Moving to Campus

How to prepare for life at Northeastern.

2016 – 2017

Housing and Residential Life
Speare Commons
Northeastern University
360 Huntington Avenue
Boston, MA 02115-5000
Welcome

On behalf of the Housing and Residential Life staff, we welcome you to campus. Whether you live in one of our traditional residence halls or in an apartment complex, you’ll find that our staff works hard to maintain a living environment that fosters both academic success and personal development. As a resident student, you have the opportunity to extend your education beyond the classroom.

You can take the concepts and ideas you learn in class and test them out in a supportive environment. In the process, you’ll learn more about yourself and those around you. Community and diversity are two key elements of the residential program at Northeastern. Our staff fosters a sense of fellowship in our residential facilities. The Resident Assistants who live in our undergraduate halls assist you in many ways, from greeting you and making you feel welcome, to planning programs and activities that provide social interaction and opportunities for learning.

You’ll also encounter people whose lifestyles, backgrounds, personalities, and values may be different from your own needs. Sometimes these differences may challenge what you believe, but if you take the time to get to know the people around you, you will find that you have a lot more in common than you initially thought. The diversity of our students and staff enriches the Northeastern experience for all of us.

It is our hope that these pages will be a valuable resource, providing information on commonly asked questions that students ask as they prepare to move to campus. Both you and your family will benefit from reviewing this brochure before you move into your residence hall. We encourage you to bring it with you, as it will be a valuable reference when questions arise during the first few weeks on campus.

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Moving to Campus

How to prepare for your move

When can I move in?
We need time to prepare your room between academic terms. Therefore, we cannot allow students (or their possessions) into the buildings before the move-in date (see page 6 for specific dates). If you plan to arrive after the designated move-in day, you must notify Housing and Residential Life via e-mail. Failure to contact us may result in the loss of your room assignment.

What if I need to postpone my arrival or cancel my housing assignment?
If you know you will be arriving late, immediately e-mail Housing and Residential Life. This prevents you from being considered a “no show” on opening day and having your room assignment canceled. On the other hand, if you need to cancel your assignment before opening day, please inform Housing and Residential Life by e-mailing housing@northeastern.edu with your NU ID number, term being canceled, and a reason.

How will I receive housing information?
Most information from Housing and Residential Life about housing applications, assignments, and deposit/cancellation deadlines will be sent to your Husky e-mail address.

What to bring

How are the rooms furnished?
The University provides each student with a bed, desk, chair, dresser, and window shade. This is true whether you are living in a traditional residence hall, a suite-style accommodation, or an apartment. Some double and triple rooms have only one closet to share with your roommate(s).

If possible, you and your roommate(s) should decide in advance whether one of you will bring amenities (like rugs, etc.) or whether you would like to buy them after you get to campus.

No furniture of any kind may be brought into a residence hall. This includes but is not limited to: mattresses, futons, chairs, tables and so on. For a list of suggested items, please visit www.northeastern.edu/housing/furnishings.html.

May I bring a car?
Yes, however, first-year students are not eligible to purchase an overnight parking permit. Upperclass students in classes may be denied overnight parking due to limited availability. Please be aware that the city of Boston has a residential parking permit program and resident students living on campus do not qualify. Overnight parking spaces on the streets of Boston that don’t require a residential permit are extremely limited. In addition, overnight parking in a garage off campus is expensive. Handicap parking is available campus-wide for residents with disabilities.

You will be required to purchase the appropriate parking permit and your vehicle must display a state-issued handicap license plate, placard, or hanging handicap placard.

What are laundry bucks?
Laundry Bucks are cash placed on your Husky Card for use in the residence hall laundry rooms on campus.

Who gets laundry bucks?
Any undergraduate, graduate, or law student living in Northeastern University’s on-campus housing.

How many bucks will I receive?
You get $45 per semester, which equals 15 washes and 15 dries, or any combination.

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Make sure you have your student identification card (Husky Card). Your Husky Card is issued to you at Orientation and provides you access to campus services, including your residence hall, meal plans, Husky Dollars, and more. You may obtain a new or replacement card at Husky Card Services at Spore Commons during opening week.

You will need to present a picture ID, such as a state driver’s license or passport, to obtain a Husky Card. There is a replacement fee of $25 for lost cards. For more information visit www.northeastern.edu/huskycard.

Attend the residence hall building meeting. If you are an undergraduate student, attend the mandatory floor or building meeting in your residence hall or apartment building at the beginning of the term. You will meet your Resident Assistant and Resident Director, who will welcome you and share information about safety and security systems, social events, programs, and residence hall councils. If you are a graduate or law student, speak with your hall staff member when you pick up your keys, the schedule and structure of residence hall meetings vary depending on where you live.

Where do I find more information about meal plan options and requirements?
A variety of meal plans have been designed to accommodate the needs of all students. All students living in a traditional or suite-style accommodation (without a kitchen) are automatically assigned to a 15-meal plan and have the option to increase to a 19-meal plan at any time or decrease to a 10-meal plan before the scheduled deadline. Freshmen are required to have a meal plan. All freshmen will be assigned to a 15-meal plan unless they are scheduled to live in an apartment-style accommodation where they will be automatically assigned to a 15-meal plan. Upperclass students living in a residence hall other than the traditional or suite-style are not automatically enrolled in a meal plan. However, students have the option to enroll in a meal plan by visiting the self-service tab on the student’s myNEU portal.

Questions about meal plan changes can be directed to Husky Card Services at HuskyCard@northeastern.edu or by calling 617-373-8740. For information about meal plans visit: www.northeastern.edu/mealplans/residential. For information about Husky Dollars or the Husky Card visit www.HuskyCard@northeastern.edu.
How do I connect to the Internet?

Information Technology Services (ITS) offers students in university-owned residence halls access to three different networks for Internet access: ResNet, NUwave and NURes-device.

ResNet, the high-speed, secure wired network, is available in all university-owned residence halls. Students must annually register each device they wish to use. There is one port per residential student, and an Ethernet cord no longer than 25 feet should be used. For optimal performance, use ResNet for high-bandwidth needs, as the wired network is the fastest connection available in the residence halls. The network is available to current students in good standing, with devices that meet the network’s minimum software and hardware requirements. More information: northeastern.edu/its/services/networks/resnet

NUwave, Northeastern’s secure wireless network, is available in all academic, administrative and residential buildings. The network may be used by anyone with a myNEU username and password. This network supports 802.1x computers and devices. More information: northeastern.edu/its/services/networks/nuwave

NURes-device, the unsecured wireless device network in university-owned residence halls, exist to provide wireless Internet access for devices that cannot connect to NUwave (as they do not support 802.1x). Students must annually register each device they wish to use. Devices include: Apple TV, Chromebook, PS3/4, Roku 1/2/3, most Kindles, most smart TVs, and the Amazon Fire TV Stick. More information: northeastern.edu/its/services/networks/nures-device

ITS and the ResNet Resource Center provide technical support to students. Visit the ResNet Resource Center at 4 Speare Commons or online at northeastern.edu/resnet. Visit ITS at the Help & Information Desk in Snell Library or online at northeastern.edu/its. Phone support is available 24/7 at 617.373.4357 (xHELP). The 2016 ITS Move-In Guide can be found online at northeastern.edu/its/get-help/guides/move-in

Is cable television available on campus?

Students living in university-owned residence halls have access to HuskyCable. Local service providers are able to offer cable TV and/or Internet services at your own expense. Students receive a $100 credit on their tuition account the sixth week into the semester to assist with this additional cost. Summer term students receive a $50 credit the third week into the term. Lax students will receive a $75 credit per quarter. If you have questions about the tuition credit, please speak with Housing and Residential Life.

May I get a job on campus?

Many places on campus offer jobs. The offices in Speare Commons offers students numerous work-study, co-op, and limited part-time employment opportunities. Positions available each term include administrative, clerical, computer systems support, mail delivery, and building security. The Residential Safety Office has an ongoing application process for proctors; the position is open to all students except first-year freshmen and other new students (see page 11 for information about these positions). ResMail also hires more than 300 work-study students throughout the year.

Also, many residence halls have student office-assistant positions available for students with work-study support. Eligible students may pick up an application at their residence hall staff office or at Speare Commons.

May I smoke on campus?

Northeastern University is a smoke-free campus. View the policy here: www.northeastern.edu/smokefree/faq/policy.html

What if I have problems with my room assignment or roommate?

Residential Life staff members who live in your building can assist with any concerns related to room changes, moves or move-out schedules, and building maintenance and cleaning. They are also able to help you resolve roommate conflicts and make referrals for a wide range of University programs.

Housing Operations staff at Speare Commons are able to help you with many administrative matters, including review of student housing petitions and assistance with the application and room-deposit process. They can also provide you with information about room assignments and billing.

If I change rooms during the room-change period, how are billing adjustments handled?

Your Residence Director will have you complete and sign a Room Change Authorization form. This is given to a member of the Housing Operations team at Speare Commons, where the online adjustment to your account is completed. If there is a difference in the rate between the two rooms, you are charged a prorated fee for the number of days you are at each location.
Moving dates
When should I make intersemester plans?
The period between academic terms is known as intersemester. Although residence halls officially close between terms at 7:00 pm on the last day of University examinations, all freshman and transfer students are required to leave housing 24 hours after their last exam and no later than the final day of the exam period. Students with a late exam on the final day of the exam period may leave no later than noon the following day. We encourage you to make your intersemester travel plans early, as the end of the fall term coincides with one of the nation’s busiest travel times. Official move-in and move-out days for the 2016-2017 academic year are below.*

Lying on campus is a privilege, not a right. Failure to enter or vacate in accordance with the official move-in and move-out dates will result in formal disciplinary action, which may result in your loss of all campus housing privileges at Northeastern.

When do I sign the License Agreement?
Students who applied for housing online through www.myNEU.neu.edu were required to accept the terms and conditions of the license agreement in step one of the application process. If your assignment letter indicates that you have not yet signed your license agreement, you must do so immediately, online at myNEU via Housing Online.

This must be signed online by any students who will be living in University-sponsored housing. By signing the license agreement online, or by accepting keys to your room/apartment, you have officially acknowledged and accepted the terms and conditions of this contract. Students agree to live in University housing under any and all rules and regulations established by Housing and Residential Life.

However, signing the agreement does not guarantee you a space in University housing. Failure to sign the license agreement may result in loss of housing privileges. All students must conduct themselves in a manner consistent with the University’s expectations, as stated in the Guide to Residence Hall Living, the Student Handbook, the Residence Hall and Dining License Agreement, and any and all applicable school policies, procedures, and regulations.

If I move out before the end of the term, do I pay for the full term?
Read the Residence Hall and Dining License Agreement for information about your financial obligation to the University. Students are charged the cancellation/termination fee outlined in the license agreement. If you experience a significant change in academic, co-op, or financial circumstances after you move in, you may petition the semester charges by filling out the official petition form found on the Housing and Residential Life website. The petition should explain the nature of and the reason(s) for the request for a waiver of the cancellation fee.

ResMail provides delivery of mail and packages to most students living in on-campus housing owned by the University. The United States Postal Service (USPS) delivers mail to locked mailboxes at all leased properties and some Northeastern-owned buildings (see page 9 for more details).

The following section will answer many of your questions about how and when you will receive mail if you live in a building owned by the University.

Mail Delivery
When will I receive my mail?
After USPS makes its delivery to ResMail, the mail is sorted by building and typically delivered to your mailbox with the next scheduled mail delivery.

Be sure to list your box number on the same line as the street address. Listing it below the street address (on a separate line) may cause delays with USPS.

What should I do if I have a mail service problem?
Our staff is committed to the efficient and secure handling of your mail. If you experience problems with any of our services, please notify ResMail immediately.

Address Requirements
I’m known by my nickname. Is that a problem?
Yes. Different spellings or nicknames may be rejected by our computerized system and the mail will be returned to sender, so be sure your family, friends, and business contacts do not use nicknames in your address. Our database searches for and recognizes the same name you gave the registrar. For example, mail addressed to “Skip Somebody” may not be accepted if the registrar has him listed as “Richard Somebody.”

How should my mail be addressed?
Correctly addressing the envelope is the most important aspect of any mailing. To facilitate efficient sorting and processing, USPS recommends the addresses be in capital letters without punctuation, and requires the use of standard abbreviations. Your mail should be addressed as follows:

**Specific times/date will be assigned to each student. Please note: Dates are subject to change.**

<table>
<thead>
<tr>
<th>Fall 2016</th>
<th>Move-in</th>
<th>Move-out</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>22-31</td>
<td>1-16</td>
</tr>
</tbody>
</table>

Tips on addressing your mail:
- If you live on Columbus Ave., use your ZIP Code is 02118 or 02117; see page 9.
- Do not include Northeastern University in your address, as it will cause delays.
- If you are living in a building that is delivered by ResMail, address your mail by box number, not room number.
- Do not mail any packages to yourself at Northeastern until one week before the start of the term.

Questions?
ResMail, Speare Commons
617.373.2016 (voice)
617.373.4016 (fax)

HOURS: Monday—Friday, 8:00 am—4:00 pm
Saturday, 10:00 am—2:00 pm
Closed on Sundays and major holidays

Do I have to include my full name in the return address?
Absolutely. We have no way of knowing where to return the mail without your full name and University address.

Mailbox Policies
Where is my mailbox?
In most cases your mailbox is located in your residence hall. Mailbox assignments and combinations will be available move-in weekend at www.myNEU.neu.edu. This information may also be picked up at ResMail. Mailboxes use a standard right-left-right combination format except those in Hastings Hall. For residents of Hastings Hall please read the address information sent to you for further instructions.

What are my mailbox responsibilities?
Once assigned, your mailbox and its contents are your responsibility. Do not leave your box open while unattended and do not give your combination to anyone. You may be charged a fee for any necessary repairs due to vandalism.

What if I want to mail a package?
ResMail now has a shipping store available at both Speare Commons and Columbus Place. You must have your Husky Card present at the time of the transaction, and you may use either Husky Dollars or a credit/debit card for the purchase. Shipping options include: United States Postal Service (USPS) and UPS. A limited stock of shipping supplies is available for sale. International shipping is available for documents only. Copying and faxing services are also available.

May I send mail from my residence hall?
Yes. A mail drop box is located in most residence halls to send stamped outgoing mail. You may also use this box to send mail to other on-campus residents or to University offices without adding postage. Be sure to include a return address on anything you send.
Package Delivery

How should packages sent to me be addressed?

Packages should be addressed like all other mail. ResMail uses the student’s first and last names as well as their mailbox numbers to log packages. If a different name or nickname is used instead of the name on file with the registrar, the package will be returned to the sender.

How will I know that a package has arrived?

ResMail accepts packages for resident students from USPS and all major couriers. We will send a package notification to your myNEU e-mail. If you have not received a package notification and believe your package has been delivered to ResMail, you can stop by ResMail to check at any time, or call the office at 617.373.5108. Mail to students living in a leased property is delivered by USPS, however, ResMail provides students a service for package/parcel delivery only. If you are having packages delivered and wish to pick them up at ResMail in Speare Commons or Columbus Place instead of having them delivered to your leased property apartment, you will receive a mailing address prior to move-in that can be used for package/parcel shipments only.

How do I claim my package?

You must come to ResMail at Speare Commons and present a photo ID. A cart is available to assist you in taking large packages to your residence hall. They can be picked up at the Housing & Residential Life Customer Service desk in Speare Commons. Also, students with mobility concerns may have larger packages delivered to their residences by making arrangements with the ResMail manager. For students living in Davenport A, Davenport B, 780 Columbus Avenue, International Village, and 10 Gorvett Street, package pickup is in the basement of 716 Columbus Avenue.

What if I don’t claim my package?

If a package has not been picked up the e-mail notification system will send a reminder e-mail every 5 days until the package is picked up. ResMail will return unclaimed packages after 50 days. In cases of perishable items, ResMail reserves the right to expedite the return process.

What about emergency deliveries?

Overnight couriers deliver at various times of the day. If you are expecting an emergency package delivery, call or stop by ResMail to ask if it has arrived.

Forwarding mail

What should I do if I plan to move off campus?

Before you formally check out of a residence hall to move off campus or to move home, fill out the United State Postal Service Official Mail Forwarding Change of Address Order or you can do it online www.UPS.com. Then notify your family, friends, and business contacts of your new address as soon as possible. Next, you must verify your home address with the registrar before leaving campus. If the University lists your current on-campus address as your home address, you must change it with the registrar or your mail will be returned to the sender.

Will my mail be forwarded after I move off campus?

Yes. ResMail has a computerized forwarding address system that enables us to forward your mail for up to nine months after you withdraw from campus housing. We will forward all first-class mail, periodicals, and nonregistered USPS packages for up to nine months. All other packages will not be accepted by ResMail and are subject to thecourier’s policy for final destination. Please note that there are two kinds of bulk-rate mail: “endorsed bulk rate” and “unendorsed bulk rate.” Only endorsed bulk-rate mail will be forwarded. It usually includes a phrase such as “Forwarding postage guaranteed,” indicating that the sender will pay to have it forwarded. If the bulk-rate stamp is not followed by a phrase like this, your mail will not be forwarded.

ResMail will not forward your mail if the address you give is “in care of” some other person. Just as you are the only one who can pick up your mail on campus, you are the only person to whom your mail can be forwarded.

Delivering mail to the address

Delivered by ResMail

<table>
<thead>
<tr>
<th>Building Location</th>
<th>Mailing Address</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burstein Hall</td>
<td>458 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>Davenport Commons A</td>
<td>700 Columbus Avenue</td>
<td>02120*</td>
</tr>
<tr>
<td>Davenport Commons B</td>
<td>696 Columbus Avenue</td>
<td>02120*</td>
</tr>
<tr>
<td>East Village</td>
<td>291 St. Botolph Street</td>
<td>02115</td>
</tr>
<tr>
<td>The Fairwoods (319)</td>
<td>519 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>The Fairwoods (357)</td>
<td>537 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>Hastings Hall</td>
<td>320 Huntington Avenue</td>
<td>02115</td>
</tr>
</tbody>
</table>

Delivered by U.S. Postal Service

<table>
<thead>
<tr>
<th>Street/Mailing Address</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Douglass Park (650 Columbus Avenue)</td>
<td>02118*</td>
</tr>
<tr>
<td>Douglass Park (at Tremont Street)</td>
<td>02120</td>
</tr>
<tr>
<td>768 Columbus Avenue</td>
<td>02120*</td>
</tr>
<tr>
<td>509 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>311 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>513 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>515 Huntington Avenue</td>
<td>02115</td>
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<td>351 Huntington Avenue</td>
<td>02115</td>
</tr>
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<td>355 Huntington Avenue</td>
<td>02115</td>
</tr>
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<td>97 St. Stephen Street</td>
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</tr>
<tr>
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<tr>
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<tr>
<td>204 Hermessey Street</td>
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<td>132 Hermessey Street</td>
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<tr>
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<tr>
<td>165 Hermessey Street</td>
<td>02115</td>
</tr>
<tr>
<td>171 Hermessey Street</td>
<td>02115</td>
</tr>
<tr>
<td>94 The Fenway</td>
<td>02115</td>
</tr>
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</table>

Deliveries

Delivered by ResMail

<table>
<thead>
<tr>
<th>Building Location</th>
<th>Mailing Address</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Village</td>
<td>1155 Tremont Street</td>
<td>02120*</td>
</tr>
<tr>
<td>Kennedy Hall</td>
<td>119 Hemenway Street</td>
<td>02115</td>
</tr>
<tr>
<td>Kerr Hall</td>
<td>115 Hemenway Street</td>
<td>02115</td>
</tr>
<tr>
<td>Light Hall</td>
<td>81-83 St. Stephen Street</td>
<td>02115</td>
</tr>
<tr>
<td>Lofman Hall</td>
<td>500 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>Melvin Hall</td>
<td>510 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>Rubenstein Hall</td>
<td>464 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>Smith Hall</td>
<td>129 Hemenway Street</td>
<td>02115</td>
</tr>
<tr>
<td>Stetson Hall East</td>
<td>10 Speare Place</td>
<td>02115</td>
</tr>
<tr>
<td>Stetson Hall West</td>
<td>11 Speare Place</td>
<td>02115</td>
</tr>
<tr>
<td>West Village A North</td>
<td>500 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village A South</td>
<td>510 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village B</td>
<td>460 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village C</td>
<td>480 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village E</td>
<td>10 Leon Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village F</td>
<td>40A Leon Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village G</td>
<td>450 Parker Street</td>
<td>02115</td>
</tr>
<tr>
<td>West Village H</td>
<td>440 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>Willis Hall</td>
<td>50 Leon Street</td>
<td>02115</td>
</tr>
<tr>
<td>780 Columbus Avenue</td>
<td>780 Columbus Avenue</td>
<td>02120*</td>
</tr>
<tr>
<td>10 Gorevett Street</td>
<td>10 Gorevett Street</td>
<td>02115</td>
</tr>
<tr>
<td>155 Hemenway Street</td>
<td>155 Hemenway Street</td>
<td>02115</td>
</tr>
<tr>
<td>407 Huntington Avenue</td>
<td>407 Huntington Avenue</td>
<td>02115</td>
</tr>
<tr>
<td>106 St. Stephen Street</td>
<td>106 St. Stephen Street</td>
<td>02115</td>
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<tr>
<td>110 St. Stephen Street</td>
<td>110 St. Stephen Street</td>
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<tr>
<td>116 St. Stephen Street</td>
<td>116 St. Stephen Street</td>
<td>02115</td>
</tr>
<tr>
<td>122 St. Stephen Street (Levine Hall)</td>
<td>106 St. Stephen Street</td>
<td>02115</td>
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</tbody>
</table>

NOTE: Please follow your name and the appropriate street address with either:

Boston, MA 02115
Boston, MA 02118
Boston, MA 02120
or Roxbury Crossing, MA 02120

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Room & apartment condition forms

What are these forms?
All residents are required to fill out and sign Room and Apartment Condition Forms when they move in. The form records the initial condition of each room and apartment and is also used at the end of the term to assess the final condition of the room and apartment. While you are living on campus, we expect that you will keep your room and apartment in good working order and let us know when anything needs repair. If any damage beyond normal wear and tear occurs while you are in residence, you (and your roommates) are responsible for the cost of repairs.

At the middle of the term, departmental staff will visit your room, apartment, and building to see if there are any repairs that require attention. You will be notified four or five days in advance of this routine visit; you are not required to be present.

When you prepare to move out of your room and apartment, make an appointment with hall staff to review the Room Condition Form. Once all of your belongings have been removed from the room, a staff member will complete the check-out procedure with you. Please be prepared to discuss any damages at that time. And remember, if you do not check out with staff, you lose the right to appeal any supplemental charges for damages or cleaning.

Security in university buildings

Top priorities
Residence hall safety and security are top priorities for the Department of Housing and Residential Life. The Residential Safety staff wants you and your guests to be able to gain access to the residential community easily and without compromising the security of our residence halls. This section will answer many of your questions about how the system works. However, be aware that we reserve the right to adjust our building and security policies at any time to ensure the well-being of our residential community.

What security do residences have?
Northeastern University–owned Residence Halls:
Northeastern University–owned residence halls and Hastings Hall feature building proctors and/or secured entryways 24 hours a day. Anyone who enters a residence hall must be a resident or an identifiable guest of a resident. Proctors staff the front entry of most residence facilities to ensure that others do not gain access.

Leased Properties:
There are no building proctors or card-activated entry access points in leased properties. Security is maintained via key access to the apartment building and the individual apartment. You are responsible for carrying your apartment keys at all times.

Will proctors accept deliveries or take messages?
Proctors are situated at front entries for security purposes. They cannot receive deliveries or take messages for students or staff. They are present to monitor the front entry of the residence hall and to welcome guests to our residential community.

Using your Husky Card

How do I request maintenance services, room repairs, and extermination services?
Student requests for residence hall maintenance, repairs, and services should be made online through their MyNEU portal, under the “Community” tab and under “Helpful Links - Facilities Online Work Request. However, requests of an urgent nature that require immediate attention should always be made by calling the Facilities Customer Service Center at 617.373.2754.

Upon request for repairs, Northeastern may enter a room/apartment to make repairs or inspect the premises without the occupants being present. Northeastern also has the right to enter premises if an emergency arises, if the premises appear to have been abandoned, or if directed by the Inspectonal Services Department of the City of Boston.

Residents are expected to keep their rooms orderly, safe, and sanitary. The University provides professional housekeeping services in common areas such as lounges, hallways, and bathrooms.

Please note that only traditional (community) residence hall bathrooms are cleaned by University personnel; bathrooms, kitchens, and common living areas in suites and apartments must be cleaned and maintained regularly throughout the term by the resident(s). Failure to maintain a minimum standard of cleanliness may result in a cleaning charge and/or student conduct action.

What if the encoded information on the magnetic strip is lost or if I lose my Husky Card?
All proctor stations have printed rosters of building residents. If your Husky Card does not work, a proctor can verify residents based on that information. If you do not have a Husky Card, you may use another photo ID or the Mobile App on your cell phone (www.northeastern.edu/huskycard/services/husky-locks/) to verify identity and permit entry. All students are expected to possess a Husky Card to prove identity to the Proctor and university staff. You may replace a lost Husky Card by visiting Husky Card Services at Speare Commons during normal business hours. (Facilities Customer Service or NUPD after hours/weekends).

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Questions?

Facilities Customer Service Center
140 Cullinane Hall
617.373.2754 (voice) 617.373.3286 (fax)
Hours: open 24 hours, seven days a week

Residential Safety Office, Speare Upper Lobby
617.373.2547 or 617.373.3498
617.373.8254 (TTY) 617.373.4919 (TTY)
Hours: open 24 hours, seven days a week

Husky Card Replacements

A replacement card can be obtained at Husky Card Services at Speare Commons, Monday through Thursday (8:30 am to 7:00 pm) and Friday (8:30 am to 5:00 pm).
Admitting guests
Can someone who does not live in my residence hall visit my room?
Yes. You may sign in and host no more than three guests for a single visit. However, each visit must be no longer than three (3) consecutive nights. Guests younger than the age of 16 may not stay overnight.

How do I sign in family members?
In the same manner as other guests: have them show some form of photo ID. You must be present at the proctor station to properly sign them in as your guests.

Why do proctors review the sign-in book prior to admitting guests?
Northeastern’s residence community is not open to everyone. People who have caused problems for our resident students or the University are restricted from entry. The proctor checks to be sure that the guest has not been restricted. This measure is for the safety and security of everyone in the residence hall.

With the proctor system, why do I need a residence hall key?
In most residence halls, front doors, and/or wing doors are locked at certain times. This added security measure prevents nonresidents from attempting to run past the proctor and create problems for residents.

What can I do to maintain security in my residence hall?
Safety and security are everyone’s responsibility. As a member of the residence community, you can help ensure its security by:
• Locking your room, suite, and/or apartment door each time you leave
• Complying with the policies and procedures of the safety system
• Carrying your Husky Card with you at all times and never give out your Husky Card or your four digit pin number
• Taking responsibility for any guests you sign in

By working collaboratively, we can keep the residence community at Northeastern a safe and secure environment.