



# Apartment Resident Handbook

**RESIDENT HANDBOOK**

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## WELCOME

We are pleased you are living on campus this year and hope you have the experience of a lifetime. To help provide a safe, welcoming, and inclusive community for all apartment residents, we have created this *Resident Handbook*. The apartments are defined as Wall and Grand, Elizabeth Street, and Evergreen Terrace.

## SCOPE

The *Resident Handbook* is an addendum to the University Housing contract. The policies and procedures listed in the *Resident Handbook* apply to the apartments, common areas and dining halls operated by SIU Carbondale University Housing. University Housing reserves the right to make changes to this document, including prohibited items, policies and procedures.

Residents should read and be familiar with the policies and procedures in the *Resident Handbook*, as they are held responsible for this information. Students are also responsible for adhering to the Student Conduct Code, which is available online at [srr.siu.edu/student-conduct-code](http://srr.siu.edu/student-conduct-code) and is referenced throughout this publication, and for information provided on the University Housing website, which is available online at [housing.siu.edu](http://housing.siu.edu).

Activities and items prohibited by law and violations of the Student Conduct Code or University Housing policy may result in criminal charges and/or disciplinary action, as well as confiscation of items. Individuals who violate these guidelines are subject to disciplinary action and will be charged for any damages that result.

This document may be updated at any time. Last revision: 7/17/2024

## POLICY VS PROCEDURE

| POLICY   | PROCEDURE  |
|--|--|
| guiding, principal, used to provide direction – helps to answer major operational issue(s) | operational process required to implement a policy – a series of steps to be followed as a consistent, repetitive approach to accomplish an end result |
| widespread application   | narrow application   |
| changes less frequently  | prone to change  |
| more general, usually expressed in broad terms   | more specific, often stated in detail.   |
| statements of “what” and/or “why”  | statements of “how,” “when” and/or sometimes “who”   |



## I. POLICIES

### a. Air Conditioning

- i. **Air Conditioning Usage:** Running the air conditioner with windows and/or doors open is not permitted. Residents doing so may be subject to a \$25 fine and/or disciplinary action.

### b. Alcohol

Refer to the Student Code of Conduct at [srr.siu.edu/student-conduct-code](http://srr.siu.edu/student-conduct-code) for a complete list of University policies regarding alcohol.

- i. **Location:** Alcohol is permitted for those residents who are of legal drinking age (21 years of age or older), provided the following guidelines are met.
- ii. **Consumption:** In areas where alcohol is permitted and when residents are of legal drinking age (21 years of age or older), alcohol may be consumed within the room, with the door closed. Alcohol may not be consumed in the presence of a minor, outside the apartment, on balconies/patios or in other public areas. (Except in family housing situations)
- iii. **Storage:** In areas where alcohol is permitted and when residents are of legal drinking age (21 years of age or older), alcohol may be stored in the refrigerator and cabinets. It may not be stored in a public location. Empty alcohol containers must be disposed of immediately and may not be used for decoration.

### c. Behavior

- i. **Inside Play:** Sports, horseplay, rough housing, etc. are not allowed inside buildings.
- ii. **Outside Play:** Tree climbing, improper use of recreational equipment, and disrespectful use of pavilions are not permitted.

### d. Children

- i. **Mandated Reporting:** We are required to report unattended children or children who, in our opinion, are in situations beyond their level of maturity and physical or mental abilities to appropriate authorities.

#### ii. Family Housing

1. **Appropriate Play Areas:** Children may play in playgrounds; available within and adjacent to Evergreen Terrace; but not in hallways, laundry rooms, parking lots, or streets.
2. **Programming Participation:** Participation in programs is a privilege. Children should always exhibit appropriate behavior. We reserve the right to restrict participation based on behavior.
3. **Supervision:** Children must be accompanied to and from bus stops. A parent/guardian is required to be on site while children are participating in programs.

### e. Culinary & Nutrition Services

#### i. Dining Plan Access through Student ID Cards

1. **ID Requirement:** A valid SIU Carbondale ID Card (ID) is required to use a University Housing dining plan. Residents with a dining plan, but without their Student ID will not be permitted into the dining hall unless they pay the guest meal price or return with their Student ID. An exception is made for lost ID's. See below.
2. **ID Usage Eligibility:** An ID may only be used by the person identified on the card.
3. **Lost ID:** If an ID card is lost, residents are responsible for misuse of their ID

until it is reported lost or stolen. A student who reports their card lost or stolen has 24 hours after reporting to replace their card. If the card is lost during a weekend or holiday, they have until 4 pm on the following business day to replace their card. Multiple reports of a lost card during an academic year will result in forfeiture of the 24-hour grace period. A photo ID may be used to enter the dining hall during this time period.

4. **ID Replacement/Reactivation:** Cards may be replaced or reactivated at the Student Center ID Card Office during regular business hours. Students may also reactivate their card through Saluki Net.

ii. **Prohibited Items/Fines:** Dining violations may result in a \$25 fine for a first offense and a \$50 fine for each subsequent offense. The following items are prohibited:

1. **Bringing Prohibited Items into Dining Hall:** Outside food or drinks, shopping bags, basketballs, skateboards, hover boards, skates, large items and any other items designated by University Housing as prohibited are not permitted in dining hall.

2. **Removing Items from Dining Hall:** Carrying dinnerware, utensils, equipment, food, or drinks from the dining hall is not permitted – backpacks may be searched.

3. **Inappropriate Attire:** Entering a dining hall without proper attire is not permitted – shoes, shirts, pants/shorts/skirts, etc. are required. Clothing must fully cover undergarments.

4. **Misusing an ID:**

- a. Attempting to use another person's ID for entry is prohibited.
- b. Allowing another person to attempt to use your ID is prohibited.
- c. Using or attempting to use a fraudulent ID is prohibited.

5. **Unacceptable Behavior:** Behaving in a manner that interferes with business, such as throwing food or making noise which makes it difficult for other students to engage in conversation, treating fellow patrons and staff without courtesy and respect, and cursing or otherwise using abusive language; is prohibited.

6. **Amplified Sound:** Using electronic devices with amplified sound without the use of headphones is prohibited.

iii. **Changes:** Hours and services are subject to change.

iv. **Expulsions/Bans:** University Housing reserves the right to ask patrons to leave the dining hall for violations of Resident Handbook policies. Further, University Housing reserves the right to temporarily or permanently ban students or guests from the dining hall for violations of Resident Handbook policy. A complete ban from dining halls may result in forfeiture of dining plan without refund.

f. **Decorations**

The following restrictions apply to decorations.

i. **Safety:** Decorations must be nonflammable and should not hinder the exits.

ii. **Damage/Alterations:** Decorations must not damage walls, floors, furniture, doors or woodwork. Alterations to your assigned living space, building or the surrounding grounds are not permitted. Painting or wallpapering of rooms or furniture is not permitted.

- iii. **Hanging Decorations:** Window decorations are prohibited. Nothing may be hung on the inside or outside of the windows. Nothing may be hung from the ceiling. At Wall & Grand Apartments, pictures, bulletin boards, etc. are only to be hung from the picture molding provided. Nothing is to be strung across the room.
  - iv. **Lights:** Outside string lights are not permitted. Cool touch mini lights (decorative or novelty string lights) are permitted, following the manufacturer's recommendations.
  - v. **Miscellaneous:** Road signs, traffic cones and emergency lights are not permitted in rooms or apartments without proof of ownership.
- g. **Electrical Outlets**
- i. **Cords and Splitters:** The use of extension cords and splitters is prohibited.
  - ii. **Usage:** Outlets are limited to two items unless a surge protector is utilized.
  - iii. **Protectors:** Surge protectors must be Underwriter's Laboratories (UL) approved. One surge protector may not be plugged into another surge protector.
- h. **Elevators**
- i. **Tampering and Playing:** Tampering with elevator buttons or equipment or playing with emergency call buttons or phones is prohibited.
  - ii. **Behavior:** Behavior that interferes with the normal operation of the elevator is prohibited (including but not limited to: tugging, pushing or pulling on elevator doors or jumping in the elevator). Students causing elevator breakdowns may be charged for emergency service calls.
- i. **Eligibility**
- i. Full-time SIU Carbondale students are eligible to reside in on-campus housing. Except for those listed below, no other individuals are eligible to reside on campus:
    1. **Wall & Grand Apartments:** Single SIU Carbondale sophomore, junior, senior, and graduate students of any age and freshmen aged 21 and older.
    2. **Elizabeth Apartments:** SIU Carbondale single graduate.
    3. **Evergreen Terrace**
      - a. **Family Housing:** Residents and their spouses, domestic partners, and children (under 18 years of age), faculty, and staff based on availability.
      - b. **Undergraduate Housing:** Single undergraduate students, age 21 and older.
  - ii. **Graduate Housing:** Single graduate students Apartment Housing Credit Hour Requirements
    1. **Enrollment:** Students must be enrolled full-time for the semester for which they apply.
    2. **Credit Hours Completed:** Undergraduate students must complete a minimum of 24 hours and graduate students a minimum of 12 hours per year, including summer (if summer housing is available).
    3. **Summer Housing:**
      - a. Residents of Evergreen Terrace and Elizabeth Apartments are permitted to remain in their apartments over the summer without classes if credit hour requirements have been met and the student has a completed contract for the summer and for the following year.

b. Residents of Wall and Grand Apartments are not permitted to remain in the apartments over the summer as they are not open year-round.

4. **Academic Progress:** Resident must achieve academic progress year to year to maintain annual eligibility for residency in University apartments.

j. **Fire Safety and Equipment**

i. **Vacating Buildings:** Residents must vacate immediately whenever the fire alarm sounds. Failure to do so will result in criminal charges and/or disciplinary action.

ii. **Causing False Alarms:** Activating or tampering with fire safety equipment and/or intentionally causing false fire alarms is a violation of Federal and State laws, and may result in criminal charges, fines, disciplinary action and/or termination of a resident's University Housing contract.

iii. **Tampering:** Tampering includes, but is not limited to, removing the smoke detector's cover, removing the batteries, disabling the unit, decorating the unit, or covering the unit.

iv. **Charges:** The resident (s) responsible for the costs associated with the system's activation and/or damage caused by a sprinkler head or smoke detector is responsible for these costs. These costs may not be limited to a single room, apartment, floor, or hallway.

v. **Repeat Offenses:** Repeat offenses could lead to termination of a resident's contract.

vi. **Trash:** All trash should be placed inside the dumpsters or trash chutes under adult supervision (for areas with children). Close dumpster lids when finished. Clean up any trash or substance dropped. Do not store trash on balconies or patios.

vii. **Out Buildings:** No personal sheds or other outside storage units are permitted on the property.

viii. **Fencing:** Temporary fencing for the patios at Evergreen Terrace is permitted if the fence is on the patio and no higher than three feet. Fencing should be attractive. We reserve the right to request that unsightly fencing be removed at the University's discretion.

ix. **Lawn Care:** Lawn mowing, trimming, leaf removal, etc. is performed by SIU employees. Keep toys, bicycles, lawn furniture, etc. on your patio or balcony.

x. **Responsibility:** The University is not responsible for any loss or damage to articles left outside or unattended. Items turned in to the Area Office will be held for 24 hours before being discarded.

k. **Guests & Visitation**

i. **General Guest**

1. **Guest Definition:** A person is considered a guest if they are not a resident of their apartment.

2. **Guest Permission Parameters:** Residents are permitted guests within the following parameters:

a. Residents may have up to two guests at once.

b. The roommate(s) must grant permission for a guest to be present. A resident may declare the room/common space off limits to guests.

- c. Guests must be always accompanied. Unescorted guests will be required to leave the apartment and grounds immediately.
  - d. Guests must possess an SIU ID or a valid government-issued ID (Driver's License, State ID Card, Military ID or Passport).
  - e. Individuals who have been banned from the University or University Housing are not permitted as guests.
3. **Guest Behavior:** Residents are responsible for the behavior of their guests at all times.
    - a. Residents are responsible for damages caused by guests.
    - b. Guests who are also SIU students may be charged for damages individually and are still accountable to the Student Conduct Code.
  4. **Keys/Fobs:** Residents may not loan any person their assigned key or fob. See "Keys/Fobs."

## ii. Overnight Guests

University Housing reserves the right to ban guests who fail to comply with this policy.

1. **Roommate Permission:** Prior permission for overnight guests must be obtained from the roommate(s).
2. **Juveniles:** Prior permission for guests under the age of 18 must be obtained from the Area Office.
3. **Duration**
  - a. **Wall & Grand Apartments:** Guests, regardless of who their host is, are not allowed to visit for longer than 72 hours or three consecutive nights, twice per semester or more than six nights total per semester.
  - b. **Evergreen Terrace and Elizabeth Apartments:** Residents must register their guest with the Evergreen Terrace area office. Residents are not allowed to have guests more than 14 days per semester.

## iii. Visitation

1. **Privileges:** University Housing reserves the right to alter visitation privileges. This may include changing visitation hours, access during breaks or declaring certain rooms/ apartments off-limits.

## I. Identification

- i. **Proper Identification:** Proper identification must be presented upon request. If a student, the student ID card must be presented. Guests may present an SIU ID or a valid government-issued ID (Driver's License, State ID Card, Military ID, or Passport).

## m. Keys and Building Access Devices (BADs)

### i. Number of Keys:

1. **Evergreen Terrace:** Graduate family residents receive one apartment key and one mailbox key upon check-in. If listed on the contract, additional keys are available upon request for married couples, domestic partners, and subtenants. Families who have children age 13 or older may receive an additional key upon request. Single undergraduate residents will receive one apartment key and one mailbox key upon check-in.



**2. Elizabeth Street:**

**3. Wall and Grand Apartments:** Apartment residents will receive a building access device and three keys upon check-in: apartment door, bedroom, and a mailbox key.

ii. **Copies:** Copies or duplication of SIU keys is prohibited.

iii. **Loaning Keys:** Residents must not loan any person their assigned keys or BADs.

iv. **Accidental Lock Outs:** Residents who lock themselves out of a room/apartment will be assessed a fee for staff unlocking the door. Lockout charges will be billed to the resident's University account:

1. **Wall and Grand Apartments:** Residents who lock themselves out of a room during Area Office business hours (Monday through Friday between 8:00 a.m. and 4:30 p.m.) must visit the Area Office to be issued a loaner key. Once the resident has retrieved their original keys, they must immediately return the loaner key to the Area Office.

2. **Evergreen Terrace/Elizabeth Street:** Residents who lock themselves out of a room during Area Office business hours (Monday through Friday between 8:00 a.m. and 4:30 p.m.) must visit the Area Office to be issued a loaner key. Once the resident has retrieved their original keys, they must immediately return the loaner key to the Area Office.

- a. First Lockout: Free
- b. Second Lockout: \$10
- c. Each subsequent: \$25
- d. Lost loaner key: up to \$190

v. **Lost Keys/Re-Cores:**

1. **Wall and Grand:** Residents who lose keys or BADs must visit the Trueblood Area Office to be issued a set of loaner keys. ~~the loss immediately to the Area Office to have the lock re-cored.~~ If the Area Office is closed, the resident must report the loss to the after-hours duty phone.

- a. Loaner keys are due back to the Area Office within 3 business days. After 3 business days the locks will be re-cored and the following charges will be added to the resident's University account.

2. **Evergreen Terrace / Elizabeth Street:** Residents who lose keys visit the Evergreen Terrace Office to be issued a set of loaner keys. ~~the loss immediately to the Area Office to have the lock re-cored.~~ If the office is closed, the resident must report the loss to the after-hours duty phone.

3. **Re-Core Charges:**

- a. Wall & Grand Apartments: Up to \$190
- b. Evergreen Terrace and Elizabeth Apartments: Up to \$150
- c. After-hours charges will be higher to account for call-in labor.

4. **Re-Core Cancellations:** Once a re-core has been called into Key Control, the re-core cannot be canceled.

n. **Noise**

i. **Noise:** Noise can be of concern in any community living environment, but common

courtesy and good communication among neighbors can help to prevent major problems. Residents can expect to hear some sounds from neighbors. Residents may use rugs to help muffle the noise they produce. Unresolved noise issues may be addressed to University Housing staff. Any prolonged or excessive noise or disturbance that interferes with the rights, comfort, or convenience of others will be considered a violation of your contract. Repeated noise violations may result in the cancellation of the contract without a refund.

- ii. **Courtesy Hours:** “Courtesy Hours” are always in effect. This means residents are expected to always act with courtesy regarding noise. Additional noise restrictions are imposed during the “Quiet Hours” below. During “Courtesy Hours”, residents are expected to:

1. **Noise from Within Room/Apartment:** Refrain from making noise that can be heard between floors or outside apartments.
2. **Noise from Outside Room/Apartment:** Avoid excessive noise in the hallway, commons area or outside the building.
3. **Designated Quiet Zones:** Understand that residential areas are designated quiet zones. Students should refrain from shouting, singing, chanting or otherwise creating a disturbance inside or outside the facilities, including amplified sound from vehicles.

- iii. **Quiet Hours:** “Quiet Hours” are in effect 10 p.m. - 7 a.m., daily. “Quiet Hours” have more stringent requirements where noise should not be heard outside the room or from groups of people in or around housing units. “Quiet Hours” may be adjusted during finals and the week prior to finals, as well as at the discretion of University Housing.

- o. **Patios, Lounges, Community Room, Pavilion and Lobbies**

- i. **Furniture:** Furniture from these areas is not to be taken into student rooms or from the floor/ building.
- ii. **Activities:** Activities in these areas may not interfere with the desk or facility's normal operation.
- iii. **Posted Signage:** Residents/guests are expected to follow signage posted by building staff, i.e. capacity, noise, etc.
- iv. **Hours:** University Housing reserves the right to designate hours for these areas.
- v. **Clean Up:** Residents/guests are responsible for cleaning up after themselves when using these areas.
- vi. **Storage:** Items may not be stored in lounges, lobbies, kitchens or common patio areas.

- p. **Plumbing**

- i. **Normal Usage:** The sewer system is sufficient to handle all normal drainage. Do not flush food, grease, paper towels, facial tissues, disposable tampons, diapers, etc., down toilets, showers, or sinks. You may be liable for plumbing repairs if this occurs.
- ii. **Overflowing Toilet:** If your toilet overflows and your toilet has a tank with a lid, lift the cover off the tank and push down the flapper to cover the hole on the bottom of the tank. You should purchase a plunger to have it available for overflowing or stopped-up toilets. Try using your plunger before contacting the Area Office. If the situation is not resolved, immediately report stopped-up or overflowing toilets to

the Residence Education Staff or Area Office.

iii. **Bidets:** Bidets are not provided or permitted.

q. **Prohibited Items**

i. **Right to Restrict Items:** University Housing reserves the right to limit or restrict items allowed on campus. Restricted items found on campus will be confiscated, and additional disciplinary action may be taken. A suggested packing list is available online at [housing.siu.edu/move-in/packing-list.php](http://housing.siu.edu/move-in/packing-list.php). To request an evaluation of a new product for permission to bring to campus, contact the Central Housing Office at 618-453-2301.

ii. **Prohibited/Permitted Items:** Unless otherwise stated, the items below are not permitted in University Housing. Additional items may be added or restricted at the discretion of University Housing.

1. **Climate Control:** air conditioners and heaters

2. **Cooking:**

a. **Prohibited Items:**

- i. Charcoal burners
- ii. Deep fryers
- iii. Electric skillets
- iv. Charcoal and propane grills (residents may use SIU-provided grills located in residential areas but must use self-lighting charcoal)
- v. Hot plates and hot pots
- vi. Stoves (propane, butane, kerosene, etc.)
- vii. Toasters or any item with an exposed coil or heating element (toasters are allowed in apartments with a kitchen)
- viii. NuWave ovens and cooktop

b. **Permitted Items:**

- i. George Foreman type grills and Panini Presses without exposed heating coils or elements
  - ii. One microwave per unit is preferred, with a maximum of two per unit allowed. There are no restrictions on wattage.
  - iii. In addition to the provide refrigerator, one refrigerator per apartment bedroom is allowed. Refrigerators may be no more than 4.2 cubic feet
3. **Connectivity:** antennas, satellite dishes, short-wave radio transmitting equipment, and splitters.
4. **Incendiary:** candles or anything with a wick, incense, fog and smoke machines (within the building), combustible materials and flammable liquids; including but not limited to: liquid lighter fluid, kerosene, engine fluid, solvents, gasoline and diesel fuel
5. **Lighting:** black lights, halogen lamps, lava lamps, oil lamps and strobe lights
6. **Miscellaneous:** subwoofers, waterbeds and water pillows, empty alcohol containers, washers/dryers, storage sheds, pools, playground equipment, non-university locks or latches, live trees, flower beds, gardens, dishwashers,

contact paper, or clothes lines

7. **Pets:** University policy does not permit any pets from residents or visitors unless otherwise listed below. Violation of this policy will result in immediate removal of the pet and may jeopardize the residents' residency. Allowed pets are listed below

**a. Pets permitted**

- i. Fish are the only permitted pets. Snakes, lizards, turtles, or other such pets are not considered fish. The definition rests with University Housing.
- ii. Up to two tanks with a maximum tank capacity of 20 gallons each are permitted per apartment.

**b. Liability and Safety**

- i. The University assumes no liability for the safety and well-being of pets and cannot be held liable for injured or diseased pets.
- ii. Areas containing pets will continue to be treated for pest control as scheduled – it is the owner's responsibility to protect the health of pets on the days of treatment.
- iii. No pets are to be kept for research or food production purposes.
- iv. ESA owners whose ESA poses a risk to the health and safety of another resident and those whose pets repeatedly disturb another resident must remove them.

**r. Smoking**

- i. **Smoke-Free Campus:** SIU is a smoke-free campus. Smoking is prohibited on all university grounds. "Smoke" or "smoking" means the carrying, smoking, burning, inhaling, or exhaling of any kind of lighted pipe, cigar, cigarette, hookah, cannabis, herbs, or other lighted smoking equipment. Vapor and e-cigarettes are also prohibited. Learn more at [smokefree.siu.edu](http://smokefree.siu.edu).

**s. Solicitation**

- i. **Operating a Business:** Residents cannot operate a business or personal service from their assigned living space or elsewhere within University Housing. This includes personal services such as hair, nails, food sales, etc., and direct sales companies such as Lia Sophia, Scentsy, Pampered Chef, Mary Kay, etc.

**t. Transportation**

Transportation refers to motor vehicles, bicycles, scooters, skateboards, roller blades, roller skates, hover boards, etc. University Housing reserves the right to make changes to this list and add or include additional items. For information on parking, see "Parking".

**i. Storage:**

1. **Bicycles:** You may store bicycles on outside bicycle racks, or in your assigned living space. They may not be placed on convectors or hung from the ceiling, chained to buildings, fences, trees, left on lawns, hallways, or in common areas. Lock your bicycles when storing them outside. Bicycle racks will be periodically cleaned out. Residents will be notified to remove unused items.

**a. Bikes may be removed without notice if improperly secured.**

2. **Motorcycles and Scooters:** Motorcycles or scooters, including electric

scooters, are not permitted inside the building, on the lawn, or on sidewalks.

**3. Trailers, Boats, Campers, and Motorhomes:** On-campus storage of boats, trailers, campers, and motorhomes is not permitted.

**ii. Riding:**

**1. In Buildings:** Except for accessibility devices or equipment, riding is prohibited inside buildings.

**iii. Restrictions:**

**1. Hover Boards:** Hover boards or similar battery-powered devices are not permitted on campus.

**iv. Registration of Non-Vehicular Transportation:** Bicycles and scooters must be registered with the Parking Division.

**v. Removal:** Items in violation of this policy will be removed by the Department of Public Safety. University Housing is not responsible for damages.

**vi. Condition of Vehicles:** All vehicles must be drivable. Any vehicle found to be in junk condition (flat tires, on jacks or supports, etc.) or with an expired decal will be towed. The parking lots may not be used to perform repairs on vehicles, including oil changes.

**vii. Driving:** Unless otherwise notified by the Department of Public Safety, vehicles may not be parked on or driven over the sidewalks or lawns for any reason at any time. Violation of this policy will result in a minimum of a \$25 fine, ticketing, towing and an additional assessment of charges for grounds repair.

**u. Windows, Balconies/Patios, Awnings, and Roofs**

**i. Storage:** Residents may not store any items in hallways or walkways, or in the Evergreen Terrace hallway electrical closet. Residents with patios or balconies may have a reasonable amount of patio furniture on their patio or balcony.

**ii. Fines:** If University personnel must remove residents' items from hallways or walkways, the residents will be fined \$10 per item. If we are unable to identify a particular resident, each apartment may be charged.

**iii. Discarding Property:** Items left on lawns, sidewalks, blocking doors or in public areas may be removed and held for a period of 24 hours, after which time they will be discarded.

**iv. Unsafe Activities:**

**1. Hanging Items:** Residents are not permitted to hang any items from windows, patios, balconies, trees or fences.

**2. Dropping Items:** Residents may not drop any items from windows or balconies.

**3. Balconies:** Residents may not walk, sit, lean, climb or straddle railings on balconies.

**4. Windows:** Residents may not use windows as an entrance/exit to the building except in an emergency.

**5. Window Locks:** Residents may not tamper with window locks or security mechanisms.

**6. Screens:** Residents may not remove screens.

**7. External Building Features:** Residents are not allowed on the awning, sunshade, ledge or roof of any building.

## II. PROCEDURES

- a. **Absence of Resident**
  - i. **Staff Notification:** Apartment residents who will be away for a period longer than two weeks, should notify their area office.
  - ii. **Mail/Newspaper Notification:** It is advisable to also notify the postal carrier and paper carrier.
- b. **Assignments**
  - i. **Rights:** University Housing has the right to change the assignment of a student; to deny apartment/roommate requests and changes; to consolidate vacancies; and to require a student to move from one apartment, or area to another.
  - ii. **Designations:** University Housing reserves the right to change the designation of a room, apartment, floor or building and/or designate over-assigned temporary spaces when needed.
  - iii. **Vacancies:**
    - 1. **Roommate:** Students in apartments with vacant bedrooms may receive a roommate at any time.
- c. **Breaks and Closing**
  - i. **Calendar:** The University Housing calendar is available online at [housing.siu.edu/housing-calendar.php](http://housing.siu.edu/housing-calendar.php).
  - ii. **Breaks:** Apartments remain open during breaks during the academic year. Information on breaks is available online at [housing.siu.edu/housing-options/residence-halls/break-housing](http://housing.siu.edu/housing-options/residence-halls/break-housing).
  - iii. **Closing Information:** Residents are responsible for reading and complying with Closing Information. Information on closing can be found online
- d. **Building Access**
  - i. **Wall & Grand Apartments:** Building exterior doors are always locked. Access is maintained through an electronic entry system or key for the building and traditional keys to the room. Residents are issued the key and building access device (BAD) ~~fee~~ at check in. Access is limited to the resident's assigned building as well as the lobby of Building 1.
  - ii. **Evergreen Terrace and Elizabeth Apartments:** Apartment doors should be always locked.
  - iii. **Guest Access:** See "Guests & Visitation".
  - iv. **Search:** The University reserves the right to conduct a reasonable search of a student's backpack, bags, luggage, etc., without notice, in emergency situations, in cases of suspected or alleged violation of University policy or the law, or for such other purposes as are reasonably necessary to ensure the comfort, safety and protection of members of the University community.
- e. **Changing Apartments**
  - i. **Space Change:** Changing rooms within an apartment or to another apartment is considered a space change and require approval. Space changes may begin the second week of each semester or as the announced by University Housing.
  - ii. **Initiating Change:** To initiate a space change, contact your Area Office.
  - iii. **Permitted Space Changes:** Space changes are permitted by exception only. If an exception is granted, a \$200 space change fee must be paid prior to space change, if applicable.
    - 1. **Account Balance:** Your University account must be current before a space change will be offered.



2. **Guarantees:** There are no guarantees of space changing, selecting certain dates or selecting specific apartments.
3. **Moving Timeframe:** A three-business-day move is permitted at no charge.
4. **Exceeding Allowed Moving Timeframe:** After three business days, charges will be assessed for each day a student is contractually in two spaces, plus damages and/or cleaning charges, if applicable.

f. **Charges**

- i. **Housing:** Semester Housing charges will be billed to your University Bursar account.
  1. **Summer:** Summer semester is June and July.
  2. **Fall:** Fall semester is August through December.
  3. **Spring:** Spring semester is January through May.
- ii. **Utilities:** Basic utilities are included.
- iii. **Space Usage:**
  1. **Room Usage:** In roommate situations, residents may occupy only their portion of the apartment.
  2. **Relocation of Belongings:** Residents occupying space outside of their assigned bedroom may have their belongings moved by University Housing staff if they interfere with the move of a new roommate. University Housing is not responsible for damages.

g. **Checking Out**

- i. **Proper Check-Out:** A proper check-out is required when vacating a room or apartment. At this check-out appointment, the resident must be present, all personal property must be removed and the space must be clean. Keys/BADs ~~for~~ and apartment parking decals will be turned in at this time. Failure to check out properly may result in charges.
  1. **Wall and Grand Apartments:** Residents must sign up for a check-out appointment with their RA or another member of Residence Life Staff at least 24 hours prior to their departure time.
  2. **Evergreen Terrace / Elizabeth Street:** Residents must make a check-out appointment at least 24 hours in advance with the Area Office.
- ii. **Intent to Vacate:** In addition to scheduling a proper check-out, Evergreen Terrace and Elizabeth Apartment residents must file an “Intent to Vacate”, found online at [housing.siu.edu/forms](http://housing.siu.edu/forms), at least one week prior to moving out of their apartment.
- iii. **Improper Check-Out:** Staff may attempt to contact the students who do not properly check-out and encourage them to complete the proper check-out. If the student does not complete a proper check-out, a \$50 improper check-out charge will be applied to the student’s account and, if applicable, an abandoned property letter will be mailed to the student’s address of record.
  1. **Wall and Grand:** Residents who do not schedule a time to check out, or who schedule a time less than 24 hours prior to their departure will be charged an improper checkout fee.
  2. **Abandoned Property:** Prior to the end of the contract term, residents may be charged for handling and/or storing any abandoned property. University Housing may, at its discretion and space permitting, store, relocate and maintain personal property left behind by the student for up to 14 days.

The student may claim that property by contacting the SIU Carbondale University Housing Office of Residence Life. At the end of 14 days, all unclaimed property will be considered legally abandoned and will be auctioned, donated, or disposed of as the University sees fit. NOTE: Student property remaining in the room at the end of the contract term is considered abandoned and will be immediately auctioned, donated, or disposed of as the University sees fit.

- iv. **Keys/Building Access Devices (BADs):** Residents who do not return keys/BADs will be charged replacement costs accurate at the time of this printing, listed below:
  - 1. **Wall & Grand Apartments:** up to \$190
  - 2. **Evergreen Terrace and Elizabeth Apartments Door Keys:** \$65
  - 3. **Evergreen Terrace Bedroom Door Keys:** \$65
  - 4. **Evergreen Terrace Mailbox Keys:** \$32.75
  - 5. **Elizabeth Apartment Mailbox Keys:** \$40
- v. **Contract Cancellations:** Residents who check out during the contract period will be assessed a cancellation charge. Students graduating mid-academic year and checking out at that time will not be assessed a cancellation charge, and internships and Study Abroad are not charged a cancellation fee.

vi. **Additional Charges:**

- 1. **Pending Charges:** Any pending charges for lost keys or building access devices (BADs), damages, or cleaning will be listed on your housing account and will be billed to your Bursar account.
- 2. **Evaluation of Damage for Charges:** Some charge amounts may not be known until Facilities staff has evaluated the damage(s).
- 3. **Disposal of Items Left Behind:** Any items left in the room/apartment will be disposed of and an additional charge will be assessed as follows: \$10 per bag for trash removal. \$25 per item requiring two or more people to remove.
- 4. **Damage Charges:** Billed a month after end of the semester.

h. **Climate Control**

i. **Air Conditioning:** Assigned living spaces are equipped with air conditioning.

- 1. **Fines:** Running the air conditioner with windows and/or doors open is not permitted. Residents doing so may be subject to a \$25 fine and/or disciplinary action.
- 2. **Operating AC:**
  - a. Individual units manage temperatures.
  - b. When changing a thermostat setting from HEAT to COOL, put the switch in the OFF position and pause for two seconds before moving the lever to COOL. Then, set the thermostat to the desired temperature.
  - c. In the event of a power outage, move the thermostat setting to the OFF position. This will prevent damage when power is restored.

ii. **Heat:** All apartments are equipped with heat.

i. **Communicating with Residents**

- i. **Email:** SIU Carbondale and University Housing will send official notifications to residents' SIU email accounts, including parcel receipt postal mail notifications. Residents are responsible for information sent through their SIU email account. Ensure email addresses are accurate.
    - Wall and Grand Residents and roommates, if applicable, will be notified via email of any replacement keys due to re-cores once they are available in the Trueblood Area Office.
  - ii. **Meetings:** Residents are responsible for all information discussed at house or area meetings. Residents unable to attend due to a conflict are responsible for following up with Residence Education staff.
  - iii. **Door Postings:** Official communication is also posted to building bulletin boards and doors in Evergreen Terrace, Wall and Grand, and Elizabeth Apartments. Residents should ensure that roommates share this important information with each other and that children understand the importance of giving this information to adults.
- j. **Damages and Repairs**
- i. **Normal Wear and Tear:** University Housing is responsible for repairs resulting from normal wear and tear only.
  - ii. **Accidents and Negligence:** Costs for repairs due to resident accidents or negligence shall be determined by University Housing and charged to the residents.
  - iii. **Damages:** Damages associated with your assigned living space may be assessed at the time of the damage or at the end of the semester/contract term.
  - iv. **Common Area Damages:** Common's area damages; including the Wall & Grand Apartments fountain, fire extinguishers, and hallways; are assessed each semester to all residents of a wing, floor, building, apartment or complex when individual responsibility cannot be determined. Group charges may be removed if individual responsibility is determined.
  - v. **Liability and Insurance:**
    1. **Liability:** The university assumes no liability for the resident's loss due to damages.
    2. **Personal Property Insurance:** Residents are encouraged to carry their own private property insurance such as (renter's insurance), as the University does not provide this type of insurance.
    3. **Damage:** University Housing makes every effort to ensure that buildings and systems are in good condition. Nevertheless, electrical, heating, and plumbing problems can occur. Residents should store valuable items off the floor. This will minimize the possibility of water damage, should a leak occur. University Housing is not responsible for damage to residents' property that results from water leaks, electrical problems, etc.
    4. **Claims:** Extenuating circumstances may allow for a damage claim to be filed. Damage claim forms are available at the Area Offices.
- k. **Extermination Service**
- i. **Treatment:** University Housing has a contract with an outside extermination company for extermination services. Apartments are treated regularly. An extermination schedule is available at the Area Office.
  - ii. **Reporting Pests:** Residents should report any pest problems immediately to the Area Office.

- iii. **Preparing for Treatment:** Residents will be given notification and are expected to prepare the assigned living space as instructed when clean-out (closets, cabinets, etc.) becomes necessary for treatment.
- iv. **Resident Non-Compliance:** The extermination company will notify staff if residents do not comply with a clean-out request and of unsanitary conditions. Residents will be notified of these findings and given time to correct the violation. Non-compliance can result in contract termination.
- v. **Illness:** Residents unable to participate due to illness should contact the Area Office and will be rescheduled for the next treatment date.
- vi. **Bed Bugs:** Campuses are beginning to see a rise in the number of bed bug infestations. If you bring bed bugs into your room or apartment, you will be charged for extermination services and the cost of any SIU Carbondale furnishings that need to be replaced. Personal mattresses infested with bed bugs must be placed in dumpsters and are replaced at the owner's expense.

**I. Furnishings**

- i. **Provided Furnishings:** A list of what's included in each area is available online.
- ii. **Inventory:** The condition of the room and furnishings will be inventoried before your arrival. Discrepancies must be reported to the Area Office or University Housing Residence Education staff within 48 hours of move-in. Residents are responsible for any loss or damage beyond wear and tear (see "Damages").
- iii. **Removing Items from Apartment:** Furnishings and appliances provided by University Housing for all apartments/rooms may not be removed from rooms or apartments. Furnishings and appliances are listed online at [housing.siu.edu](http://housing.siu.edu).
- iv. **Disassembling Items:** Furnishings may not be disassembled, except for beds and lofting equipment provided by University Housing.
- v. **Location of Beds:** Beds may not be placed on nor block convectors and may not block doors.
- vi. **Liners:** Drawer and shelf-liners must be non-adhering or non-adhesive.

**m. Health and Safety**

- i. **Safety Information:** Information on campus safety is online at [dps.siu.edu](http://dps.siu.edu).
- ii. **Emergencies**
  - 1. **Alerts:** Residents are encouraged to sign up for emergency alerts via SalukiNet.
  - 2. **Information:** Emergency information is available online at [emergency.siu.edu](http://emergency.siu.edu).
  - 3. **Evacuation:**
    - a. **Routes:** Evacuation routes are provided on apartment doors.
    - b. **Drills:** University Housing will conduct fire evacuation drills, as required.
    - c. **Safe Evacuations:** In the event of a building evacuation for any reason; cooperate fully with staff; evacuate in a safe and orderly manner using the nearest exit to the designated assembly area; do not reenter the building until instructed to do so by staff.

**iii. Health and Safety Inspections**

- 1. **Expectations:** Residents are expected to maintain their assigned living space and bathrooms orderly and sanitary.
- 2. **Frequency of Inspections:** These areas will be inspected at each

break and throughout the year.

3. **Reason for Inspections:** Inspections are conducted for maintenance, safety, sanitation, and property control.
  - a. **Notice:** A 24-hour advance notice will be given for inspections, except for inspections conducted during breaks. Emergency inspections may occur at any time (without notice) when residents do not answer their door, and there is concern for the health or safety of room occupants or condition of university property
  - b. **Presence:** Residents are not required to be present during the inspection.
4. **Consequences:** Persistence of disorderly or unsanitary conditions in a student's residence may result in significant corrective cost charges or termination of contract.
5. **Medical Waste:** Students who self-administer medication including, but not limited to, insulin, shots for clotting factors, etc. are required to dispose of all needles and syringes in a medical waste container, which can be purchased at the Student Health Center Pharmacy. The student must turn the medical waste container in to Housekeeping staff when it becomes full, and/or at the end of each term (whichever comes first).

**n. Laundry Facilities**

- i. **Usage:** Directions are provided. Laundry equipment may only be used as intended. Charges apply for any damage.
- ii. **Unattended Clothing:** Do not leave clothes unattended in washers and dryers. University Housing assumes no responsibility for the loss of or damage to clothing. Laundry left in laundry rooms for more than 48 hours will be discarded.
- iii. **Hours:** Hours are posted. If you need assistance, contact the Area Office staff.
- iv. **Issues:** Report any machine problems to the phone number in the laundry room.
- v. **Carts:** In areas where laundry carts are provided, carts must always remain in the laundry room. Residents who remove them will be assessed a fee of \$100.
- vi. **Playing:** Bicycles, roller skates, etc., should not be taken into the laundry room, and children are not allowed to be unsupervised there.
- vii. **Elizabeth Apartments:** In consideration of residents living directly above this level, please do not use these facilities before 8 a.m. or after 10 p.m.

**o. Light Bulbs**

- i. **Installation:** Light bulbs in your assigned living space are installed prior to your check-in appointment.
- ii. **Replacement:** Replacement of burned-out bulbs is your responsibility except for fluorescent light bulbs, hallway lights, and exterior lights, which are changed by University crafts-persons. Notify the Area Office if hallway or exterior lights need to be replaced in your building.

**p. Mail**

**i. General**

**Responsibility:** The University is not responsible for loss or damage to items sent through the mail.

**Perishable Items:** Perishable items such as flowers, food, and medication are sent at the sender's risk and may be disposed of if they become unsanitary.

**Properly Addressed Mail:** Packages and paper mail should be addressed to the student's first AND last name,

residence hall building street address, and room number.

If a preferred name is utilized for mailing/shipping items, the mailroom must be notified, or you risk items being returned to sender.

#### Wall & Grand Apartments

**Claiming a Package:** To claim packages students must present a valid student ID.

**Return to Sender:** Packages not shipped in the student's name, without a first or last name, addressed to family, friends, or non-students, will be returned to sender.

**Failure to Pick Up:** Items not picked up within two-weeks will be returned to sender.

**Lost Packages:** Concerns with lost packages should be directed to the Trueblood Area Office.

**Paper Mail:** Paper mail is distributed into your mailbox and can be picked up at any time. Mailboxes are found near the desk in the Cedar Hall lobby. Please note that it can take longer than expected for paper mail to be delivered to the apartment mailroom.

#### Evergreen Terrace and Elizabeth Apartments

**Mail Service:** Mail is delivered by the U. S. Postal Service.

**Oversized Packages:** Packages too large for the mailbox will be left at the Evergreen Terrace Area Office by the Postal Service. An email will be sent to the student and may be picked up during regular office hours. UPS and FedEx packages are delivered directly to the apartment.

**Lost Packages:** Concerns with lost packages should be directed to the Evergreen Terrace Area Office.

#### q. Maintenance

- i. **Resident's Responsibility:** The residents are responsible for routine care and upkeep of the room/apartment.
- ii. **Maintenance Staff:** Maintenance and repair work is completed by SIU Plant & Service Operations or outside contractors.
- iii. **Repairs:** Residents should contact their area office or report needed repairs online at [housing.siu.edu](http://housing.siu.edu). Repairs are assigned to craftspeople based on personnel availability and other campus needs. It may take several days or weeks to complete non-emergency repairs.
- iv. **Emergency Repairs:** Emergency maintenance situations needing immediate attention (i.e. no heat or electricity, odor of gas, plumbing leak, etc.) should be reported to University Housing staff.
- v. **Appointments:** Appointments are not available. Maintenance staff will knock and enter the room/ apartment whether the resident is present or not.
- vi. **Charges:** Residents are not to be charged for repairs resulting from normal wear and tear as determined by the University, however, repairs for broken or damaged property may be charged to the student's account.
- vii. **Shoes:** While we recognize that many residents remove their shoes before entering their apartments, due to concerns regarding work-related injuries, crafts persons are not expected to remove their shoes while performing repairs in assigned student living spaces. Residents can provide shoe coverings for maintenance staff to utilize upon entry.

#### r. Parking

- i. **Decals:** Campus parking decals may be purchased from the Parking Office within the Department of Public Safety in Trueblood Commons.
  1. Once they have purchased a university decal, Evergreen Terrace and Elizabeth Apartments residents will receive an additional decal (the University Housing restricted parking decal) from the Area Office.
  2. Wall & Grand residents may purchase an optional additional decal from



the SIU Parking Office, allowing them to park closer to the apartment complex.

**ii. Locations**

**1. Evergreen Terrace and Elizabeth Apartments:** Upon check-in, residents will be informed of the parking location. Resident vehicles must display both parking decals. Two four-wheel motor vehicles and one two-wheel motorized vehicle decal can be issued to up to two adults per apartment. All vehicles must be parked in designated locations. Two-wheel vehicles cannot be parked on lawns, walkways, balconies, patios, under stairwells, inside buildings, or at bicycle racks.

**a. Evergreen Terrace:** The second four-wheel vehicle will be issued an “X” decal for parking in the “X” end lots. Vehicles parked illegally may be towed. If space is not available in a resident’s designated lot, residents may park in an “X” end lot.

**b. Area Offices:** The parking lots at the Area Offices are to be used only for Area Office business or for residents using the laundry facilities.

**2. Wall and Grand Apartments:** Residents who have purchased a standard green lot decal are able to utilize lots 45 and 70. Residents may also purchase an additional decal in order to park in lot 113, closer to the apartment complex.

**s. Entry and Search**

**i. Right to Enter:** The University reserves the right to enter any assigned student living space for the purpose of ensuring health and safety and preserving property when staff have reasonable cause to believe that conduct standards are being violated and/or when emergency situations are suspected or evident. No assigned living space will be entered without first knocking.

**ii. Reason for Entry:** Occupant(s) shall be informed of the reason for any room entry at the time of the entry if occupant(s) is available.

**iii. Absence of Occupant(s) during Entry:** Staff may enter assigned living spaces in the absence of the occupant(s).

**iv. Confiscations:** Any items found illegal to possess on campus may be confiscated by the Department of Public Safety or designee. Other items found, which are prohibited by Housing policy, may be confiscated by Residence Education staff.

**t. Utilities**

**i. Costs:** Utilities are included in the contract rate for all areas.

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