the use of electronic devices either through e-mail, texting, chat rooms and social media to harass, intimidate, discriminate or threaten another person.
- Cyber-stalking: The use of the Internet or other electronic means to stalk or harass an individual, a group of individuals, or an organization. It may include false accusations, monitoring, making threats, identity theft, damage to data or equipment, or the gathering information in order to harass.

### Sexual Harassment & Discrimination

Sexual harassment and discrimination in all forms are expressly prohibited and will result in referral to The Flats review process.

Sexual misconduct includes rape, sexual assault or any sexual act without consent:

- Consent being defined as a clear 'yes' either verbally or through action by both parties
- Consent cannot be given by someone who is incapacitated through sleep, drugs, alcohol, or certain physical or mental impairments
- Consent does not arise from coercion, force, incapacity, intimidation or threat
- Sexual misconduct can also include sexual exploitation as defined by taking nonconsensual advantage of another for the advantage or benefit of anyone other than the person being exploited. Sexual exploitation can include:
  - non-consensual video or audio taping of sexual activity, sharing of video, audio or pictures, observing someone
  - allowing another to observe someone who is partially or fully undressed or who is engaged in sexual activity when there is a reasonable expectation that they would not be observed

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

The Flats seeks to provide residents with a community free of harassment, discrimination or assaulting behavior of any kind, against any person or group, based on race, religion, gender, sexual orientation, age, national origin, disability or any other basis protected by federal, state or local law, as well as an environment devoid of all forms of sexual harassment.

The Flats is committed to taking action to prevent and eliminate all forms of sexual or gender harassment or discriminatory acts, including coercive sexual behavior, and will respond to all reports of such behavior. Violations will be reported to the Director or Assistant Director, and/or the member school's Dean of Students for investigation.

### Sexual Misconduct Reporting

If you believe an act of sexual misconduct has occurred, please report it immediately to one of the following resources:

- The Flats staff member - Please note there is a staff member available 24 hours a day.
- The Flats Front Desk (located in the main lobby area).
- The Housing Office
- Your Institution's Security/Public Safety Department

The resident's school and/or law enforcement authorities, in addition to The Flats Housing Office, may investigate all allegations of violation of this policy. The Flats residents alleged to have violated this sexual harassment and discrimination policy will be referred to their respective school for possible institutional action, in addition to any other action deemed suitable by The Flats.

### Solicitation Policy

Solicitation of any kind is strictly prohibited. Anyone found to be engaging with residents or in The Flats with this intent or exhibiting this type of behavior as deemed by management or staff will be asked to leave immediately. Failure to cooperate with this directive will result in the police being contacted. Due to the large numbers of students in a single facility, many individuals, organizations and commercial entities have an interest in soliciting residents in the community. Policies regulating such solicitation are designed to ensure safety and protect the privacy of residents, especially in residential areas, while complying with legal parameters.

### Access to Resident Mailboxes

Resident mailboxes are operated under guidelines provided by the U.S. Postal Service. Therefore, only addressed mail sent through the U.S. Postal Service may be placed in resident mailboxes. Materials from any individual or organization, student group, or company must be sent through U.S. mail and be properly addressed, including unit number. Tampering with any mail not belonging to you is a Federal offense and violators could be subject to prosecution by the U.S. Postal Service. In addition, persons will be held accountable under the policies of The Flats.

## HOUSING POLICIES AND PROCEDURES CONTINUED

### Technology

Data, video (television) and computer networking (including Internet) technology services available within The Flats are generally provided without charge for basic services. Upgraded services may be available for an additional charge. The following items apply to all use of The Flats' Technology Services.

Unauthorized uses of The Flats Technology Services include, but not limited to:

- interfering with the work of another resident or The Flats staff member
- illegal or criminal use of any kind
- unauthorized entry into a file, transfer of files or entry into a network
- accessing, creating, viewing, printing, storing, transmitting, disseminating, discriminatory, or in violation of any other The Flats policies
- displaying or selling any information protected by law or subject to privilege or an expectation of privacy
- any use that infringes on anyone's copyright, trademark, service mark, trade name, trade secret, or any other intellectual property right by e-mail, upload, download, posting or broadcasting or in any way viewed, printed, stored, transmitted, published, disseminated, displayed, or sold without the authorization of the owner
- any attempts to access any resources, features, contents or controls of the information technology services that are restricted, confidential, privileged, or that residents are otherwise not authorized to use
- any use that causes damage to, alters the operation, functions or design of, or impairs the efficient operation of the technology services or content or of any other computer system or network
- allowing persons who are not authorized by The Flats to access specific technology services to do so, whether by affirmative act (such as disclosing account information) or by omission (such as failing to log off)
- any use which would constitute an unauthorized use under, or otherwise violate, any policy of the school in which the user (or, if the user is the guest of a resident, in which the host resident) is enrolled
- any attempted use which would constitute an unauthorized use if accomplished successfully

The Flats requires that all residents maintain the latest updates (patches) for their respective operating system.

Anti-virus software (with automatic updates), and anti-ad ware (Spy-ware Removal) utilities, to be updated regularly, are also required. In addition, The Flats recommends the use of a personal firewall, such as McAfee Personal Firewall, Norton Internet Securities, or another of your choice. This will serve as additional protection for you and your computer.

All Flats residents are responsible for the protection of their computer(s) from viruses and other forms of mal-ware, and resolution of issues related to the invasion of the user's privacy and/or loss of data.



## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Network Access Policy

You own your computer and its software. Due to licensing restrictions The Flats cannot provide software in the event you don't have it available. The Flats does not warranty your computer or any loaded software.

The Flats intends to comply with the Digital Millennium Copyright Act of 1998, which was designed to protect copyrighted materials from theft. This legislation is available for review by clicking on the link provided following your first logon, or you can view it at <http://lcweb.loc.gov/copyright>. We highly recommend you take the time to review this information, as you are required to agree to its terms prior to accessing the Internet.

The Flats RESERVES THE RIGHT TO DISABLE THE NETWORK CONNECTION OF ANY COMPUTER THAT IS FOUND NOT TO COMPLY WITH THESE REQUIREMENTS. Once disconnected, the network connection will only be restored upon compliance with the above requirements and clean virus and spy-ware scans can be verified.

Additional terms of use may be established by The Flats. The Flats retains the right to inspect, review, and destroy any electronic communications, files, data, or other materials created on, stored on, or sent to, from, or via The Flats Technology Services as necessary to monitor compliance with these terms of use and to maintain the efficient operation of the technology services. Consequently, users should not have any expectation of privacy with respect to such messages and files.

Users are responsible for their own usernames and the security of their passwords. Any intentional or negligent interference with normal operations of The Flats Technology Services or of any other system accessible through The Flats' systems is prohibited and is subject to criminal and civil action as well as disciplinary action.

### Pets

For health and sanitation reasons, no pets of any kind are allowed, with the exception of fish restricted to tanks no larger than 10 gallons, or a certified assist animal if required and approved in advance by the Director. Any and all damage caused by the keeping of fish or the use of an approved assist animal is the responsibility of the resident(s).

### Disruptive Behavior

Residents are prohibited from obstructing or disrupting The Flats-related activity or inciting, aiding or encouraging other persons to engage in such conduct. This also includes any conduct that threatens or interferes with the maintenance of appropriate order and discipline in the community, or activity that invades the rights of others.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Weapons

The use and/or possession of explosive devices, firearms or fireworks are not permitted in or on The Flats facility or property at any time. These items, as defined by management, are strictly prohibited from The Flats facility and property, especially inherently dangerous instruments designed to cause injury or destruction. This includes BB, pellet, paintball and dart guns, bows and arrows, swords, martial arts implements, and explosives both manufactured or hand made. Residents may not possess, display or use such items in or around The Flats. Any instrument that may not normally be considered a weapon but is used in a manner that threatens the health or safety of any individual could be considered under this policy.

### Presence

Violations include being in the presence of any behavior that is in violation of any community standards or listed building policies.

### Illegal Activity

Violations include being involved in any activity or behavior that is illegal or criminal in nature.

### Open Flame

Violations include lighting or burning candles, incense or an open flame of any kind. It also includes possession of wax items with burnt wicks.

### Flammable Materials

Violations include the intentional misuse of chemical or flammable substances; the use of smoking materials and/or devices, and flammable materials, such as lighters, matches, etc.

### Dishonesty

Behaviors indicative of deception, fraud, the obstruction of truth, and the intentional misuse of documents or technology, and building policies.

### Endangerment

Violations include the endangerment to others or to property, including any action which, as a result, did or could have endangered the safety or property of others. This includes accessing unauthorized areas such as the roof, the hatch to the roof and the green roof on the 17<sup>th</sup> or 7<sup>th</sup> floor.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Keys/Key Cards

Violations include unauthorized possession or duplication of keys or key cards to The Flats property and the distribution of such keys to other persons.

### Intimidation

Violations include harassing, bullying, hazing, coercing, intimidating or demeaning conduct to others.

### Emergency Services

Violations include interfering with the response of officials to emergency calls.

### Vandalism/Theft

Violations include the unauthorized removal, use or possession of property belonging to The Flats or others, or the destruction or damage to property belonging to The Flats or others.

### Window

Violations include allowing any object to drop from a window.

### Obscenity

Violations include lewd, indecent or obscene conduct or expression.

### Skate

Violations include the use of in-line or roller skates, skateboards, unicycles, shoes with cleats anywhere in or on the premise, including the sidewalks around the building and the back dock area.

### Corridors

Violations include participation in games, sports, and unauthorized activity in The Flats hallways and corridors.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Prohibited Items

All prohibited items will be disposed upon confiscation. The following are prohibited:

- storage or presence of any type of bicycle, except for placement in the Bicycle Storage Rooms.
- any electrical appliance without a clear "U.L." label
- any appliance with an exposed heating element
- power outlet multipliers or extension cords with multiple plugs, with the exception of power strips with built-in circuit breakers (all microwaves and all other appliances that generate heat, including but not limited to curling irons, blow dryers, halogen lamps, coffee pots, toasters and clothes irons, must be plugged directly into an outlet and the use of extension cords or power strips is not permitted with these items)
- any electrical appliance that is rated at more than 6 amps (or 700 watts)
- any gas or charcoal grill, or any other cooking devices of any kind [including supplements to existing stoves/ovens, except for small U.L. listed appliances such as a microwave or toaster
- liquid-filled furniture of any kind, including waterbeds
- gasoline engines of any kind
- cut trees or bushes of any kind
- toys or props simulating a weapon--exceptions could be given in writing by the Housing Office during business hours

### Check-in Procedures

At check-in, each resident is issued a Flats access card, an apartment door/bedroom door key, a mailbox combination, and instructions to complete an online Room Condition Report (RCR) form. It is the resident's responsibility to carefully examine his or her apartment and its contents to indicate on the Report the absence of any appliances or furnishings, to note any damage to the apartment and to describe the general condition of each room. Residents will not be held responsible for conditions, damages, or shortages that exist prior to the time he/she assumed occupancy, provided these items are noted in a timely fashion on the Room Condition Report (RCR).

Failure to return the completed form as indicated above could result in a resident's obligation to pay for damages regardless of whether they preceded his or her time of occupancy. If, at the time of move-out, damages have occurred, the resident is responsible for the cost and will be billed for the damages and/or missing items.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Check-out Procedures

The resident is expected to schedule an appointment with a Housing Office staff member.

All resident belongings must be removed from the apartment, the kitchen and bathroom cleaned, and furniture arranged as it was upon arrival, prior to check-out with staff. The staff member will go through the entire unit with the resident, at the scheduled time, and then collect The Flats access card and the apartment door/bedroom door key. Additionally, the Room Condition Report (RCR) must be signed and dated by the staff member and the resident.

Note that moving out or being absent from The Flats does not affect your financial obligations as outlined in your Agreement with The Flats.

Each room will be inspected by Housing Office staff members for damages and cleaning charges. If damages or cleaning issues are found, a fee will be assessed. All damages will be split equally between roommates, unless written notification by the responsible party is provided to the Housing Office before their scheduled move-out day.

Residents are held responsible for any changes in room condition (damages, missing items, etc.) which were not reported or did not exist at the time of move-in. All residents are given the opportunity to report pre-existing conditions to their room via the Room Condition Report provided to them upon move-in.

Failure to check-out properly will result in a \$150 fee for the improper move-out. All cleaning, painting and damage charges will reflect actual expenses. [No "fines" are involved.] Typically, should a bathroom shower or kitchen appliances require cleaning, an additional charge is assessed.

Please note that private property left after vacating or upon the expiration of the Agreement will be considered abandoned and will be disposed of at the expense and risk of the resident. Each resident must check out no later than noon on the last day of the term of his or her Agreement. Residents who do not move out by the end of the Agreement term may be assessed a \$100 per day/night holdover fee.

### Consolidation

Rates listed on the Agreement are based on full occupancy in each unit. Therefore, any resident who does not have a full complement of roommates is automatically placed in "consolidation" if the Housing Office is unable to fill the vacancy by a new or wait-listed applicant. If you do not have a full complement of roommates, the Housing Office reserves the right to consolidate you and/or your apartment with others in the same or similar situation, of the same gender. Should you fall under consolidation; Housing Office Staff will notify you of your options and the consolidation procedures.

Annual students may have to consolidate and move into new spaces after the academic term residents have moved out. The consolidation process must be completed within four (4) business days after the academic term end date.

### Eligibility Requirements

Residents are expected to maintain eligibility at an institution within the Chicagoland area during the academic year. Per Agreement eligibility requirements, residents who fail to maintain eligibility must inform the Housing Office within 48 hours and are subject to cancellation charges. The exception to this rule is that residents do not need to be enrolled during the summer term as outlined by the resident's institution. Neither The Flats nor the resident has any obligation to renew the Agreement.

Excessive damages or any violation of The Flats policies, procedures, accepted community standards, or the Agreement may result in a resident losing his/her eligibility for housing at The Flats. Students removed from The Flats through disciplinary action are subject to all normal cancellation charges and are not eligible to reapply to The Flats without written permission from the Director or designee.

### Filming Requests

The Flats or any locations within the building or in the immediate exterior cannot be used in a film without written approval by the Housing Office. Filming requests can be directed to the Housing Office.

### Lockout Policy

Depending on a resident's institutional policies, a resident who is locked out of his/her apartment or individual bedroom may be able to request lockout service at the Student Life Center Front Desk. This service is complimentary the first three (3) times. Beginning with the fourth (4th) lockout during a term of residency, a service charge of \$50.00 will apply and each time thereafter. All lockout fees will be charged to your account.

### Lost Keys or Access Cards

Residents, who lose, misplace, or damage a key or access card will be responsible for full replacement cost for corresponding locks, new keys, and/or replacement of the card and lock core change. The cost for replacing a lost access card and lock core change is \$25.00 per key or access card. All charges will be added to your account.

## **HOUSING POLICIES AND PROCEDURES CONTINUED**

### Release of Resident Information

Except for information required in the performance of the duties of The Flats Housing Office room assignment and roommate information will only be released in writing to assigned residents and their roommates, and when required by law.

In the event of an emergency, notification of a resident's emergency contact will occur in accordance with the Higher Education Opportunity Act of 2008.

### Room Change Requests

Requests for apartment changes may be submitted at any time to the Housing Office or via e-mail at [theflats@eastwest.edu](mailto:theflats@eastwest.edu). With approval from the Housing Office, room changes may be permitted (at a charge of \$75, for any reason).

No room changes may occur during the first three (3) weeks of a resident's academic term. There are no application or transfer fees for internal apartment changes. However, approval is not automatic and is at the discretion of the Director, or designee. Once a request has been granted, the Director will issue an email with the details involving the move. Any cleaning, damage or replacement charges from the former (vacated) assignment will be charged to the transferring resident as well. Residents who move apartments without the approval of the Housing Office will be charged a \$125 fee for illegal room change.

### Work Orders

Work Orders may be submitted via the resident portal or Handteq App. A link to the portal and Handteq can be found on The Flats website at [www.theflats.eastwest.edu](http://www.theflats.eastwest.edu) under Current Residents.

Please be sure that the description of the issue is as detailed as reasonably possible. If you prefer to schedule a specific morning or afternoon appointment for service, you will be contacted for confirmation. However, keep in mind that advance scheduling by appointment for service will likely delay response time. Otherwise, your work orders will be completed with or without your presence as expeditiously as possible, and a note will be left for you in your room if you are not present during the service call.