Residential Life and Housing

Walla Walla University vision
A community of faith and discovery committed to:
Excellence in thought
Generosity in service
Beauty in expression
Faith in God

Mission statement
Walla Walla University’s Residential Life and Housing department exists to create a Christian community that encourages connectivity among all WWU residents; enhances personal, professional, and spiritual growth; and fosters an atmosphere conducive to a lifetime of learning and service.

Village Housing is an extension of Walla Walla University and all university policies apply. Walla Walla University is legally exempt from the Landlord-Tenant Laws pursuant to RCW 59.18.040(1).

Student residents
Your Rental Agreement, this Village Housing Handbook, and the Walla Walla University Student Handbook and Code of Conduct contain the terms of your student housing agreement.

Faculty and staff residents
Your Rental Agreement, this Village Housing Handbook, and the Employee Handbook contain the terms of your housing agreement.
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CONTACTS AND RESOURCES

Life-threatening emergencies/fire
Call 911

College Place Police Dispatch
(509) 525-1960

Campus Security
(509) 527-2222
Parking, safety concerns, safety escorts to/from residence at night, noise disturbances, etc.

Counseling Services (on-campus)
(509) 527-2147

Internet outages (if university-supported)
support@wallawalla.edu
(509) 527-2317

Maintenance (emergency)
(509) 527-2930, after hours, weekends, and holidays
(509) 527-2109, Mon.–Thurs., 9 a.m.–5 p.m.; Fri., 9 a.m.–12 p.m.

Maintenance (nonemergency)
Submit a work order at workorder.wallawalla.edu
(509) 527-2109

Mental Health Crisis Hotline
(509) 524-2999

Village Housing
26 N. College Ave., College Place, WA 99324
village@wallawalla.edu
wallawalla.edu/village
(509) 527-2109

MOVE-IN CHECKLIST

To assist you in your transition to living in village housing, please complete the following:

☐ Read the Village Housing Handbook and understand listed resources and policies.
☐ Review and understand the Rental Agreement.
☐ Check the condition of your unit. Make any notations on the Property Condition Form, and return it to the Village Housing office within one week of moving in. You may be charged upon move out for any damage and/or abnormal wear and tear that is not already noted on the Rental Property Condition Form.
☐ Call and have utilities put in your name within 48 hours of moving in.
The utilities needed for your unit are listed on the “Village Housing Important Instructions” email you received after the unit was reserved for you.

- Submit a change of address at USPS.com or the College Place post office to assure mail and package delivery.
- Find the laundry rooms (apartments only) and trash sites closest to your unit. House trash cans will need to be placed at the curb for pickup on designated days.
- Register your vehicle at wallawalla.edu/vehicle-registration.

**HOUSING INFORMATION**

**Changes in policy**
Policies in this handbook are subject to change. Any changes will be announced via email or online.

**Housing administration fee**
A housing administration fee is required for all housing assignments. This fee is nonrefundable and is required any time a person occupies a residence. The fee is charged separately to each person in the amount of $175, or $350 for a married couple or single occupancy of 2+ bedroom unit.

**Changes in rent**
Village Housing reserves the right to change rental rates with a 30-day advance notice.

**Village Housing services**
Village Housing is the primary point of contact for the resident and acts as the Walla Walla University rental authority for the Rental Agreement. Moving in or out, repairs, policy enforcement, rent, and other charges related to the rental of university-owned properties start in the Village Housing office, located at 26 N. College Avenue.

**POLICIES AND PROCEDURES**

**Air-conditioning units**
Window air conditioners are only allowed in university-owned houses and Faculty Court Apartments. When used, they are the sole responsibility of the student resident for upkeep. Window units must not damage the window frame and must be removed upon move out to avoid charges. If you are having problems with your supplied A/C, be sure to clean the filter and submit a work order.

**Automobile repairs and towing**
Extensive car repairs are not allowed on the premises. Vehicles that are not running and left in parking areas for more than two weeks at a time will be towed at the owner's expense.
Balconies, patios, breezeways, and carports
In order to keep our housing safe and tidy, we ask that only patio furniture, potted plants, and bicycles be stored on balconies. No indoor furniture of any kind is to be placed or stored on private balconies, porches, or patios. Items on a balcony or patio must be orderly—no motorcycles or other vehicles with an engine. Any path that has an entrance/exit and sidewalks must be kept clear at all times. Doormats are acceptable.

Use and storage of personal barbecue grills (charcoal or propane) is strictly prohibited on all multi-unit properties, which includes but is not limited to balconies, patios, walkways, parking areas, carports, and grass. Failure to do so could result in eviction. For your convenience, there is a barbecue area with grills in the courtyard of Mountain View that can be used by any student in university-owned village housing.

Carport use is limited to vehicle parking only. No other items may be stored in carports.

The unsightly accumulation of litter, junk, auto parts, scrap material, plant cuttings or similar matter which can be visible from any other property or the public way is prohibited.

Bicycles
All bicycles should be stored at the bike racks or inside the residence. Mountain View residents on the second and third floors may keep their bikes on their balconies. Bikes are not to be attached to, or under, any of the apartment stairs or railings. College Place requires that all bicycles be registered with the Police Department. U-locks are recommended. It is also suggested that bicycles be registered with the National Bike Registry.

Burning, bonfire, and barbecue (houses only)
Please note that this policy is for single-family houses only. Apartment communities and multiple-unit houses may not have open flame fires of any kind anywhere on the premises. Fires anywhere on university-owned property are strongly discouraged. However, you may use a fire pit with prior approval in the back yard of a single-family house as long as you adhere to the following requirements:

- Call the Residential Burn Decision Line at (509) 524-2612 after 9:30 a.m. to see if conditions allow for burning that day.
- Wood is the only substance that may be burned on the premises; you may not burn leaves, debris, or other such items.
- The purpose of fire must be for warming or cooking.
- The fire must be at least 25 feet from any structure.
- The fire must be contained in a commercial-built fire pit no larger than 3 feet by 3 feet.
- The fire cannot be in a burn barrel.
- Fires are not allowed during a statewide ban or a seasonal drought.
Barbecue
Residents in single-family houses may use barbecue grills with the following safety precautions:

- Use only propane (no charcoal).
- Set up in grassy areas, at least 10 feet from any structures or foliage.
- Do not use the parking areas.
- Do not leave the barbecue grill in the front lawn. Put it away after it cools.

Failure to comply will result in a $500 fine and may include eviction.

Campus Security
Campus Security officers are university officials. Students are expected to comply with Campus Security and identify themselves to security officers when requested to do so. When Campus Security comes to your residence, you are expected to be respectful, cooperate, open your door, allow entry if requested, and act in a civil manner. Failure to so will result in disciplinary action.

Candles and open flames
Equipment that produces, contains, or conducts a continuous open flame (such as candles, potpourri burners, incense, or other combustibles) are prohibited (even if used strictly as decoration). If found, items will be confiscated and resident will be fined $25. If any items are burning when discovered, the fine will be increased to $100.

Carpet care
Routine carpet care requires vacuuming thoroughly to remove the soil from the carpet. Please refrain from using stain removal formulas with harsh chemicals. Although they may work to remove stains, they may remove color from the carpet.

Christmas decorations
Though Christmas decorations are allowed, there are some restrictions:

- Fire codes prohibit the use of real Christmas trees and decorations. Artificial trees are acceptable and encouraged, with safety awareness.
- Use only noncombustible or flame-resistant materials to decorate a tree.
- Do not staple or nail lights or other decorations to the outside or inside of your residence.
- Do not plug one strand of lights into another.
- Use only LED lights. Do not hang lights against the walls because the paint may darken.
- Do not leave lights on when you leave your residence—please unplug them.

Disability Support Services
Disability-related housing or meal plan accommodations are modifications to the residential environment for students whose disabilities substantially limit their ability to participate in residential and housing life. Students requesting disability-based housing accommodations will need to meet with Disability Support Services (DSS) staff and provide documentation supporting their
request and disability-related needs.

Accommodations for housing are approved on a case-by-case basis and are dependent on the nature of the disability and/or health condition as well as the impact on the campus living environment. DSS works in partnership with Village Housing to provide accommodations that meet individual student needs. Because housing accommodations for disabilities may take time to process, it is important that accommodation requests for pre-existing conditions be made at the time of applying for housing or as soon as possible in the annual housing selection process.

DSS asks the Village Housing office to place the student in any space that can fulfill the accommodation needs of that student; we do not ask to place a student in a particular building or space as an accommodation.

See requirements and specific information regarding documentation guidelines for housing requests at wallawalla.edu/disability-support.

The information provided to DSS will be shared only with other relevant staff in a discreet and confidential manner and will be used only as permitted under Section 504 of the Rehabilitation Act of 1973. This information will have no bearing on students’ general eligibility for housing.

All requests and any required documents must be submitted to DSS at least 60 days prior to the beginning of the quarter for requests to be reviewed. If requests are received after this deadline, DSS cannot guarantee that the accommodation will be met. Requests received after this deadline will be reviewed for approval and implemented on a space-available basis.

New students
Students who are new to Walla Walla University and requesting housing accommodations will need to meet with or have a scheduled phone interview with the DSS coordinator. Students must provide documentation of their disability-related need and request accommodations through the DSS coordinator. Requests made to housing staff, admissions officers, or other faculty or staff do not constitute a declaration of request for disability-related services or modifications.

Current students
- Students currently receiving accommodations for disability-based needs should notify the DSS coordinator of a request to continue using the same accommodation in the next year during the period of time when housing applications are being accepted. Depending on the condition, updated documentation may be requested.
- Students who want to make changes to their necessary accommodations should review the documentation guidelines for housing accommodations. New or updated documentation should be provided to the DSS coordinator. Students will be asked to make an appointment to discuss their specific needs with the DSS coordinator.
Animals in housing
Walla Walla University follows the ADA and the most recent guidance from the Department of Justice regarding service animals (SA) and follows the most recent guidance from the Department of Housing and Urban Development (HUD) regarding emotional support animals (ESA) in university-owned housing. Requests for animals in housing as an accommodation for a disability are submitted through the DSS coordinator. Service animals are welcome on campus and do not require documentation of a disability. If the service animal will be residing in university-owned housing, some documentation of animal health is required prior to moving the animal into housing. Requests for an ESA in housing follow specific documentation, approval, and accommodation procedures. Please contact DSS for specific information regarding ESA requests. Requests should be submitted at least 60 days before the beginning of the term for approval.

Disability Support Services
Village Hall, lower level
(509) 527-2366

Drug and alcohol policy
The university maintains policies that support an alcohol-, tobacco-, and drug-free campus environment.

Please refer to the Student Handbook and Code of Conduct at wallawalla.edu/handbook, or the Faculty and Staff drug and alcohol policy at wallawalla.edu/employee-handbook.

Eligibility for WWU village housing (students)
WWU policy states that in order to live in village housing, a student must be in good standing at the university and enrolled in full time, degree track, or equivalent coursework (audit courses do not apply). In addition, student must have completed 135 credit hours and/or be 22 years of age, or meet other housing policy eligibility criteria (wallawalla.edu/housing-policy). Continuing students need to meet the Clean Quarter Policy requirements.

Clean-quarter policy
A student who did not have a clean quarter incurred one or more of the following:
- Drug and alcohol policy violation.
- Residence Hall Contract for violating curfew/no contact.
- Worship program noncompliance.
- Residence hall probation.
- Any conduct requiring a Behavioral Contract.

Students who are finishing senior projects or incompletes (four-week limit) or who are under the approved quarterly credit-hour requirements may request an exemption. Approval must be obtained from the Housing Committee and Student Financial Services office, and a letter from an academic advisor may be required. In such circumstances, please be aware of the importance of
maintaining communication with the Village Housing office. Failure to do so could result in eviction.

The university provides and maintains its residences for the use of legitimate rent-paying residents (and their spouses and dependents where applicable).

**Right to deny**
Walla Walla University reserves the right to deny future housing assignments to residents with a history of more than one notice to vacate, a history of violating the terms of the rental agreement, or cleaning and damage charges in excess of $200.

**Eligibility for WWU village housing (faculty and staff)**
Faculty and staff must be regular, full-time and benefit-eligible employees of Walla Walla University.

The university provides and maintains its residences for the use of legitimate rent-paying residents (and their spouses and dependents where applicable).

**Entrepreneurial activities**
Washington state law prohibits selling of food or beverages from your apartment or house on university-owned property.

**Entry, search, and confiscation**
Entry and, if necessary, subsequent search by a university official may occur for a number of reasons. Examples include:
- To ensure that health and/or safety standards are being met, including safety inspections during vacation periods/Christmas break.
- For the purposes of repair, construction, or inventory.
- When there exists reasonable suspicion that a violation of university policy or law is being committed, or has been committed; and/or that a delay in such entry would endanger the health and safety of the resident, residential community, or property, or result in the probable destruction of material relating to the violation.

Where possible, notice of intent to enter a residence will be given to the resident in advance. However, advance notice of entry may not be practical when emergencies arise.

The university reserves the right to confiscate, retain, and dispose (at any time) of any illegal, dangerous, or prohibited items, regardless of value or ownership. Items confiscated under this policy are generally not available to be returned to a student.

Refusal to comply with university officials, Campus Security, or law enforcement officers while performing their duties will be considered an admission of guilt and will be treated accordingly.

**Eviction and notice of noncompliance**
If a resident is found to be in breach of the housing agreement, an eviction
or a noncompliance notice may be given. Residents will be responsible for the fees associated with delivering the notice ($20). In the event of an eviction, the resident will be responsible for any and all fees associated with the procedure.

**Fire and safety code**

As per the policy of WWU:

- Open flames are not permitted inside any university-owned properties. This includes fireplaces.
- Portable heaters (not to exceed 1,500 watts) must be electric and have an auto shut-off feature.
- Halogen lamps are not allowed.
- Extension cords are only for temporary use. If the number of building outlets is not adequate, a power strip with a circuit breaker (UL Listing or other approved lab testing) may be used—but must be replaced every five years, and one power strip may not be plugged into another.
- All walkways and breezeways of apartments are to be kept clear at all times. Even in apartments without a second floor, there must be a 4-foot space cleared in front of all entrances. This includes but is not limited to bicycles, motorcycles, potted plants, trash, and other miscellaneous items.
- Fabric may not be hung from the ceilings.
- Beds or other items may not be placed near baseboard heaters.
- The interior must be orderly, leaving room for people to easily walk in and out in case of an emergency.
- Flammable materials shall not be stored in residences or open storage areas, and should be stored in FM (Factory Mutual) or UL (Underwriters Laboratories) containers in enclosed outbuildings or storage areas.
- Residents in University Studios apartments should not operate multiple electrical appliances at the same time.

Any violation of this policy may result in fines and/or disciplinary action.

**Detectors and alarms**

In accordance with Washington state law, detectors, including smoke and carbon monoxide, have been placed in all housing. Upkeep of these devices is very important. The resident is responsible for testing the detectors monthly and charging batteries as necessary. The resident may not disable the use of any detector or alarm in university-owned housing. Failure to comply will result in a fine and/or disciplinary action.

**Firearms and other weapons**

Walla Walla University does not allow any firearms or weapons (including pellet guns, BB guns, paintball guns, and toy guns, as well as any explosive devices, bombs, or any other makeshift weapon) on our campus, including university-owned housing, regardless of your legal right to own or possess them off our campus. Students are prohibited from carrying, possessing, or using guns or other dangerous devices for any purpose at any time on university premises, including weapons kept in vehicles on university property. Weapons and other dangerous devices are also prohibited off university premises while on university business or at university-sponsored events. People who possess a concealed-weapons permit are not allowed to carry weapons on university property or while representing the university. Violators are subject to
disciplinary action, fines, and arrest on local, state and/or federal charges.

Anyone who observes or has knowledge of someone violating this policy should immediately report the incident to Campus Security. The reporter should be prepared to provide any relevant information that caused him or her to observe or suspect the violation.

Failure to adhere to the university’s weapons policy or failure to cooperate in the investigation is grounds for disciplinary action, up to and including dismissal from school.

Please refer to the Student Handbook and Code of Conduct at wallawalla.edu/handbook for the full policy.

Fireworks, flammables, and explosives
Fireworks, flammables, explosives, and chemicals of an explosive and/or flammable nature are prohibited in university-owned housing. Use or possession of these items will result in a $500 fine and may include eviction.

Flags/posters
No flags, banners, signs, posters, or any other medium for a message may be displayed outside or in view of the public.

Garbage disposals
Use cold water when running a garbage disposal and do not run it for long periods of time. Let water run for approximately 20 seconds after you turn off the garbage disposal unit. Please do not cram it full all at once. Feed it a little at a time and do not put potato peels, carrot shavings, large cucumber peels, rocks, silverware, etc. in the disposal. There’s a reset button on the disposal unit in case it doesn’t start. If this does not fix the problem, please submit a work order. It helps to run ice or egg shells through your disposal once a month to keep the blades sharp.

Guests and overnight visitors
The right of every student to live in reasonable privacy takes precedence over the right of their roommate to entertain a guest on the premises. Anyone visiting a housing unit is a guest of the individual renting the unit. As a host you are responsible for your guests’ compliance with the Rental Agreement and the Village Housing Handbook (including the Student Code of Conduct and Employee Handbook where applicable) whether or not you are present in any situation where concern arises. This includes any private or common areas of a residence.

All guests are allowed until midnight on any given night as long as they are in compliance with the Noise level and quiet hours policy.

Only students and faculty and staff members who registered with the Village Housing office as actual residents of a space may live in that space. The following examples are violations of this policy:
- Residents swapping housing assignments without permission.
- Non-students (including relatives) and students who have not made
arrangements for residing in that space through the Village Housing office.
- Friends of another gender who stay overnight.
- Friends who need a place to stay for a few days or weeks.
- A boyfriend or girlfriend who spends the night.

In order to foster an atmosphere of study, security, and to provide a measure of privacy, visitation is limited. Visiting hours are 8 a.m. to midnight seven days a week.

During visitation hours, it is expected that all group conversations, study sessions, and activities including both sexes remain in a common area of the housing unit while being mindful of the Noise level and quiet hours policy to keep noise at a respectable level, especially after 10 p.m.

Any violation of this policy may result in eviction.

**Heaters and safe clearances**
Heaters need adequate air circulation to operate properly. Do not obstruct heaters with furniture, bedding, or personal belongings as they could catch fire.

**Fan Heaters**
Keep minimum clearances of three feet in front of the heater, and 12 inches to the sides and above the heater.

**Baseboard Heaters**
Keep a minimum clearance of 12 inches in front and above the heater, and 6 inches to the sides.

**Heat settings**
A temperature of at least 65° should be maintained inside the premises. The resident is responsible for mold remediation and plumbing and other repairs that arise due to freezing pipes due to resident negligence.

Walla Walla University reserves the right enter the premises to adjust temperature settings when weather conditions warrant.

**Interior decoration**
Residents, both on campus and off, are expected to comply with and reflect the values and vision of Walla Walla University. It is important that village residents are aware of the perception of their decoration choices inside the residence. Pictures, posters, and signs are not to display values different from the university. Decoration choices should not be pornographic/sexually explicit, or include violence, drugs, or alcohol. Alcoholic beverage bottles (full or empty) are not to be used as decoration in any part of the residence.

Nothing is to hang from or be attached to the ceiling, and nail holes should be
kept to a minimum. Christmas lights or other incandescent lights should not touch the walls as they will damage the paint.

The interior must also be orderly, leaving room for people to easily walk in and out in case of an emergency.

**Wall decorations**
Staples or tape of any description must not be used to put pictures, postcards, cards, or other items on the wall or wood surfaces. Please only use small nails on walls. Though you are allotted 20 small nail holes for pictures, any excess of that allotment will be charged as damage with repair at $0.50 per hole upon move out. Patching nail holes is to be left for Village Housing to repair.

Adhesive decals, wallpaper, or wallpaper borders are not to be used at any time, nor should any painting be done in apartments or houses. Contact paper may be used in drawers and shelf liners may be used where applicable. Should walls be painted or borders put up, resident will be financially responsible for any work needed to return apartment to the condition it was in when resident checked in. In addition, nothing should be nailed, screwed, or glued to any doors.

**Internet service**
The WWU Information Technology department is responsible for providing and maintaining wireless internet service to Birch, Faculty Court, Hallmark, and Mountain View apartments. In these areas, all wireless gear needs to be provided and managed by the IT department. This is to ensure students do not cause wireless issues with adjacent residences. The IT department will turn off network access to areas where third-party devices are found until they are removed so neighboring residents can continue to have good wireless service. If you experience connectivity issues, please contact the IT department.

**Internet/satellite dish/antenna installation**
Attaching a dish or antenna of any kind outside of your apartment is not allowed. If a resident at a house wishes to install one, they must coordinate installation with Rental Properties. Call the Village Housing office before scheduling installation.

**Keys and key codes**

**Keys**
If you lock yourself out of your apartment, please call the Village Housing office during normal business hours or check with your area coordinator. If it is after hours and your area coordinator is not available, call Campus Security at (509) 527-2222. Please note: A $5 fee may be assessed.

If you lose a key, the Key Shop at Facility Services charges $30 for a replacement key. If you find the key after the charge has been processed, return it to the Key Shop for a refund. If the Village Housing office feels your safety and the safety of future residents is a concern and a lock needs to be replaced, the Key Shop will charge $50 per lock.
Keys should not be duplicated by residents.

**Key codes**
If a key code is issued, the resident may not share the code with anyone. If code needs to be reprogrammed, a $25 fee will be charged.

If key code box begins to blink, the battery is dying. Please submit a work order right away so Rental Properties can replace the battery before it dies completely.

**Laundry**
The laundry machines in Birch, Faculty Court, Hallmark, University Studios, 112 W Whitman, and 225 W Whitman apartments have laundry rooms. To use these machines, you can download the PayRange app, add funds, and pay with your phone. Quarters are also an accepted payment type. When using the laundry machines, remember to always empty the dryer lint trays after each use and to leave areas clean. Please refrain from using the laundry facilities during Sabbath hours. Report any problems with the machines by submitting a Laundry Room Machine Repair form at [wallawalla.edu/village](http://wallawalla.edu/village).

**Lock changes**
Residents may not change locks. Lock changes may be requested at the expense of the resident.

**Maintenance issues/repairs**

- **Maintenance (emergencies)**
  Call Village Housing at (509) 527-2109 during business hours, or (509) 527-2930 after hours. A facility services representative will respond as soon as possible.

- **Maintenance (non-emergencies)**
  Submit a maintenance request at [workorder.wallawalla.edu](http://workorder.wallawalla.edu).

By reporting a maintenance need, you are giving WWU staff permission to enter the premises to make necessary repairs. All maintenance requests are prioritized according to the nature of the problem, budgetary resources available, and priority in long-range capital improvement objectives. If Rental Properties responds to a maintenance request and determines that there is no work to be done or that needed repairs are a result of the resident not following directions as given by Village Housing or Rental Properties, then the resident will be charged for the service call (see Fees and fines).

Residents should not attempt to make repairs themselves or contract with others to do so. It’s likely the work would not meet university standards, resulting in additional damage fees to complete the work correctly. If the premises are damaged, even accidentally, residents will be held responsible charged accordingly.

There may be occasions when the noise from the maintenance crew affects a neighboring apartment. Rental Properties will do their best to keep noise to a
minimum as much as possible.

**Moisture and mold control**
Molds are a part of nature and are present everywhere. They rarely cause problems indoors, unless exposed to moisture or humidity. To prevent moisture and mold in your residence:

- Maintain a temperature of at least 65 degrees.
- Clean water leaks or spills immediately.
- Do not leave damp materials like towels or clothes lying around.
- Increase ventilation by opening windows, doors, etc. when practical. Leave enough space between walls and furniture to allow airflow.
- Make sure appliances that produce moisture (dryers, stoves, etc.) are well ventilated.
- Run bathroom fan or open a window when showering.
- Report leaks or persistent moisture problems by submitting a work order.

**Mountain View escape ladder**
Ladders are provided in third-floor Mountain View apartments for use in an emergency that prevents escape from the front door. These ladders are to be used only in the event of a fire that prevents escaping through the front door. Because these ladders are for emergencies only, do not tamper with them at any time. Tamper seals are placed on each unit to indicate improper usage. Should the Village Housing office be made aware that a student has tampered with a fire escape ladder, the student will be fined $1,000 and asked to vacate their apartment immediately.

**Moving within university-owned housing**
When a housing offer is accepted, it is expected the resident will remain in the same residence until move out. However, some life events may make moving a necessity. The Village Housing office has a petition process in place to review requests. If approval is granted, the resident will be required to pay a nonrefundable housing administration fee for the new housing assignment. Cleaning fees and damages for the initial residence will need to be worked out between roommates. Moving within Village Housing without prior approval may result in a fine and/or eviction.

**Noise level and quiet hours**
It is the responsibility of the resident to keep noise at a respectable level at all times, especially after 10 p.m. seven days a week. The resident may not disturb the quiet enjoyment of any other resident in the building or surrounding neighbors.

To report a noise disturbance, call Campus Security at (509) 527-2222. In addition, please also be sure to report any noise disturbances to the Village Housing office as well by emailing village@wallawalla.edu.
If noise is addressed but continues, fines or eviction may apply.

**Normal wear and tear vs damage**
Normal wear and tear is the expected decline in the condition of a property due to normal everyday use. It is deterioration that occurs in the course of living in a property. It is not caused by abuse or neglect. An example of normal wear and tear might include a loose hinge or handle on a door, or worn gasket on a refrigerator door.

Damage is not naturally occurring. It is harm that affects the value, usefulness or normal function of property. This damage can be committed on purpose or through neglect. Examples of damage might be a broken window, a hole in a wall or door, or carpet soaked with pet urine. See Moving Out for a list of common damage charges.

**Number of occupants per residence**
It is the policy of the Village Housing office to allow one person per bedroom in a university-owned residence, and no more than three individuals per residence. The only exception to this is a student or WWU faculty or staff member residing in housing with their dependents (and spouse, if applicable). This policy is subject to change based on WWU enrollment and housing availability.

**Parking**
All those residing in university-owned apartments must register their vehicles online at wallawalla.edu/vehicle-registration. Registered residents will receive a sticker to place in their vehicle that allows that vehicle to be parked in designated parking areas. Please be sure to have guests park on the street at all times. Any vehicle that does not have a parking sticker may be ticketed or towed at the owner’s expense. In addition, any vehicle that is driven on the WWU campus must be registered.

Hallmark residents are to park front first into the parking and carport areas. No back-in parking is allowed. Vehicles may be towed if backed in.

**Handicap parking**
It is illegal to park in a handicap parking spot without a handicap placard or license plate.

**Pest control**
The perimeter of apartments will be sprayed for insects and bugs on a seasonal rotation.

If there is a problem with ants, spiders, or other bugs inside your residence, or bees/wasps outside your residence, we ask that you try to handle the situation on your own if that is possible. If there is a wasp/bee nest, please call the office as soon as you are able. Otherwise, feel free to try some of the different
products that are available. We recommend using Raid ant baits for ants, and yellow jacket and wasp traps for wasps. These are available at Home Depot and Walmart.

The odorous house ant is very common in the Walla Walla Valley. You will have them in your living space. They are looking for food and water which means you’ll most likely experience them in the kitchen and bathroom. The odorous house ant lives in a multiple queen colony which means they will divide the colony and multiply if they feel they are under attack. Do not simply wipe up ants when you see them. Use the Raid ant baits to kill the colony; that way they won’t grow exponentially.

**Pet policy (students)**
Animals of any kind, except harmless fish in an aquarium (not to exceed 10-gallon capacity per residence), are prohibited. Service and assistance animals are restricted to students who have received prior accommodation for such through Disability Support Services. The presence of animals within university-owned housing poses serious health, safety, and maintenance concerns. In addition to direct damage incurred by animals, many students have allergic reactions to various animals.

**Discipline procedure**
*If a pet is seen in your residence:*
A $100 fine will be assessed immediately, and a notice will be given to comply with the pet policy within two days. At the end of two days, an inspection will take place to verify removal of the pet. If a pet or continued evidence of a pet is found, the resident will receive an eviction notice.

*If a pet is suspected to be in your residence:*
The residence will be inspected, and if evidence of a pet is found, a $100 fine will be assessed immediately, and a notice will be given to comply with the pet policy within two days. At the end of two days, an inspection will take place to verify removal of the pet. If a pet or continued evidence of a pet is found, the resident will receive an eviction notice.

**Primary vs. secondary resident**
A primary resident is defined as the person who obtained the residence based upon their position on the Village Housing waitlist. The secondary resident would be the person who is invited into the residence by the primary resident. The secondary resident’s status may be dependent upon the primary resident. In other words, when the primary vacates the residence, the secondary may be asked to do so as well.

If there is a roommate conflict and it is determined that the living arrangements are not acceptable, the primary resident has the right to ask the secondary to move with a 30-day notice. Village Housing will work with the secondary resident as much as possible to help them find other accommodations but does not guarantee another residence.

It is possible for the secondary resident to become the primary resident upon
the departure of the primary resident. The secondary resident would transfer all
the utilities to their name.

**Prohibited Use Areas**
Residents are not permitted to access, enter, or store any items in any attics,
crawl spaces, or any locked areas on the premises without prior written
permission.

**Rental Property Condition Form**
New residents will receive a property condition checklist after receiving keys,
which allows the resident the chance to document any problems with the
premises. Failure to fill out this form and return it to the Village Housing office
within one week of moving in may result in additional charges upon moving out.

**Rent (students)**
Rent is charged directly to your student account at the beginning of each
quarter. Rent is prorated for the days of occupancy. You must keep your account
current and in good standing with WWU Student Financial Services to remain
in housing.

**Rent (faculty and staff)**
Rent is deducted from the employee’s payroll. Half the monthly rent amount
is deducted from the first pay period in the month, and the second half of the
monthly rent is deducted from the second pay period of the month.

**Renters insurance**
All residents living or storing items in university-owned housing should
strongly consider insurance to cover personal items (bikes, books, computers,
electronics, etc.) that may be lost, damaged, and/or destroyed by accident,
thief, or other means. The university does not provide insurance to cover a
resident’s personal items, and this is the responsibility of the resident. Family
homeowner policies may provide limited coverage or renters insurance.
Residents’ personal property insurance coverage is highly advisable and can
be purchased for a nominal fee online. You should check with your insurance
agent and request a written note on what is and is not covered under your
homeowner policy. Some things you should verify are whether there are
limitations on computers, electronics, or other such things, and the coverage
limit and deductible amount, which is typically much higher than a student
personal property insurance policy.

**Roommate’s rights**
The list below contains a few rights of residents, and more specifically, your
responsibility to your roommate, should you have one.

- The right to read, study, and sleep in a quiet environment.
- The right to sleep undisturbed.
- The right to expect that your roommate will respect what is yours.
- The right to live in a clean residence.
- The right to privacy.
- The right to have your concerns addressed.
- The right to be free from fear of intimidation, physical and/or emotional harm.

**Sabbath observance**
The Sabbath is set aside as a day of worship and rest to commemorate our Creator. Activities and conversations that take place between sundown Friday and sundown Saturday should be suitable for the Sabbath. Residents should refrain from activities such as moving in and out, holding yard sales, and washing cars during Sabbath hours.

**Snow removal**
In case of snow, it is the responsibility of the university to keep all common areas and parking lots reasonably clear of accumulated snow or ice. Common areas include stairways, walkways, and sidewalks. Faculty Court residents are responsible for snow removal on their porches and stairs, and snow shovels are provided. Please leave the snow shovel when you move out in order to avoid a fine. Residents in houses are responsible for the removal of accumulated snow on their own sidewalks, porches, and driveways.

Parking lots will be plowed as needed. Be sure to be cautious at all times as you walk to and from your vehicle as it is difficult to remove all of the snow and ice from parking areas.

**Student conduct and sanctions**
Any violation of the policies listed in the Village Housing Handbook or WWU Student Handbook and Code of Conduct, or directions from Village Housing staff or Campus Security, could be cause for fines, eviction, or disciplinary action. Depending on the offense, you may receive a verbal warning, a written warning, and/or an eviction notice.

It is important that village students are aware of the perception of their actions. If the perception of your activity is negative and is brought to our attention, you may be asked to meet with the campus housing and property coordinator, the director of Residential Life and Housing, the dean of students, or the vice president for Student Life to discuss those perceptions and appropriate action.

**Summer Hold Program (students only)**
The Summer Hold Program allows students to hold the housing unit they lived in during the spring quarter through the summer and return to the same unit for the fall quarter. The following criteria must be met by Thursday following spring quarter finals:

1. Any student account balance must be paid or payment arrangements must be made with Student Financial Services.
2. If you receive financial aid, your financial aid file must be completed for next school year—this includes both your FAFSA and your WWU Financial Aid Application, along with any required verification documents, should you be selected for this process.
3. You must be registered for fall quarter as a full-time student or in summer quarter either as a full- or part-time student.
4. The entire summer rent (at 50% of the resident’s portion) must be paid in
advance.

Additional policy conditions:

- All continuing residents in the unit must participate and return to the same unit for the fall quarter.
- New residents are not eligible and may not be approved to move in until the fall quarter.
- The residence must remain unoccupied for a minimum of 90 days.
- Residents shall return all keys for the property to Village Housing. In the event the property has a key code, the resident will contact Village Housing via email to confirm they have left for the summer (key code will be deactivated).
- Residents will keep utilities on and will continue to be responsible for them.
- Residents will not turn off or unplug the refrigerator.
- The premises may not be used for storage. Only the resident’s personal belongings may remain. To verify, there will be an inspection of the property during the summer.
- All terms outlined in the Residential Rental Agreement are still in effect, including “8C. Landlord will not be responsible or liable for loss or damage to property belonging to student located on the premises hereunder, unless caused by the university’s negligence or willful misconduct. Student is advised to obtain renter’s insurance through student’s own insurance agent, at student’s expense.”

Failure to comply with any of these terms will result in cancellation of the Summer Hold Program. Full rent and/or eviction will apply.

**Summer Rent Program (students only)**

To remain in Village Housing for the summer, the following criteria must be met by the day following spring quarter finals:

1. Any student account balance must be paid or payment arrangements must be made with Student Financial Services. Monthly rent is due in advance by the end of the previous month.

2. If you receive financial aid, your financial aid file must be completed for next school year—this includes both your FAFSA and your WWU Financial Aid Application, along with any required verification documents, should you be selected for this process.

3. You must be registered for fall quarter as a full-time student or in summer quarter either as a full- or part-time student.

4. Students staying to work on campus during the summer may be required to apply a percentage of their earnings to their student account.

**Swimming pools, hot tubs/spas, and ponds**

The use of swimming pools, spas/hot tubs, and ponds are not allowed on the
Title IX and your rights
Walla Walla University is committed to providing all individuals with an environment free of sex discrimination and sexual misconduct, which includes sexual harassment and sexual assault. Titles IV of the Education Amendments of 1972 and Title XX U.S.C. Section 1681 state that “No person in the United States shall, on the basis of sex, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance.”

Walla Walla University prohibits all forms of sex discrimination and sexual misconduct including but not limited to sex-based intimidation and harassment, sexual harassment, domestic violence, dating violence, stalking, and sexual violence.

If you have been subjected to or are aware of an instance of sex discrimination or sexual misconduct, you are highly encouraged to report it to the Title IX coordinator. The university has resources to offer and may be able to help. For further information or to report an incident, contact Jennifer Carpenter, director of human resources and Title IX coordinator, at (509) 527-2141 or by e-mail at Jennifer.Carpenter@wallawalla.edu. To view the complete Title IX policy, go to wallawalla.edu/title-ix.

Trampolines
Trampolines are not allowed on the premises.

Trash and unwanted items
Dumpsters are provided at each apartment complex to dispose of trash, and all houses are provided with garbage cans. Trash left outside a residence will incur a fine.

The university covers basic trash service for most properties. Items that do not fit in the trash bins or are not allowed should be taken to the dump at the resident’s expense. Any overage charges received for trash service, or dump and related fees, are the responsibility of the resident.

Items not accepted in campus dumpsters:
- Appliances (any)
- Bed parts
- Books and brochures (full boxes or large quantities)
- Building or construction materials
- Bricks or cement blocks
- Cardboard (multiple boxes or large quantities of flat stock)
- Carpet
- Cement
- Chemicals
- Computer components
- Doors
- Electronic equipment
- Fluorescent bulbs
- Furniture
- Glass
- Paint
- Pipe (cement, clay, metal, plastic)
- Plywood
- Roofing materials
- Sand, gravel, or plastic
- Tires or wheels
- Vehicle batteries
- Waste oil (hydraulic fluid, transmission fluid, etc.)
- Windows (frames)

When moving out, it is the resident’s responsibility to appropriately dispose of or donate unwanted items not allowed in the dumpsters or garbage cans. No items should be left inside or outside of the residence, building, dumpsters, yards, streets, sidewalks, or parking lots.

Utilities: Electricity and natural gas
Living in village housing is a privilege and requires responsibility. In addition to rent, you are required to maintain certain utilities for your residence. It is the primary resident’s responsibility to call and set up utilities.

- Pacific Power: (888) 221-7070 (Hallmark, some houses)
- Columbia REA: (509) 526-4041 (Mountain View, Birch Street, Faculty Court, some houses)
- Cascade Natural Gas: (888) 522-1130 (some houses)

All companies require a deposit to begin service. This needs to be done within 48 hours of signing your Rental Agreement. Please remember to call the electric company when you move out and terminate your service. They will ask you to read the meter and give them a number when you call.

If Village Housing receives a utility bill for your residence after you have moved in, you will be asked to pay the bill along with a $25 processing fee. This can be paid with cash, check, or credit/debit card to the Village Housing office within 24 business hours.

RESIDENT AND UNIVERSITY RESPONSIBILITIES

Resident responsibilities
Resident shall:
- Respond to and follow directions provided by the Village Housing staff.
- Comply with the directions of university officials or law enforcement.
officers and identify oneself to these persons when requested to do so.

- Keep all premises in a clean and sanitary condition; vacuum must be used for proper upkeep. Residence should be left as it was upon move in.
- Maintain temperature of at least 65° inside the premises at all times.
- Properly dispose of garbage and waste in a clean and sanitary manner at reasonable and regular intervals.
- Assume all costs of extermination and fumigation for infestation caused by resident.
- Assume all costs of replacing broken glass caused by resident negligence.
- Properly use and operate all electrical, gas, heating, and plumbing facilities including fixtures, appliances, filters, replacing light bulbs and smoke alarm batteries, as well as the cost of repairing and thawing frozen pipe damage caused by resident negligence. Furnace filters are to be changed every three months and may be requested by submitting a work order.
- Refrain from intentionally or negligently destroying, defacing, damaging, impairing, or removing any part of the premises, including the facilities, equipment, furnishings, and appliances, or to permit any guest to do so.
- Maintain yard, which includes raking, trimming, and watering. If needed, call the Village Housing office to request a hose and sprinkler for lawn watering. If the lawn has to be replaced, resident will be held liable for replacement charges.
- Not make any alterations or improvements to the premises, equipment or fixtures, or do any painting or decorating, or construct any fence or wall, nor remove any locks without first obtaining the prior written consent from the university.

**University responsibilities**
The university shall:

- Maintain all structural components in good repair.
- Keep common areas reasonably clean and safe from defects increasing the hazards of fire or accident.
- Provide a reasonable program for the control of infestation by insects, rodents and other pests.
- Maintain all supplied electrical, plumbing, heating, and other appliances in reasonably good working order.

**FEES AND FINES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoned car</td>
<td>Cost of tow</td>
</tr>
<tr>
<td>Barbecue policy noncompliance</td>
<td>$500</td>
</tr>
<tr>
<td>Candles/open flame articles</td>
<td>$25–100 per instance</td>
</tr>
<tr>
<td>Damaged window screen</td>
<td>$35 (per screen) and/or cost of repair</td>
</tr>
<tr>
<td>Delay or change in move-out date</td>
<td>Up to $250</td>
</tr>
<tr>
<td>Fire extinguisher tampering or removal</td>
<td>$200</td>
</tr>
<tr>
<td>Fireworks</td>
<td>$500</td>
</tr>
<tr>
<td>Illegal pet in residence</td>
<td>$100 + eviction + additional cleaning/repair costs</td>
</tr>
<tr>
<td>Improper/incomplete checkout or move out</td>
<td>$150</td>
</tr>
<tr>
<td>Inappropriate items on balcony/porch/patio/carport</td>
<td>$30 per item + landfill fee</td>
</tr>
<tr>
<td>Inappropriate items on beds/couches</td>
<td>$50 per item</td>
</tr>
</tbody>
</table>
Items left in breezeway .............................................. $15 (per item)
Key code reprogramming ...................................................... $25
Late key return ............................................................... $50–$150
Lock changes or replacement ................................................. $50
Lockout (if after Village Housing office hours) ....................... $5
Lost key ................................................................. $30 (replacement)
Motorcycles in breezeway ...................................................... $80 towing fee
Noise .......................................................................... $50 (second offense)
Notice to vacate .............................................................. $20 (each)
Official notification .............................................................. $20 (each)
Service call fee ................................................................. $15–$70
Tampering with smoke detector ............................................ $250 (per detector)
Third floor Mtn. View safety ladder seal broken ............ $1,000 (and/or eviction)
Trash left outside ............................................................. $35
Unapproved car repairs ......................................................... $50
Unapproved installation for services ........................................ $100

**MOVING OUT**

**Students**
Please be aware that due to the status of university-owned housing as “student housing,” we are only allowed to house current students (see Eligibility for WWU village housing for students). Loss of enrolled status at any time constitutes grounds for termination of tenancy, and the student is required to vacate within 24 hours.

**Non-Graduating students**
Students are required to vacate within 24 hours following the end of the quarter unless they are preregistered for the following quarter.

**Graduating students**
Students completing their coursework at the end of summer, fall, or winter quarters are required to vacate within 24 hours following the end of the quarter.
Students completing their coursework at the end of the spring quarter are required to vacate within 24 hours following the graduation commencement.

**Faculty and staff**
Faculty and staff must be employed full time by Walla Walla University (see Eligibility for WWU village housing for faculty and staff). Loss of full-time employment status at any time constitutes grounds for termination of tenancy, and the employee is required to vacate within one week. Any rent charges not covered by payroll deductions will be added to the employee's university account and must be paid for separately.

**Notice to all residents**
The resident is expected to leave the house or apartment in the condition it was upon occupancy, excluding normal wear and tear. If there are charges for cleaning, damages, moving out late, or failure to return keys, these charges will be charged to recently vacated resident(s).
Move-out notice
A 30-day move out notice is required, wallawalla.edu/village. If a minimum 30-day notice is not received, you may be fined up to $250 and the remainder of your last month’s rent. After submitting a move-out notice, you may make adjustments within 10 days without incurring a fine or penalty. Failure to move on or before the date given may also result in fines and/or other consequences such as eviction (see Fees and fines).

Move out confirmation (keys and key codes)
Even with a move-out notice, rent will continue to be charged until confirmation is received by the Village Housing office that the property has been vacated. A late checkout may apply if confirmation is not received by the day of move out. To confirm you have moved out, turn your keys directly in to the Village Housing office (use the mail slot if the office is closed) or, in case of key code, email village@wallawalla.edu (a written note left in the mail slot is also acceptable). This is your responsibility. Do not give this responsibility to anyone else.

Utilities
Call any electricity or natural gas companies you may have service with and have the service transferred back into the university’s name on or about day you vacate. If you have fuel oil, please be sure you have the tank filled before vacating. If you have additional services, such as landline phone, cable, or internet, please cancel these services.

Heat
If you move out in the winter, leave the heat on. It is very important that the heat remain on in a vacant property to avoid freezing of plumbing. Leave the heat set at 55 degrees.

Cleaning and damage charges
Cleaning, damage, and material charges will be determined by Rental Properties at the time of inspection or when the needed repairs take place.

Residents should not attempt repairs themselves. It is unlikely the work would meet university standards, resulting in additional damage fees to complete the work correctly. If the premises is damaged, even accidentally, residents will be billed for it.

Following is a list of common cleaning and damage charges. This list is not intended to be all-inclusive.

Unapproved installation for services ................................................................. $100
Carpet cleaning (extra) ....................................................................................... $45+
Cleaning (general, minimum charge of one hour) ........................................... $30/hour
Cutting board and/or snow shovel replacement ............................................. $30
Improper/incomplete checkout or move out .................................................. $150
Lawn repair (houses) .......................................................................................... $30/hour
   Pulling weeds, reseeding, leaf removal, and outside repairs (minimum charge of 3 hours)
Light bulb replacement

Lock changes (when keys are not returned)

Nail hole repair

Repairs (general, minimum charge of one hour)

Trash and articles disposal

Removal of appliances, trash, or furniture left by the resident

Window screen replacement

Abandonment of property

Trash and articles disposal

Move-out checklist

General (Do not use abrasive cleansers or equipment, such as steel wool, scouring pads, pumice stone, sandpaper or sanding screen.)

Bathroom
Clean bathtub, tile around tub, and doors, and wipe down hardware.
Clean toilet. Be sure to check around the base of the toilet.
Clean shower inside and out.
Clean sink and wipe down mirrors.
Clean medicine cabinet.
Remove dust debris from fan.

**Kitchen**
- Wash off cabinets, and wipe out drawers and shelves.
- Clean sink and counters, and under sink.
- Clean light fixtures, dishwasher, and oven hood.
- Clean microwave, inside and out.
- Clean dishwasher, inside and out.

**Refrigerator**
- Clean all surfaces and areas.
- Clean outside surfaces including behind and underneath refrigerator.
- Wipe out freezer.

**Stove**
- Clean all inside surfaces of oven, including rack.
- Clean burner trays and rings. Clean the area underneath the burner trays.
- Clean oven drawer, and underneath and behind stove.

**Outside**
- Remove all trash and debris from the house and yard.
- Clean all storage areas and buildings. Remove all of your belongings.
- Clean window wells, driveway, and carport.
- Sweep porch, patio, deck, breezeway, and garage.