



**RESIDENCE HALL  
AND HOUSING  
POLICIES AND  
PROCEDURES**

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## RESPONSIBILITIES TO THE COMMUNITY

- Every community member has a role in creating and sustaining an inclusive environment. We expect you to explore your own beliefs and values, learn about people's experiences and identities, and engage in meaningful dialogue.
- As a member of this community you are empowered to have ongoing communication with your neighbors. This can include building meaningful relationships, navigating moments of conflict, or addressing violations of community standards. You are expected to approach community members with maturity and an intent to understand, in order to foster open dialogue and a sense of belonging.
- Your community is your home. You are encouraged to take pride in the presentation and upkeep of this shared space. As a resident, please take ownership of your community by properly caring for, maintaining, and respecting University property. Use your voice to uphold these standards and help others do the same.



### Resident Rights

Members of the residential community at Northwestern University agree to uphold the following basic rights of all residents:

- The right to read, study, and live free from undue interference, unreasonable noise, and other unreasonable distractions that inhibit the exercise of this right;
- The right to expect that others will respect one's personal belongings;
- The right to a reasonably clean environment in which to live, including the right to a smoke free environment;
- The right to access one's room and to the facilities provided in the residence hall, except when there is a significant threat to health or safety or violation of University policy;
- The right to personal privacy;
- The right to have any alleged violations of policy resolved through the University Hearing and Appeals System; and
- The right to be free from physical or psychological intimidation, harassment, and/or harm.

## RESIDENCE HALL POLICIES AND PROCEDURES

The policies and procedures outlined below are included in the residence and board contract between student residents and Northwestern University. As such, all residents are responsible for complying with these policies and procedures in addition to the policies outlined in the Student Code of Conduct and all other University policies. Residents are responsible for the activities that occur in their room, regardless of whether they are present or not. When policy violations occur in a room, the University may follow up with all residents of that room. The residents who are responsible for, or whose guests or visitors are responsible for the violation, will be held responsible.

In conjunction with Student Code of Conduct, all residents and their guests are expected to comply with all reasonable requests and instructions of all University officials and emergency personnel, including Residential Services staff, resident assistants, graduate resident assistants, and community service officers. This includes the expectation that residents and their guests comply with requests such as responding to correspondence and opening doors to residential rooms, suites, and public spaces when there is a need to enter to ensure the general safety and welfare of students or to follow up on suspected violations of University policies, providing valid identification, and disposing of prohibited items when requested.

For the most up-to-date version of these provisions, see [www.northwestern.edu/living/about-us/policies/index.html](http://www.northwestern.edu/living/about-us/policies/index.html).

### Access, Keys, and Key Cards

1. All keys and key cards (including Wildcards) are the property of Northwestern University. Residents and non-resident Residential College members are prohibited at all times from giving and/or loaning their keys/access cards to anyone for any reason. Any duplication of University keys/access cards is strictly prohibited. Replacements for lost keys must be obtained from the building/area desk, and Wildcards must be replaced at the Wildcard office. If a room door key is lost, the door lock is automatically changed, for which the charge (including a new key) is \$106. If a key card is lost, or if a temporary access card isn't returned within 24 hours, there is a \$25 replacement fee. If a key is broken, it will be replaced without charge, provided all of the pieces are returned to the neighborhood desk. Damaged Wildcards must be reported to the Wildcard office to avoid a \$25 replacement fee.
2. If you become locked out of your room/suite/apartment, you may go to your building/area desk to borrow a temp key or access card. If you are unable to go to your building/area desk physically,



you may call the desk to request a staff member let you into your room/suite/apartment. You may receive one (1) free Lock Out per quarter, after which you will be assessed a \$10.00 charge for each subsequent Lock Out. Failure to return a temp key or access card by the time indicated may result in additional fees. All fees/charges will be assessed to your Student Account and must be paid as indicated by Student Finance.

3. Any student vacating a residence hall for any reason—including, but not limited to, withdrawal from the University, moving to a different residence hall, or vacating the hall at the end of the academic year in June—must notify Residential Services of their check out through the communicated check-out process within 48 hours of their room change or move-out date. Failure to return any keys or access cards assigned within this time limit will be cause for the assessment of damages as specified in the residence and board contract and an improper checkout charge.
4. Residents are prohibited from: entering vacated rooms, entering buildings during times when they are closed, entering other restricted areas, or entering and exiting through windows for any purpose except in case of an emergency.



## Alcohol

1. Students under the age of 21 may not be present in any undergraduate residence hall location in which an alcohol policy violation is occurring. Students under the age of 21 are expected to leave the location in which the alcohol policy violation is occurring, or notify appropriate staff members to stop the violation.
2. Students who live in substance free living units are not permitted to consume alcohol in their residence, regardless of age.
3. Residents (other than those living in substance free units) who are 21 years of age or older may consume alcohol in the privacy of their rooms/apartments so long as the only individuals under 21 are the student's roommates (or in the case of students in graduate residence halls, family members), the event does not become public, does not create a disturbance, and the number of individuals present does not exceed double the occupancy of the sleeping quarters (e.g., four people in a double room).
4. "Progressive parties" involving multiple rooms or multiple floors where alcohol is present are prohibited.
5. Residents and their guests may not possess or use alcohol, regardless of age, in any common area of a residential facility including all residence halls and graduate housing facilities(except

as specifically authorized by Residential Services).

6. Graduate students, residing in graduate housing facilities, who are over the age of 21, may consume alcohol in community lounge spaces, not including children's play areas, so long as no disturbance is created, common source containers (i.e. – kegs) are not present, and all individuals consume responsibly.
7. No alcohol is permitted in any undergraduate residence hall at any time during Wildcat Welcome, regardless of age.
8. Participation in activities that facilitate or promote the rapid, dangerous, and/or forced consumption of alcohol (i.e. drinking games) is prohibited.
9. Participation in activities that facilitate or promote the rapid, dangerous, and/or forced consumption of alcohol (i.e. drinking games) is prohibited.
10. Outside of approved alumni events, alcohol may not be sold or distributed in the residence halls. This prohibition includes, but is not limited to: cash bars; events to which admission tickets are sold or fees are charged (e.g. entertainment charge or annual dues); fees for access to an open bar; and, parties at which alcoholic beverages are served and for which contribution or donations to offset the costs of the party are sought.

## Facility Use

1. Rooms must be maintained in good sanitary condition and free of any noxious odors. A noxious odor is any aroma of such intensity that it becomes apparent to others within the community. Any odor may become noxious or offensive when it is too strong. Some examples are excessive perfume, air freshener or large amounts of dirty laundry. When the source of a noxious odor can be traced to an individual room or space, the occupants of that room may be subject to disciplinary action.
2. Rooms must be returned in the same condition as when possession was taken, ordinary wear and tear excepted. Damage to students' rooms, including costs for replacing missing furnishings, will be charged to the last known student occupants of that room. Assessments for damages are made as needed, but at least annually, by the University.
3. Students must vacate rooms at the end of the fall and spring quarters as outlined in the housing agreement, and within 48 hours when a room change is approved.
4. The removal or opening of window screens, or of stops designed to

limit the opening of the window, by residents, either permanently or for a short period of time, is prohibited.

5. All University furnishings and fixtures must remain in the room they are assigned to at all times. Furniture in lounges and common areas must not be removed from the room they are located in.
6. Playing musical instruments in any resident's room is prohibited, when the playing disturbs the community.
7. Engaging in physical activities of any kind in public spaces, outside of areas designated for physical activity (e.g. fitness centers), in the residential facilities is prohibited. Examples of prohibited activities include skateboarding, tossing a football or basketball, use of hover boards, and riding bicycles.
8. Residence halls are restricted areas and may not be used for sale and solicitation of goods and services, for the collection of information, or to gain support for organizations or causes without permission from Residential Services. Residents must occupy their assigned spaces solely as personal residences. Students may not operate a business or other commercial enterprise, including those conducted online or via the Internet, from their residence hall room or building. Students may not use room/apartment addresses, phone numbers, data jacks, or wireless internet access for nonresidential purposes. Any exception to this policy requires written approval from the Executive Director of Residential Services or designee.
9. Subletting, purchasing, or rental of rooms to another individual outside of the assigned resident is always prohibited (e.g., AirBnB, HomeAway, etc.).
10. No one is permitted to place materials on, at, or under resident room doors unless for official University business or communication between known acquaintances. At no time and under no circumstances will door-to-door solicitation be permitted within the residence halls.
11. Residents interested in posting information or flyers in residence halls, outside of canvassing, must contact the Residential Life main office for permission and public posting locations. For additional information about posting policies, see "Campus Publicity" on [page 96](#).

Please Note: We highly encourage the use of social media (i.e. Facebook, Instagram, Twitter, etc.) as a primary source of advertisement for promotion of an event or organization. Promotional materials will be approved on a first come basis with consideration of the volume of requests and available space. Not all promotion requests will be approved.


12. Canvassing is prohibited in and around the residence halls and

apartment facilities managed by Residential Life, except for the purposes of political canvassing outlined below. Posting of material(s) is permitted in the residence halls and apartments as outlined in this document. Solicitation is strictly prohibited in and around the residence halls and apartment facilities managed by Residential Services.

13. Political Canvassing Policy: Any recognized student organization (registered with Student Organizations & Activities), candidates for any elected university position, or local, state or national candidates for elected office may apply to canvass at the Residential Life main office, in 2122 Sheridan, Suite 150.
14. All applications must be completed and received at least three (3) business days (Monday-Friday) prior to the desired canvassing date, so that applications can be reviewed and access to buildings can be arranged. Applications can be submitted to the Residential Life email at [residentiallife@northwestern.edu](mailto:residentiallife@northwestern.edu).
15. Residents may be held accountable for behavior they allow to occur in their room, even if they are not present.
16. If common areas are damaged and the responsible parties are not identified, the University reserves the right to hold all residents of the floor, unit, hall, or residential area responsible for the cost of repair and/or replacement of damaged items. Any such joint allocation of charges does not constitute a disciplinary action or a determination of violation of any University policy, rule or regulation and will not appear as such on any University record.
17. Items left in common areas, such as laundry, kitchen utensils, etc. will be disposed of by residential services after 48 hours.
18. Abandoned Items: During closing periods, if personal property is left in an assigned room or common area, it will be removed from that space and stored for 7 days. The student will be charged \$50 for abandoned property. If the student does not contact Residential Services within 7 days of departure, the property will be discarded/donated. If the student contacts Residential Services and is able to retrieve their belongings or designate a proxy to do so within 5 business days of the notice, a pick-up will be arranged Monday-Friday between 9:00am and 4:30pm. If the student contacts Residential Services and is not able to retrieve their belongings within 5 business days of the notice, the student will be charged a storage fee of \$25 per week until the property is retrieved. Any property will be stored as-is and any property not retrieved by the first Monday of the following quarter will be discarded/donated. Residential Services will not mail student property.

## Fire Safety

1. Fire alarms, automatic sprinklers, extinguishers, and other devices are provided for the safety of residents in case of fire. Exiting through an alarmed security door (except in case of emergency) or propping open, disabling, or tampering with a fire door is prohibited. Tampering with these devices or using them for other purposes is prohibited, including covering devices or hanging items from sprinkler pipes. Sounding a false alarm is a violation of city and state law and University policy.



Persons found to have sounded a false alarm, misused security or fire doors, or tampered with extinguishers, smoke or fire detection devices, or automatic sprinklers may be fined, and other disciplinary sanctions may be applied up to and including removal from University housing.

1. Fire exit drills for residence halls are required by Illinois and Evanston law. All occupants of a residence hall must leave the building during a fire alarm or exit drill and gather in the space designed by emergency personnel or hall staff that is a safe distance from the building and out of the way of the fire department. Students may not reenter a building where an alarm has sounded until given permission to do so by emergency personnel or hall staff.
2. Under Illinois law, a person commits aggravated arson when, by means of fire or explosive, they knowingly damage, partially or totally, any building, and they know, or reasonably should know, that one or more persons are present therein. Aggravated arson is a Class X felony; imprisonment of not less than six years, without probation, must be sentenced upon conviction.
3. In conjunction with Student Code of Conduct, smoking, including, but not limited to, cigarettes, e-cigarettes, vaporizers, and hookahs, is prohibited in all areas of all residence halls, including, but not limited to, sleeping rooms, lounges, suite living rooms, dining rooms, corridors, stairwells, courtyards, washrooms, and within 25 feet of any entrance, open window, ventilation intake, or similar feature of a University building.
4. Residents are responsible for minimizing the risk of fire hazards by not placing any items on radiators or radiator covers. In addition, electrical outlets should not be overloaded with multiple plug adapters or extension cords.

## Guests

1. Only residents assigned by Northwestern University may reside in their assigned rooms; residents may not invite or permit any other person to reside in their assigned room or in any other area of the residence hall.
2. A resident may have overnight guests, limited to one guest per resident at any one time with approval of all roommates/suitemates. Overnight guest privileges are limited to a maximum of three consecutive nights and a total of seven nights per resident per quarter. A guest is defined as any person who does not have a contract to live in a given space.
3. A resident may host non-overnight guests at any time with approval of all roommates/ suitemates. All guests who are not residents of the building must be escorted by a resident at all times and must be registered with the community service officer on duty.
4. Residents are accountable for the conduct of their guests and may be subject to disciplinary action for violations of University policy committed by their guests.

## Information Technology

1. All telecommunication services in the residence halls—including, but not limited to, telephone and data services—are provided exclusively through Northwestern University Information Technology (Northwestern IT). Residents agree to comply with all applicable Northwestern IT policies and agree to pay all charges incurred. Wireless internet is provided to all residents in their rooms and commons spaces in all residence halls. Residents must provide their own computers. Operation of file or web servers is prohibited.
2. Northwestern IT will repair without charge all interior telecommunication wiring to ports in student rooms, except when damage to ports or wiring is caused by vandalism or tampering with the ports, lines, or equipment. In the case of such damage, Northwestern IT will perform the repair and charge the cost of the repair to the person or persons responsible.
3. Pursuant to the University's Computer and Telecommunications Equipment, Facilities, and Services Policy, additions to, modifications of, and unauthorized connections to existing wiring systems are prohibited and will be removed at the student's expense; such systems include electrical, telephone, data, and television/radio signal wiring and distribution systems. Residents are prohibited from installing additional wiring or distribution systems, including

satellite dishes. Any such unauthorized wiring will be removed at the owner's expense. Only the jacks and outlets provided in a resident's room may be used for obtaining electrical power or for connecting telephone and data transmission equipment. Use of unapproved wireless access points to transmit data to or from the University's or a private network is prohibited. No cameras or recording devices may be installed in any area of the residence hall.

4. In conjunction with the Public Showing of Copyrighted Videos and Material Policy on [page 93](#), residents may not show copyrighted videos or materials outside of their own rooms.
5. Residents are prohibited from using University email listservs for the promotion of personal business ventures and from carrying out jokes or pranks on other residents. In addition, it is prohibited to misrepresent oneself or impersonate another person or organization on a university sponsored listserv.

## Non-Residents

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1. Any student entering an open residential area within a residential area is considered a non-resident if they do not live in that community. Non-residents are held responsible for all residential policies while present in the spaces. Specifically, non-residents should be aware of the following:
  - a. Non-residents are only allowed to enter the common spaces within the residential area and are explicitly prohibited from entering the residential areas of the building unless it is as the guest of a current resident in that community.
  - b. Non-residents are prohibited from removing any amenities (e.g., video game consoles, pool tables, etc.) from the common spaces at any time.

## Occupancy

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1. Only approved residents may remain in the undergraduate residence halls during break periods. Residents not approved must check out of their residence hall within 24 hours of their last scheduled final exam in the fall quarter. In addition, all residents must check out and remove all personal belongings from the residence halls within 24 hours of their last scheduled final exam in June. Personal items may not be stored in residence halls during the summer. Northwestern University will not be responsible for any loss due to fire, theft, or other casualty.
2. If any resident unreasonably refuses to accept a roommate or hinders the University in the assignment of or occupancy by a roommate, the University may, at its discretion, require that

resident to be responsible for the total rent for the room.

3. Residents or guests may not occupy or sleep in common areas of the residence hall.
4. Residents may not occupy and/or use any other sleeping room aside from their University assigned bed space without Residential Services permission.
5. In buildings with community restrooms, restrooms on each residence hall floor are to be used only as designated by males or individuals who have a gender identity or expression as male, or by females or individuals who have a gender identity or expression as female.
6. Residents may not host an event, in a residence hall room or common area, that becomes public or when the number of individuals exceeds double the occupancy of the sleeping quarters.

## Prohibited Items

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1. The Evanston housing code forbids the use or storage in sleeping rooms of any appliances for cooking, preparation, or heating of food or beverages, including, but not limited to,
  - a. microwaves,
  - b. hot plates,
  - c. crock pots,
  - d. coffee pots,
  - e. blenders,
  - f. toaster ovens and toasters,
  - g. water heaters,
  - h. candle warmers,
  - i. appliances or items with warming elements

Students are also expected to abide by the expectations outlined in your housing contract related to prohibited items and to all local ordinances.

2. The following items are also prohibited or restricted:
  - a. Refrigerators (other than those provided by the University) with interiors larger than three cubic feet are prohibited.

- b. Room decorations such as:
  1. *Hanging blankets, tapestries, rugs or fishnets*
  2. *Any decoration that covers more than 50 percent of the wall or window space*
  3. *Combustible decorations on or near heat sources such as radiators or light bulbs*
  4. *Dart Boards*
- c. Any method of affixing decorations that puts holes in or marks walls, woodwork, doors, or furnishings is prohibited, including mounting TVs or other items on the walls.
- d. No decorations, flags, banners, or other items may be hung on the exterior or draped from a window or doorway, from the ceiling, or from exposed pipes of any residence hall.
- e. Signs or posters in windows or on doors must have the approval of all roommates and are subject to the approval of the University.
- f. Lighted candles, live holiday trees, lit incense, and open flames are prohibited. Students who have religious needs to burn candles are encouraged to speak to their Resident Director for accommodations. Candles with unburnt or cut off wicks are permitted.
- g. The possession or use of firearms or other weapons of any description and for any purpose is prohibited. Air soft guns, pellet guns, and other plastic guns/weapons whether real or fake are prohibited. Knives that are used for cooking purposes and pocket knives with blades less than four-inches are allowed, while all others including, hunting, combat, and switchblade are prohibited.
- h. Fireworks, explosives, and incendiary materials are prohibited. Flammable items, such as lighter fluid, charcoal, gasoline, and propane, cannot be stored in residence halls.
- i. Bicycles may not be stored in any area of a residence hall other than in areas specifically designated for such use. Motorized bicycles (scooters, mopeds, etc.) parked in stairwells or on ramps, attached to handrails, or otherwise impeding egress from a building will be removed at the bicycle owner's expense. Bicycles inappropriately parked in the common areas surrounding residence halls may also be removed.
- j. No motorcycle or other motor vehicle, including hoverboards, or electronic self-balancing scooters, may be charged, operated, stored, or used inside any residence hall, including dining facilities,

ties, or any other Northwestern University building.

- k. The installation of air conditioners by residents is prohibited.
- l. The building, installation, or use of "lofts," or any structures used to increase the height, width, or length of the bed, including, but not limited to, cinder block, wooden platforms, and bed risers or extenders, is prohibited. Many sleeping rooms are equipped with furniture that has built-in bunking and lofting systems. Students must place a maintenance request to have their room furniture readjusted.
- m. The use or possession of items containing large amounts of water that could pose a safety and facilities hazard such as water beds or inflatables (hot tubs, pools, etc.) are prohibited.
- n. No pets or animals of any kind (except for documented and approved service and assistance animals) are permitted in the residence halls at any time for any reason. Students planning to bring their service or assistance animal to reside in a residence hall should submit an accommodation request online through the Residential Services website: [www.northwestern.edu/living/housing-assignments/housing-dining-accommodation/index.html](http://www.northwestern.edu/living/housing-assignments/housing-dining-accommodation/index.html).
  - i. Any approved animals must follow all guidelines documented in the agreement completed at the time of approval. Owners are responsible for the actions/behaviors of the animal and responsible for ensuring the animal is only present in approved locations.
  - o. During extreme winter months (December 1st-March 30th), residents are required to keep their windows closed and locked to avoid pipes from freezing and bursting in the residence halls. When leaving the residence halls for winter break period, students should always plan to close and lock windows during breaks to avoid potential problems from occurring in the residence halls.

## Quiet Hours and Noise

Unreasonable noise is never acceptable in any residential facility. All residents are expected to be courteous with regard to noise at all times and to respond appropriately to requests for quiet. Quiet hours and courtesy hours are established and enforced according to the following procedures.

- a. **Quiet hours.** Quiet hours identify times when quiet is essential and required. Generally, during quiet hours, any noise that prevents a resident (who is in their room with the door closed) from sleeping or studying is unreasonable.



*Quiet hours run from 12:00 a.m. to 8:00 a.m. Monday through Friday and 1:00 a.m. to 10:00 a.m. Saturday and Sunday.*

During finals weeks, all residents are expected to comply with 24-hour quiet hours. Quiet hours begin at 5:00 p.m. on the Friday before finals week, and end at 5:00 p.m. on the Friday at the end of finals week.

- a. **Courtesy hours.** All other times are considered courtesy hours. During courtesy hours, residents may ask another resident to lower the volume of noise of their activity if it is disturbing to their sleep or studying.
- b. **Enforcing quiet and courtesy hours.** Residents are expected to talk directly with persons causing noise and respectfully ask them to reduce the noise. If a resident does not honor a reasonable request to reduce the noise, a resident/graduate housing assistant should be contacted for assistance. Residents are responsible for ensuring that their guests abide by quiet hour policies.

## RESIDENCE HALL PROCEDURES AND LOGISTICS

### Room Change Information

1. **Housing freeze.** A housing freeze, a time when no students are permitted to move from their assigned spaces, is in effect at the beginning of each quarter. The freeze typically lasts three to five weeks and permits staff to ensure that all residents have returned and to account for any vacant spaces. The residence hall staff is notified when the freeze has been lifted.
2. **Room changes for first-year students.** First-year students are not eligible to change rooms until winter quarter unless otherwise directed or authorized by Residential Services. The first date that first-year students may request a room change is the first day of classes of winter quarter. Requests are processed in the order that they are received, according to their time stamps. Room change requests can be made in the housing portal at [www.northwestern.edu/living/](http://www.northwestern.edu/living/). Students wishing to submit a form in person may do so. Residential Services opens at 8:30 a.m. and closes at 5 p.m.
3. **Room changes for transfer students and upperclassmen.** Transfer students and upperclass students may make a room change request starting on the first day of fall quarter classes. Residential Services opens at 8:30 a.m.
4. **Waiting lists for room changes.** Students can add themselves to waiting lists for up to three buildings and can specify what type of room

(i.e., a single or a double) they seek. If a specified roommate is desired, the students should submit their room change requests together.

A resident should submit a waiting list request form even when seeking to change rooms within the same building or when planning a mutual room swap with another student.

In general, to be competitive for space in a residential college, the student must either already live in that facility or be a non-resident member of that residential college and have a room change form. Spaces in residential colleges will be filled first by non-resident members of the college in the order they sign up for the waiting list and then, if space is still available, can be offered to anyone interested in living in the building.

A student who is added to a waiting list remains on that waiting list for fall, winter, and spring quarters. As always, room changes are predicated on availability, and there are no guarantees that requests will be accommodated, regardless of the number of spaces that may open up in a building.

If a student's request is accommodated, the student will be asked by email to pick up room change paperwork from Residential Services. Typically, completing and returning the paperwork takes a few days, after which the move is approved and a schedule for tenancy in the new room and vacancy of the old assignment is worked out. Residential Services will notify the residence hall mail services that a student has changed rooms so that the necessary arrangements can be made to have mail forwarded to a new campus address. The online student directory updates automatically with a new address and phone number about seven days after the room change paperwork is completed and submitted.

### Mail Security

The Foster-Walker and Kemper Mail and Package Centers follow strict guidelines from the United States Government around mail delivery, specifically mail that comes from the United States Postal Service.

Each student room is assigned a mailbox with a combination lock. Students can learn their combination by logging into the Housing Portal. Students can learn how to use their combination lock using the directions posted near mailboxes or online (<http://bit.ly/ComboHowTo>). For additional help, students with mailboxes in 560 Lincoln, Willard, Sargent, and Allison can ask the Desk Clerk for assistance from 8:00am-4:00pm. Students with mailboxes elsewhere on campus should ask a member of the Mail & Package Center staff for assistance. If there is a problem with a combination lock, students should complete the maintenance request form on the Housing portal.



Per the U.S. Code (18 U.S.C. § 1708), “whoever...attempts so to obtain, from or out of any...letter box, mail receptacle...shall be fined under this title” which Residential Services interprets as “no person should remove mail that is not addressed to them from a mailbox that does not belong to them.” It is critical for the Mail and Package Center staff to have an intact chain of custody for all mail and packages to assure that troubleshooting mail and packages reported lost or missing is effective.

All doors to spaces with access to rear-loading mailboxes should be kept locked at all times and care should be taken to only access these rooms, some of which double as storage or Marlok access, when there is a business need.

Residential Services staff members with access to mailboxes cannot retrieve mail from inside a mailroom to deliver it by hand to a resident. The Mail and Package Center Supervisor and full-time Office Clerks can assist residents in obtaining their mail when necessary after the combination lock has been tried; these staff members must report to their supervisor that they issued mail to a resident directly.

## Northwestern University Authority

1. To comply with City of Evanston housing codes and to ensure the general safety and welfare in the residence halls, the University reserves the right to enter and inspect rooms for health or safety reasons, for fire safety, during an emergency, to protect life or property from imminent danger, to look into a potential violation of policy, or to provide repair or maintenance services. Absent an emergency or imminent threat to health or safety or reasonable belief of a policy violation, no search of the contents will be made without either approval of a resident of the room or a search warrant, except as otherwise permitted by law. Closets that are part of the room may be opened and inspected. Any hazardous conditions or violations noted during any safety inspection must be corrected upon notification of the residents.
2. The University shall not be responsible for disruption or nonperformance as a result of a major campus disruption, strike, fire, flood, wind or snowstorm, or other acts of God, act of terrorism, or other events beyond the University's control. In the event of such occurrences as described in the preceding sentence or for the convenience of the University for construction or other purposes, the University may at any time, and at its sole discretion, close all or part of any residence hall. If all or a part of any residence hall is prematurely closed, the affected residents shall vacate that hall

within 24 hours of such closing and shall be relieved of all subsequent room obligations for that building after the closing date.

3. The University reserves the right to relocate residents with prior written notice for the purposes of consolidation of residents. Such consolidation may be undertaken to promote individual or community health or safety, to reduce costs, or for such reasons as deemed necessary by the Vice President for Student Affairs.
4. At the University's sole discretion, construction may take place near residential units. No adjustment will be made to any residence charges at any time based solely on that construction.