# Building Manual

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ADA (Americans with Disabilities Act)

Overview
Under the American with Disabilities Act, accommodation for students with disabilities is provided for the three residential styles (double loaded corridor rooms, suites, and apartments), dining, and programs (fitness center, computer rooms, substance free living, interim housing, cultural awareness, single rooms, and quiet halls).

Accessible Dining Centers
The Viking Commons is wheelchair accessible. The accessible entrance to the Viking Commons dining area is the door that faces east on High Street. Accessible restrooms are located near the entry. The accessible entry to the fifth floor is at the end of the ramp on the north side of the building. No residential services are located on the fifth level.

Fairhaven Dining is wheelchair accessible. Mobility impaired residents may use the elevator during dining hours. The elevator does not open at the dining level when the dining room is closed.

Minimally accessible restrooms are located on the ground level of Fairhaven Academic building.
Accessible Programs
The Coffee Shop, Convenience Store, Computer Room and Game Room on the first floor of the Fairhaven Academic building are accessible to individuals in wheelchairs. Minimally accessible restrooms are located on the first floor.

An accessible kitchenette is located in Fairhaven 1148 TV lounge. Students in wheelchairs may cook if they are in residence during winter or spring breaks.

Accessible Residential Styles
Three residential styles are offered: student rooms off double loaded corridors, suites, and apartments. Additionally, programmatic living options are offered in selected halls. All styles and living options must be available, upon requests for accommodations:

Nash Hall: double loaded corridor, Substance Free
Edens Hall: suite, Quiet Hall
Fairhaven 11/12: suite
Buchanan Towers: Winter and Spring Break Housing
Birnam Wood: apartment
Higginson: suite

North End
EDENS HALL

Edens Hall first floor South entrance under the portico is the accessible entry to offices of University Residences. First floor West entrance under grand stairway is the accessible entry to residence areas only. A third accessible entry is located at the south end of the building leading to the second floor.

The elevator in Edens Hall is accessible to people in wheelchairs. The elevator in Edens North is not accessible to people in
wheelchairs, but may be useful for those with other mobility impairments.

Students in wheelchairs are able to access the Main Lounge, Kitchenette and Laundry room in Edens North by using the Edens Hall elevator to reach the sky bridge on the second floor. The ground level TV Lounge in Edens North is accessible by entering through the front door of Edens North. Accessible locations in Edens Hall are the floor lounges and student rooms. The accessible public restroom is located on the second floor of Edens Hall near the lounge.

If a person in a wheelchair would like to visit someone on floors 1, 3, or 4 it will be necessary to find a spot on the second floor of Edens North, or somewhere in Edens South to meet. Signs have been placed at the elevator doors in Edens North to direct individuals in wheelchairs to call the person they are visiting.

Have the student in the wheelchair call the person they are visiting. He/she will need to meet them in an accessible location. The courtesy phone is located at the entry of Edens North.

Arrange to meet with an Edens Hall resident who uses a wheelchair in an accessible location. Accessible locations are the Main Lounge or TV Lounge of Edens North, one of the floor lounges, the RD office, the student's room or your apartment in Edens Hall. The accessible public restroom is located on the second floor of Edens Hall near the Main Lounge. Edens Hall is the only building with visual fire alarms. Only ADA Type A units have visual alarms inside the suite. The Assignments staff maintains a list of these rooms.

Wheelchair parking (and recharging of medical devices) may take place in the bike room in Edens Hall. The Resident Director may need to speak with hall council about bikes impeding access to the parking place. If necessary, you may need to have bikes that were in the path of the wheelchair impounded. In the beginning
it may be necessary to check the bike room several times a day in order to make sure of a clear path for wheelchair(s). Students may need a continuous reminder to keep the path to wheelchair parking clear.

Mobility impaired students needing help with furniture set-up should call Facilities at x3556.

**Prox Card Activated Opener**
Edens Hall is equipped with a prox card activated auto-opener at the entry to the Desk area on the ground floor.

**HIGGINSON**

Higginson is an accessible building. The 3 exterior doors are operable with a prox card. The prox card must be activated to unlock and also operate the door opener. Lounges and student rooms do not have openers although they do meet accessibility guidelines.

Laundry Room door may be impossible for some with disabilities to open. Assist students needing access.

Mobility impaired students needing help with furniture set-up should call Facilities at X3556, Monday through Friday, except holidays, between 8:00 am to 4:30 p.m.

**MATHES**

Mathes is not an accessible building. The building is marginally wheelchair accessible through the basement level circular drive into lounge areas. Elevator access is from the basement to floor 8. Computer room and lounge on the 9th floor are not accessible. *Mathes has no accessible restrooms.*
Inform Mathes Residents that to accommodate visitors in wheelchairs, arrangements will need to be made to meet in an accessible campus location. Wheelchair access into Mathes is through the door from the vehicle turn-around on the basement level (Southwest corner). Doorways to floor lounges and student rooms are very narrow. Assistance will be required to navigate these spaces.

**NASH**

Nash has some accessible student rooms. The accessible entry is the side door that faces High Street, near the main entrance. A second accessible entry is located at the vehicle turn-around. This door has an auto-opener but does not require a special key to operate.

The elevator accesses the basement and floors 1 through 6.

Accessible restrooms are located on the 4th (Women) and 5th (Men) floors of Nash.

Mobility impaired students needing help with furniture set-up should call Facilities at X3556, Monday through Friday, except holidays, between 8:00 am to 4:30 p.m.

The Nash Computer Room is not accessible. Mobility impaired students who cannot access the 7th floor may request accommodation through the Resident Director. (Suggestions for accommodation--laptop checkout- provide a computer to their room, working with ResTek staff to provide individual consultation).

**Nash Chair Lift**

The Nash Main lounge is equipped with an automatic lift designed to transport a mobility-impaired resident between the upper and lower levels of the lounge and kitchenette. The Resident Director should check a key out to any mobility-impaired student or guest that needs one. Additional keys can be ordered by contacting the
Associate Director of UR Facilities. Any malfunction of the lift should be reported directly and immediately to the Facilities Office Assistant x3556, or Secretary Supervisor - Facilities x2923.

**RIDGEWAY**

Ridgeway buildings are not accessible. Students in wheelchairs visiting Highland can access the main lounge if assisted with the opening of the door at the Southwest corner to the lounge. There is no accessible restroom in the Highland main lounge. Inform Ridgeway residents of the need to accommodate individuals visiting in wheelchairs by arranging to meet in an accessible campus location.

**South End**

**BIRNAM WOOD**

Birnam Wood buildings are not accessible, with exceptions outlined below.

Inform Birnam Wood residents that to accommodate individuals in wheelchairs, arrangements will need to be made to meet in an accessible campus location.

Units 417 and 418 are accessible for people in wheelchairs with laundry facilities available in the units. These units are self-sufficient. U.S. mail is delivered directly to the accessible units. If people with mobility impairments live in 417 or 418, any notices for residents placed in boxes in the laundry room need to be delivered by residence staff, usually a resident advisor or desk attendant, to the unit. The community laundry room is not accessible.

Programs that residents in wheelchairs want to attend are to be held in an accessible location or you may consult with the resident to find a safe way to get the resident into the community.
building. The walkways and community building are not accessible to people in wheelchairs without assistance.

**BUCHANAN TOWERS**

Buchanan Towers' first floor is accessible to students in wheelchairs. Please refer to section above titled Accessible Programs.

Inform Buchanan Towers' residents that in order to accommodate visitors in wheelchairs, arrangements will need to be made to meet in an accessible campus location. All lounges are accessible. Apartment doorways may be difficult to navigate with a wheelchair. Accessible bathrooms are located near the Multipurpose Room (near the Fitness Center). The main lounge bathrooms are accessible, but the individual may need assistance to enter the main lounge.

Visual fire alarms are in the following Buchanan Towers units: 201, 202, 204, 210, 220, 225, 402, 403, 404, 503, 504, 603, 604, 703, 704, 803, 804, and 813. The rest of the building does not have flashing alarms.

**FAIRHAVEN**

Wheelchair accessible residential buildings are: Fairhaven Academic/Dining Fairhaven 11/12

Only Fairhaven 11 and 12 stacks are accessible to students in wheelchairs. The elevator is located between the two buildings with access to floors 1-4. Floor 1 is the Child Development Center. The entrance to stacks 11/12 is equipped with an automatic door opener that is operated by the student's building key.
To accommodate visitors in wheelchairs, Fairhaven students in stacks 1-10, will need to make arrangements to meet in an accessible campus location.

The accessible lounges in Fairhaven 11 and 12 are located on the fourth floors with an accessible kitchenette located in FX1148 TV lounge. Students in wheelchairs may cook if they are in residence during winter or spring breaks.

The accessible public restroom is located in the fourth floor TV Lounge of Stack 11.

Mobility impaired students needing help with furniture set-up should call Facilities at X3556, Monday through Friday 8:00 am to 4:30 p.m.

Fairhaven 11 and 12 students in wheelchairs need an elevator key to access the second floor dining hall in the Fairhaven Academic building.

**Accommodations**

It is not advisable or necessary to anticipate the needs of a student with disabilities before they have requested an accommodation. Programs and services need to be available, but often alternatives are available in how or where they are offered. Signs are posted in the hall with copy as follows: “To request disability accommodations for any hall sponsored event call Residence Life at 650-2960, or the Washington State TDD Relay System at 1-800-833-6388.”

Please notify the Assignments Coordinator x2951, of accommodation requested by students so that changes to buildings may be facilitated in consultation with the Center for Equal Opportunity and Student Support Services. Staff and students need to go through Student Support Services in order to
get a clear verdict on the ADA or documented medical reason for the accommodation.

Students may request to have University property (furniture or the mattress) removed from their room for ADA or documented medical reasons. Reasonable accommodation will be provided for specialized medical equipment brought by students with disabilities.

Reasonable advance notice is required for a student with a disability to request accommodation to attend a program in the residence halls.

Fire Safety for Mobility Impaired Residents

Please review fire safety procedures individually with mobility impaired residents prior to the first fire alarm test. It can be quite disturbing to students that are not informed of the provisions for evacuation assistance. Designated locations for evacuation assistance for mobility-impaired students will be smoke-proof enclosures on a landing that is next to an exit stairway. Landings must be clear of furnishings, boxes, and debris. No postings are permitted on landings and exiting stairwells.

Visual fire alarms are in the following Buchanan Towers units: 201, 202, 204, 210, 220, 225, 402, 403, 404, 503, 504, 603, 604, 703, 704, 803, 804, and 813. The rest of the building does not have flashing alarms.

The on line evacuation guide can be found at: http://www.acadweb.wwu.edu/hr/disability/EvacGuideForPWD.pdf

Charging Electrical Appliances
Durable medical equipment and mobility aids brought on campus by residents, guests, or conferees must conform to safety
standards determined by Western Washington University’s Office of Environmental Health and Safety, phone (360) 650-3064. Individuals using such equipment (e.g. electric carts and wheelchairs with rechargeable batteries) must notify the Office of University Residences (include name and phone number). Students should plan on recharging medical equipment in their rooms. Rechargeable batteries must be used with the chargers provided by the manufacturer for the specific piece of equipment.

**Bathrooms**
On occasion, disabled students may reside in buildings during break periods when no other residents are present. Notify the Facility Operations Manager-Facilities (x3475) of disabled students residing in areas over break. Bathrooms will be cleaned on a regular schedule.

**APPLIANCES**

**Gas Ranges**
Natural Gas ranges are installed in all Birnam Wood apartments. The gas ovens/ranges are safe to operate when used properly. The ranges do not have pilot lights. They operate with an electronic ignition. The operator simply needs to turn the dial until they hear the clicking sound that is the sparking of the electronic ignition. Once that sound is heard, the dial is backed off just a bit, to the point where the ignition device stops and the gas appliance light up. Students should always be sure that the dials are completely turned to the off position after cooking. Report any malfunctioning of the gas range/oven by calling the Facilities Management Work Control Center, x3420.

The gas appliances are connected to the natural gas line by a flexible connecting hose. The hoses are flexible to allow the unit to be pulled out by staff periodically for cleaning or maintenance. Students should not have any reason to pull the unit away from the wall.
Aluminum foil should not be used to line the bottom of the oven as the foil may block exhaust vents within the oven causing them to build up and enter the room.

It is normal to smell natural gas when the oven or stove is initially being ignited. If the smell persists at other times, report it immediately.

**Microwaves**

Microwaves are provided in main kitchenettes of each building. Larger buildings have a commercial quality microwave in the main kitchenette. Commercial quality microwaves are locked down.

Other microwaves in the building are not replaced when they break. The cost of a microwave is about equal to the cost of locking one down. Resident Directors may choose to put loose microwaves in another location during check out to protect them from theft.

See REPAIR PROCEDURES, “Microwave Repair”

**Refrigerators/Microfridges**

**Apartment Refrigerators**

Birnam Wood apartments, Buchanan Towers suites and miscellaneous other locations are equipped with full-sized refrigerators. The newer ones are frost-free and should not require any special attention. Some of the older refrigerators are NOT frost-free and do not operate efficiently when there is sufficient ice build-up. They tend to frost up occasionally and must be manually defrosted by the students. To defrost the refrigerator, unplug the refrigerator and apply warm water to the frost to safely expedite the defrosting process. Sharp objects
**must not be used** to assist the defrosting process! They are likely to puncture refrigerant lines and ruin the refrigerator. The responsible party will be charged for the replacement.

**Ice Machines**
Open bin ice machines require controlled access to limit the opportunities of the ice becoming contaminated.
Ice Machines are provided in the following locations:
Nash Hall – basement – ice dispenser (new in 2008)
**Fairhaven Administration Building** - by the vending machines
Due to the concerns about the location of the open-bin unit in the Fairhaven Administration Building, we have installed a lock. The key is available at the Fairhaven Information Desk. The sign on the machine states: “To unlock the ice machine ask for a key at the Fairhaven Information Desk. Please lock it when you leave and return the key. Thank you.”
Ridgeway Commons - near the entrance to the Fitness Center (Dispenser)

**Washer & Dryer, Clothes**
Generally, the ratio of laundry equipment to residents has been set at 36 residents for every washer and dryer.
When too much soap powder is used in the washers, they will stop running until the suds dissipate, then continue the washing cycle.

**BALCONIES/DECKS/ROOFS**
Many of our buildings have outside balconies and/or decks that are available for residents to use. Balconies and decks that are on the ground floor and/or provide easy access to secured areas of the building should remain locked or monitored at all times.

Historically, some residents have expressed concern about their room's vulnerability to someone entering by climbing through their window. Students who live in rooms above or next to
balconies who are concerned about the possibility of an intruder entering through their window may request that a window chain be installed. This should be requested on a Maintenance Request Form. While a window chain does not make the room 100% secure, it does provide an initial barrier, giving any resident some warning of an impending intrusion.

The residence life staff and residents determine access to other decks. Some remained unlocked at all times, while others are locked at all times, unless there is a specific request to unlock them. Custodial staff members will not give students access to public balconies and sundecks nor do they unlock doors of unattended spaces.

Some residential communities permit students to reserve a deck for a particular activity. If you choose to do so, be sure to develop a protocol with the hall council that insures fairness and safety.

Sundecks are not to be used during inclement weather.

**Mathes Sun Deck**
The Mathes Sun deck can be accessed from the 9th floor, via one of two doors. The primary door is located at the northeast end of the hallway. The staff determines whether to leave this door unlocked at all times, or only during certain hours. The other door is adjacent to the computer lab at the southeast end of the 9th floor. This door may be locked and unlocked by the residence life staff. Maximum occupancy of the sundeck is 50. Barbecuing is prohibited on this deck.

**Nash Deck**
The Nash deck is located at the south end of the 7th floor, adjacent to the study carrels. The staff is responsible for providing access to the deck. Historically, they have kept the
door unlocked during all hours during fall and spring quarters. During winter quarter, when deck use is less appealing, the staff may choose to lock the door and provide access as requested.

Maximum occupancy of this deck is 49 (with prior approval).

See the Fire Safety section of this manual for the policy and procedures that are required relative to maximum capacity of this deck.

**Edens Deck**
The City of Bellingham Building Services Division requires that the doors to the Edens deck provide an exit path from the deck in the event of a fire. When the deck doors are unlocked, the doors operate as the City intends. At night or during breaks, when the deck doors are routinely locked the large palm buttons, when depressed, sound an alarm in the Resident Director's apartment and at Public Safety. In the event of a fire, when the palm buzzer sounds, the doors should be opened to provide people on the deck to exit through the building.

The lock for both sets of doors is located to the left of the door on the south side (by the vending machines). Use the 1141B key. The deck doors should be locked when the building is unoccupied. The residential community may determine if the deck doors should be locked during additional times, such as nights or weekends.

**Roofs**
Students are expected to stay off residence hall and apartment roofs, with the exception of outside-designated sundeck areas. Students identified on roofs face disciplinary action via the Residence Life student conduct process. The student sanction should include a standard fee of $35.
BED ASSEMBLY

Standard Bunking/Lofting Beds
The beds in Mathes, Nash, Edens, Higginson, Highland, Alpha, Delta, Kappa, Omega, Sigma, and Fairhaven can be assembled in several different ways. Additional parts for bunking and lofting will be checked out on opening day. Bed parts and these instructions are NOT FOR USE in regular double rooms in Buchanan Towers, Buchanan Towers East, Gamma, Beta or Birnam Wood.

When you check out additional bed parts, you will sign a "Bed Accessory Agreement" which identifies the specific parts that you have checked out and their replacement costs. This Agreement also states responsibilities associated with using and returning the bed parts. We suggest that you retain your copy of the signed Agreement for future reference.

Mattress Replacement
If a mattress is badly stained, torn, or springs are broken, call 650-3556 to arrange a time for it to be replaced. Everything will need to be removed from the bed prior to removal of the old mattress.

Standard Bed Set Up
Most beds are initially set up in singles (non-bunked) position. Exceptions are listed on the Bed Set-up for Check-Out below. You are responsible for returning the bed to its original position at check out. Otherwise, a $15 fee will be charged for bunk bed reset.

The bed configurations pictured ARE THE ONLY safe configurations. You will be directed to reconfigure your bed if we find it in an unsafe condition.
Extra Bed Parts for Multiple Configurations

If you check out extra bed parts to supplement the ones initially provided in your room, you must return them to the custodian at checkout. A $30 fee for not returning bed parts will be charged to cover staff costs associated with returning these parts to the custodian. In addition, you will be billed the full replacement cost of parts that are missing.

Singles

In most residence halls the beds should be in the singles configuration when you arrive.

In buildings with lofting beds the following instructions will serve as a guideline for you to reconfigure your bed into the singles position prior to checking out of the room, should you choose a different configuration during the year.

1. A 1/2" open-ended socket wrench is used to assemble and disassemble the beds. They are available at the front desk for check out. Do not over tighten the bolts.

2. From the bunked position, lift the top bed with the two short ends off the bottom bed. Remove the mattress and bed board prior to lifting the top bunk. Then remove a short end from the bed with the two short ends and remove a long end from the bed with two long ends and switch them. Each bed now has a long
bed end (head board) and a short end (foot board). See Singles figure above.

Captain/Low Beds

1. For low bed: attach the short end to the bed with a short end. Both ends should match.

For captain bed: remove rails and bed board from long end. Reattach rails in the top set of holes in both long ends. Make sure angle iron rails are positioned to prevent bed board from moving.

2. Additional parts will be needed if both beds are Captained (two long bed ends for each bed).

Bunk Beds

1. To bunk your beds you will need additional parts (four corner pins), and a ladder if your bed end is not free. Parts will be
available on the first day of check-in and on a day following (check with staff).

2. Remove a short end from one bed and a long end from the other bed and switch.

3. Place four pins in top corner of corner posts on the long bed ends. Check out pins at bed-part check out area.

4. Pick up bed with short bed ends and place on pins in the long ends.

5. Make sure the metal rail is placed so the bed board sits within the angle of the rail.

6. Guardrails on both sides of the top bunk are recommended.

7. The bed end may be used as a ladder or you may check out a ladder to access the top bunk.

Lofts

1. To loft your bed you will need additional parts (one long bed end, one short bed end, two rails, 4 pins, and 8 bolts). Parts will
be available on the first day of check-in and on a day following (check with staff).

2. Remove long end from your bed and replace it with the short end from your loft set. Both bed ends should now match.

3. Bolt two side rails from the loft kit to the upper and lower sets of holes in the long bed ends. Rails should be on the same side of the bed ends and positioned against the wall.

4. Place pins in tops of corner posts on long bed ends and set bed on top.

5. Guard rails on both side of the top bunk are recommended.

6. The bed end may be used as a ladder or you may check out a ladder to access the top bunk.

**Barrier Free Beds**

1. To configure your bed in the Barrier Free position, you will need bed parts labeled "Barrier Free." These parts are available in Edens Hall and Fairhaven 1. If you need a Barrier Free bed in another location, contact facilities at 650-3556 to make arrangements for a bed to be delivered to your location.

2. Barrier Free beds must be set up in the Singles position. The bed will have two bed ends that are 37" high.

3. Turn both bed ends so the label "Barrier Free" is upside down.

4. Install bed rails in middle set of holes. This will put the top of the mattress at approximately 22" from the floor.

5. Make sure angle iron rails are positioned to prevent the bed board from moving.
6. If you have a roommate it will be necessary for them to loft their bed and put some of the furniture under the loft so that both of you will have more floor space.

Things for which to check

- If the beds are bunked or lofted, is there a pin in each leg connecting the top to the bottom?
- Do the top legs fit all the way down on the steel pins? *If not, try flipping the end over.*
- Do the metal rails hold the bed board within them and not allow the bed board to move from side to side?
- Are two rails installed against the wall on the tall bed ends when the bed is lofted?
- Are all the bolts securely fastened?

Bed Setup for Check-Out

You are responsible for returning the beds to the positions that they were in when you checked in. Return the bed parts that you checked out at the beginning of the year.

Check the list below to see how the beds should be set up in your room. Most beds are initially set up in the singles position.

**Single beds for check out**

- The tall ends will have the holes showing on top of the uprights and the short ends will be positioned so the holes in the legs are toward the floor.
- Horizontal slats on the bed ends will be the top of the frame.
- Bed rails and bed deck will be about 9 inches from the floor.
- Check that the metal rails hold the bed board between them and that the bed board does not move from side to side.
Singles

Edens North
Edens Hall
Fairhaven Residences 1-12 except as noted below
Higginson
Highland
Mathes
Nash
Ridgeway Alpha
Ridgeway Delta
Ridgeway Kappa
Ridgeway Omega
Ridgeway Sigma

Ridgeway Beta (Stacks 7-9) and Gamma are set up with single box beds. They are not bunking/lofting beds. Ridgeway Beta (Stacks 1-6) are bunking beds.

Bunks set for check out

*Leave two guardrails for the top bunk in your room at check out if they were there when you checked in.*

Buchanan Towers/Buchanan Towers East beds are set up as bunks. They are not bunking/lofting beds. Parts are not available for check out. Use the bed end as a ladder.

Rooms with Bunked beds:
**Edens North:** 136, 138, 140, 144, 146, 238, 248, 340, 342, 344, 346, 348, 352, 438, 422, and 452
**Fairhaven Residences:** 127, 128, 130, 138, 147, 226, 227, 228, 230, 238, 246, 247, 326, 327, 328, 330, 336, 346, 347, 426, 427, 428, 430, 436, 446, 447, 526, 527, 528, 530, 536, 546, 547, 626, 627, 628, 630,
Lofts set for check out

Leave guardrails and ladders in your room at check out if they were there when you checked in.

Buchanan Towers: 409, 509, 609, 709, 809 (these are triple rooms with a bunk and a loft)
Nash: 222, 223, 224, 225, 226, 227, 322, 323, 324, 325, 326, 327, 422, 423, 424, 425, 426, 427, 522, 523, 524, 525, 526, 527, 622, 623, 624, 625, 626, 627
Ridgeway Alpha: 122, 220, 301, 317
Ridgeway Delta: 101, 201, 206, 216, 301, 311, 401, 411
Ridgeway Kappa: 211, 229, 237, 304, 320, 404, 420, 421
Ridgeway Omega: 101, 201, 215, 301, 318
Ridgeway Sigma: 101, 108, 209, 319, 325, 331, 420

Barrier Free

Barrier free rooms have all parts to loft both beds LEFT IN THE ROOM. At check out please do not return bed parts to the bed
part room. Barrier Free parts are to be left in Edens Hall 202, 204, 206, 208, 209, 211, 222, 223, 224, 225, 227, & 229.

Check in/Return your bed parts

Contact the area custodian to see what times are available to return parts and clear paperwork that you filled out when you checked out the parts. DO NOT leave bed parts at the storage area door or in your room. You will be charged for them.

**Ridgeway Alpha:** Check in/out second floor custodial closet (226)
**Ridgeway Delta:** Check in/out fourth floor custodial closet (413)
**Edens Hall:** Check in/out first floor custodial closet (147) in Edens North
**Edens North:** Check in/out 3rd floor custodial closet (347)
**Fairhaven Building:** Check in/out Stack 4 TV lounge (412)
**Ridgeway Kappa:** Check in/out third floor storage room (331)
**Mathes:** Check in/out Mathes basement--Exterior access only from area next to tennis courts
**Higginson:** Check in/out first floor next to laundry room (162)
**Highland:** Check in/out ground level middle building near stairs (02)
**Nash:** Check in/out Nash basement--Exterior access only from area next to tennis courts
**Ridgeway Omega:** Check in/out Sigma first floor custodial closet (114B)
**Ridgeway Sigma:** Check in/out first floor custodial closet (114B)

**BT TOOL FREE BEDS – 7th/8th FLOORS**

**SAFETY WARNINGS FOR RT LONDON TOOL FREE BUNK BEDS**

Tool free beds are designed for 9 different configurations. **Do not assemble beds in any other manner. Follow the assembly**
instructions attached. Other configurations are not permitted.

1. Use guardrails when bunking and lofting. Use guardrails on BOTH sides of the top bed when bunked or lofted.
2. The top of the mattress must be at least 5" below the upper edge of the guardrail.
3. Do not allow children under SIX YEARS OF AGE to use the upper bunk.
4. Periodically check to ensure that the guardrails and other components are in their proper positions, free from damage and that all connectors are tight. Four each 3/8" diameter x 4" long steel pins should be used—one at each post connection—when lofting or bunking tool free beds.
5. Do not allow horseplay on or under the bed and prohibit jumping on the bed.
6. Only use the built in ladder, formed by the end slats of the bed boards, for entering and leaving the upper bed if in a loft or bunk.
7. DO NOT USE SUBSTITUTED PARTS. For the correct substitute or repair parts, please contact UR Facilities.
8. Do not use foreign objects or additional items to assemble beds.
9. Do not place the bed up on blocks or elevate with items other than the tool free bed frame.
10. Use of water or sleep flotation mattresses is prohibited.

ASSEMBLY INSTRUCTIONS FOR TOOL FREE BEDS

Each bed in BT comes assembled as a bunk. There are low lofts in the Triple rooms only. When you check out please leave the beds configured as they were when you arrived.

EACH BUNK BED COMES WITH THE FOLLOWING:
Four each 37" headboard,
Four each steel bed rails with attached single-piece plywood deck
Four each 3/8 x 4" bunking pins
Two mattresses
Two safety rails for the top bunk

**EACH TRIPLE LOFT BED COMES WITH THE FOLLOWING:**
Four each 37" headboard,
Two each steel bed rails with attached single-piece plywood deck
One each steel rail as structural support for the loft
Four each 3/8 x 4" bunking pins
Two safety rails for the top mattress

**ASSEMBLY TOOL:**
Rubber mallet, check out from the BT front desk.

**FOR CONFIGURATIONS 1-5 FOLLOW THESE INSTRUCTIONS:**

1. Store in your apartment 1 steel side rail, 2 each 37" headboards, and 4 bunking pins for use when the bed is reassembled as a loft on check out.

2. Place two headboards and steel side rails with connected bed deck on the floor in the general configuration desired. The groove section with inserted metal pin channel should be toward the inside.

3. Insert the steel side rail onto the desired pin location. Push down onto pins or if needed use a rubber mallet to tap into place.

4. Put the mattress on the bed.

**FOR BED CONFIGURATIONS 6-9 FOLLOW THESE INSTRUCTIONS:**

1. Begin by assembling the lower bed frame of the loft or bunk. Place the two headboards and steel side rails on the floor in the general configuration desired.
2. In a bunk bed position, insert the steel side rails onto the bottom pin location of each headboard. In a loft bed configuration, insert one steel side rail onto the middle pin location of each headboard. Push down onto pins or if needed use a rubber mallet to tap into place.

3. Place four 4" steel bunking bins in each post of the assembled bottom frame. For safety: DO NOT USE ANY OTHER SUBSTITUTE FOR THESE PINS.

4. Place headboards over pins on each side. Be very cautious of pinching a finger between the top and bottom bed post as they slip over the pins.

5. With a person at each headboard, tap steel side rails with connected wood deck onto each side of headboard in desired location.

6. Place mattress on the bed.

NOTE:
- GUARDRAILS PROVIDED ARE REQUIRED FOR BUNKING OR LOFTING BEDS.
- USE GUARDRAILS ON BOTH SIDES OF THE TOP BED WHEN BUNKED OR LOFTED.
- TWO GUARDRAILS ARE PROVIDED FOR EACH BED.

Configurations

1. SINGLE BED Rails placed in bottom pin location.
2. **HIGH SINGLE BED** Headboards right side up, rails on middle pin location.
3. **CAPTAIN’S BED** Headboards right side up, rails placed on top pin location.

4. **L-SHAPED BED** Headboards right side up. Rails on the bottom pin location for one bed, rails on top pin location for the other bed.
BIRNAM WOOD

LIGHT/FAN SWITCH IN THE TUB/TOILET ROOM

- To operate the light and fan, turn the wind-up twist timer to the right and up to the 60 minute limit mark **FOR EVERY USE**
- The wind-up twist timer helps to remove moisture/humid air and odor from the bathroom which also reduces the occurrence of mold build-up on the walls and other surfaces caused by moist, stale air
- The wind-up twist timer provides light **AND saves energy** because it turns off after running for the amount of time designated to run rather than running all day or until someone returns from class to turn it off

VENTILATION IN YOUR APARTMENT

- New windows were installed in your apartment.
- Open the blinds to find a vent in the top of the right sliding panel.
- The operator is in the center with a screw in it.
- Move the operator down to open the vent in the window.
- Leave the vent in the window open.

BW TOOL FREE BEDS-1st/2nd FLOORS

SAFETY WARNINGS FOR RT LONDON-NORSE TOOL FREE BEDS

Tool free beds are designed for 9 different configurations. **Do not assemble beds in any other manner.** Follow the assembly instructions attached. Other configurations are not permitted. **Do not put children in beds with sleeping surfaces above the lowest level.**

1. Use guardrails when bunking and lofting. Use guardrails on BOTH sides of the top bed when bunkyed or lofted.
2. The top of the mattress must be at least 5" below the upper edge of the guardrail.
3. Do not allow children under SIX YEARS OF AGE to use the upper bunk.
4. Periodically check to ensure that the guardrails and other components are in their proper positions, free from damage and that all connectors are tight. Four each 3/8" diameter x 4" long steel pins should be used—one at each post connection—when lofting or bunking tool free beds.
5. Do not allow horseplay on or under the bed and prohibit jumping on the bed.
6. Only use the built in ladder, formed by the end slats of the bed boards, for entering and leaving the upper bed if in a loft or bunk.
7. DO NOT USE SUBSTITUTED PARTS. Please contact Karen.Neely@wwu.edu for the correct substitute or repair parts.
8. Do not use foreign objects or additional items to assemble beds.
9. Do not place the bed up on blocks or elevate with items other than the tool free bed frame.
10. Use of water or sleep flotation mattresses is prohibited.

ASSEMBLY INSTRUCTIONS FOR TOOL FREE BEDS
Each bed in Birnam Wood comes assembled in the (number 7) low loft configuration. When you check out please leave the beds configured as a low loft.

EACH BED COMES WITH THE FOLLOWING:
- Four each 37" headboard
- Two each steel bed rails with attached single-piece plywood deck
- One each steel rail as structural support for the loft
- Four each 3/8 x 4" bunking pins.

ASSEMBLY TOOL:
- Rubber mallet, check out from the BW front desk.
FOR CONFIGURATIONS 1-5 FOLLOW THESE INSTRUCTIONS:

1. Store in your apartment 1 steel side rail, 2 each 37" headboards, and 4 bunking pins for use when the bed is reassembled as a loft on check out.

2. Place two headboards and steel side rails with connected bed deck on the floor in the general configuration desired. The groove section with inserted metal pin channel should be toward the inside.

3. Insert the steel side rail onto the desired pin location. Push down onto pins or if needed use a rubber mallet to tap into place.

4. Put the mattress on the bed.

FOR BED CONFIGURATIONS 6-9 FOLLOW THESE INSTRUCTIONS

1. Begin by assembling the lower bed frame of the loft or bunk. Place the two headboards and steel side rails on the floor in the general configuration desired.

2. In a bunk bed position, insert the steel side rails onto the bottom pin location of each headboard. In a loft bed configuration, insert one steel side rail onto the middle pin location of each headboard. Push down onto pins or if needed use a rubber mallet to tap into place.
3. Place four 4" steel bunking bins in each post of the assembled bottom frame. For safety, DO NOT USE ANY SUBSTITUTE FOR THESE PINS.

4. Place headboards over pins on each side. Be very cautious of pinching a finger between the top and bottom bed post as they slip over the pins.

5. With a person at each headboard, tap steel side rails with connected wood deck onto each side of headboard in desired location.

6. Place mattress on the bed.

NOTE: TWO GUARDRAILS ARE PROVIDED, FOR BOTH SIDES OF THE TOP, AND ARE REQUIRED FOR BUNKING OR LOFTING BEDS.

Configurations

1. **SINGLE BED** Rails placed in bottom pin location.
2. **HIGH SINGLE BED** Headboards right side up, rails on middle pin location.

3. **CAPTAIN’S BED** Headboards right side up, rails placed on top pin location.
4. **L-SHAPED BED** Headboards right side up. Rails on the bottom pin location for one bed, rails on top pin location for the other bed.

CHILDREN ARE NOT ALLOWED TO SLEEP ON A SURFACE ABOVE THE LOWEST LEVEL FROM THE FLOOR. PUT SMALL CHILDREN IN SINGLE BEDS OR ON THE LOW BOTTOM BUNK ONLY.

BED SET UP FOR CHECK OUT
When you move out, plan on setting your bed up as a lofted bed with two guardrails installed. One is to be placed on each side of the lofted bed.

**CIGARETTE URNS**
Urns have been largely ineffective as collectors of cigarette butts. Consequently, they are not a standard amenity for building exteriors.
CLASSROOMS/LOUNGES FX 212/312

Fairhaven TV lounges 212 and 312 will be used as classroom spaces. The lounges will be open to the residents of Fairhaven during the evening and weekend hours.

CUSTODIAL

One or more custodians are assigned to your building to maintain public areas and resident bathrooms. You and your staff should get to know the custodial staff and establish a working rapport with them.

General Building Cleaning Standards

Public Areas
Public lounges are cleaned daily. Please be aware that service is limited to routine cleaning only. Residents are expected to clean up their own messes and leftover
materials from programs and activities. Custodial staff cleans microwaves and stoves located in kitchenettes on a regular basis throughout the year.

**Staff Living Areas**
Custodial staff does not clean the private bathroom in Resident Director or Resident Advisor apartments. In addition, rooms with private baths serving two or fewer students are not cleaned. These include:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edens North</td>
<td>150,250</td>
</tr>
<tr>
<td>Mathes</td>
<td>601,701</td>
</tr>
<tr>
<td>Nash</td>
<td>509</td>
</tr>
<tr>
<td>Alpha</td>
<td>101,129</td>
</tr>
<tr>
<td>Kappa</td>
<td>231</td>
</tr>
<tr>
<td>Omega</td>
<td>120,222</td>
</tr>
<tr>
<td>Sigma</td>
<td>413</td>
</tr>
</tbody>
</table>

**Bathroom Cleaning Schedule**

**Buchanan Towers/Buchanan Towers East** is open during break periods during the academic year. Bathrooms of suites occupied over the break will be cleaned. A sign-up list should be maintained beginning finals week to identify suites that will be occupied where residents request bathroom cleaning.

**Buchanan Towers** suite bathrooms not cleaned by custodial staff include rooms 104A, 403, 503, 603, 703, 803 and rooms 214, 314, 414, 514, 614, 714, and 814.

Building Bathroom Cleaning Schedule is posted in bathrooms and is also available at:

Cleaning Supplies and Vacuum Cleaners
Each building is assigned a number of portable vacuum cleaners at the beginning of each academic year. They are the responsibility of the Resident Director. The vacuum cleaners check out procedure, to be developed by the Resident Director and their staff, must include:
1) Collecting the resident's meal card when they take the vacuum.
2) Instruct residents to empty the bag after use.
3) Return the vacuum directly to the hall staff, and not give the vacuum to another student. Residents will be charged for lost vacuums, for repairs due to improper use and if the bag is not emptied.

Under no circumstances should the vacuum be left unattended in a public area. Whenever a vacuum is lost or damaged, notify the lead custodian. A new vacuum will be ordered. Check the name of the last resident who checked out the vacuum and charge that resident.

<table>
<thead>
<tr>
<th>Residence Hall</th>
<th>Number of Vacuums</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edens Hall</td>
<td>4</td>
</tr>
<tr>
<td>Higginson</td>
<td>4</td>
</tr>
<tr>
<td>Nash</td>
<td>7</td>
</tr>
<tr>
<td>Mathes</td>
<td>4</td>
</tr>
<tr>
<td>Highland</td>
<td>2</td>
</tr>
<tr>
<td>Alpha</td>
<td>4</td>
</tr>
<tr>
<td>Beta</td>
<td>6</td>
</tr>
<tr>
<td>Delta</td>
<td>1</td>
</tr>
<tr>
<td>Gamma</td>
<td>4</td>
</tr>
<tr>
<td>Kappa</td>
<td>4</td>
</tr>
<tr>
<td>Omega</td>
<td>2</td>
</tr>
<tr>
<td>Sigma</td>
<td>2</td>
</tr>
<tr>
<td>Fairhaven</td>
<td>9</td>
</tr>
<tr>
<td>Buchanan Towers</td>
<td>6</td>
</tr>
<tr>
<td>Birnam Wood</td>
<td>9</td>
</tr>
</tbody>
</table>
Ironing Boards
One ironing board is provided in the laundry room of each residence hall.

Toilet Paper
The custodial staff will fully supply public bathrooms with toilet paper before weekends. Students need to be informed that an additional supply of toilet paper is available at the area desk or through their resident advisor except in Birnam Wood.

What Custodial Staff Won’t Do
- Clean student rooms
- Empty garbage in suite baths
- Let students into rooms or open student storage rooms
- Loan out custodial equipment (power equipment)
- Set University policy
- Provide crisis counseling
- Water plants, feed or take care of pets between quarter breaks
- Store student or University furniture
- Clean refrigerators located in hall kitchenettes

DAMAGES
Student Rooms
Damages that occur in student rooms are billed to the occupants of the room. If there is a question about which resident of the room is responsible, the Facility Operations Manager - Facilities will ask the Resident Director to investigate by talking with the students to clarify responsibility.
Common Areas
Typical examples of damages in common areas are:
- Custodial callout for clean-up of vomit or other bodily fluids
- Hole in wall
- Marks on walls that are beyond normal wear and tear
- Broken window
- Graffiti
- Theft of (or damage to) common area furnishings

Damages in a public area will eventually be billed to the hall council fund unless the Resident Director determines that a specific student or group should be billed. To bill a student or group (rather than treat as general damages charged to the hall account), the RD must provide documentation to the Secretary Senior - Facilities that 1) the student or group has admitted responsibility or 2) the student conduct process has determined that the student or group is responsible.

Damage charges accrue and are reconciled with laundry revenue at the end of each quarter to determine the remaining hall council fund balance. At the end of each quarter, the Secretary Senior - Facilities will prepare and route a draft of that quarter's damage report, giving the RDs the opportunity (2-4 days) to review the items and suggest any revisions or corrections. This helps to spot duplicate items, items which should be charged to an individual instead of the hall, and items that the RD believes should not be billed to the hall at all. Examples: 1) if the RD believes that the damage or missing item was pre-existing to the current academic year, in which case further investigation will occur, 2) damage was initiated from outside the building (e.g. broken window or graffiti) or in an area that is open to the public (e.g. Fairhaven main lounge), and, after investigation, there is no indication that it was caused by a member of the residential community. If an agreement cannot be reached between the RD and the Secretary Supervisor - Facilities on these disputed charges, the issue will be referred to the Associate Director for Facilities and the Associate Director for Residence Life for resolution.
Fairhaven: There are full-length mirrors in each hallway. Please document damage to the mirrors as it occurs.

DECORATIONS/POSTINGS/SIGNS

Adhesives
Please use approved adhesives for posting. Use removable foam adhesive squares or blue painter’s tape available through Residence Life to post temporary signs. Keep in mind that temporary postings must account for less than 5% of the wall surface (see Postings).

Banners
While using paints and markers for signs and banners, residential staff is expected to use tarps and other protective materials to protect floor finishes and carpets. Windows are not to be painted or marked.

Fire Proofing
The International Fire Code prohibits all indoor use of resin-bearing cut trees and cut vegetation, including swags, wreaths, and garlands in residence halls. Live trees in soil are exempt from permit requirements.

Murals
Designs for murals must be submitted to the Associate Director for Residence Life for approval. All painting in University Residences buildings is to be done by Facilities Management personnel.

Postings
According to fire code, posting of any kind may not exceed 5% of the wall surface of an area.
No postings are permitted on landings and exiting stairwells as they may impede general exiting and evacuation assistance for mobility impaired students. Landings must be clear of furnishings, boxes, and debris.

Posting Locations

<table>
<thead>
<tr>
<th>Building</th>
<th>Posting Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edens</td>
<td>South of entry doors -- inside vestibule 6'-6&quot; l x 3'-6&quot;</td>
</tr>
<tr>
<td>Higginson</td>
<td>Entry area opposite mailboxes. East of entry doors inside lobby. Banner wire located between entry doors and column. 7'-6&quot; long x 3'-6&quot; wide</td>
</tr>
<tr>
<td>Mathes</td>
<td>Brick arch off main entry area - 4' long x 6' wide.</td>
</tr>
<tr>
<td>Nash</td>
<td>West wall of entry foyer on first floor. 7’- 6” long x 10’ wide</td>
</tr>
<tr>
<td>Highland</td>
<td>Interior center window, south foyer. 4’- 6” long x 5’ wide</td>
</tr>
<tr>
<td>Alpha</td>
<td>Exterior sign between posts at entry. North bay. 11’- 2” wide x 4’-9’ long</td>
</tr>
<tr>
<td>Beta</td>
<td>Breezeway railing between buildings 4 &amp; 5, north side only. 10’ wide x 4’ long.</td>
</tr>
<tr>
<td>Delta</td>
<td>Center between window and metal building-mounted ladder near RD door. 7’-9” from floor.</td>
</tr>
<tr>
<td>Gamma</td>
<td>First landing Building 2, between 212 &amp; 222 under railing (screw into railing) and place screws 6’ apart. 6’ wide x 3’ x 6” long</td>
</tr>
<tr>
<td>Kappa</td>
<td>Over bench at lower entry – around corner from main desk. 11’ wide x 5’ long</td>
</tr>
<tr>
<td>Omega</td>
<td>Exterior sign between posts at entry. North. 4’- 6” long x 11’ – 2” wide</td>
</tr>
<tr>
<td>Sigma</td>
<td>In front of door between posts at entry (North) 4’- 6” long x 11’ – 2” wide.</td>
</tr>
<tr>
<td>Fairhaven</td>
<td>In Academic building in southwest stairwell to the left of the entry to the dining room. 7’-6” long x 5’ wide</td>
</tr>
<tr>
<td>Buchanan</td>
<td>Right of double entry doors at door head height (86”); centered on brick wall. 8’ wide x 6”- 6” long</td>
</tr>
<tr>
<td>Towers</td>
<td>Northwest corner of Community Building, 7’ up from ground centered between public phone and entry door 3’- 0” wide x 6’- 6” long. Southwest corner of Birnam Wood Building 4, up 5”-4” from foundation, 2’- 0” from building corner and 7” to next connector (9” from corner) 6’-6” wide x 5’-0” long.</td>
</tr>
</tbody>
</table>

Signs

Items to be posted will be located on tack boards and/or sandwich boards provided at each hall and in banner locations. Display cases are for use by the Resident Director and are at the
discretion of the Resident Director. Duty boards and signs having to do with mail are permitted in the desk area.

Poster contests in Mathes and Nash may utilize the large boards in the elevator lobbies or the designated banner space. Please request new permanent signs through the Interior Designer - Facilities, Karen Neely x3671.

**DOORS**

**Hex Keys to Open Panic Bars**
Exterior doors from public areas in buildings are equipped with "panic-bar" hardware. This allows for a person to push the bar to exit the building and the door will unlatch, whether or not it is locked.

On some occasions, staff may wish to unlock the door, to permit access to the building during check-in, or open house events. The panic bar can be unlocked using a designated key, or a hex wrench (depending upon the panic bar type.) This key, or wrench, is provided on selected staff rings (Contact your Maintenance Mechanic if you need assistance). Be sure to re-lock it after the event.

The Ridgeway Beta and Ridgeway Gamma lounge doors do not unlock. This is the only time that duct or packing tape is recommended for use anywhere in the residence halls. Trim a small piece of tape and adhere it to the strike mechanism, make sure the tape is only in contact with the metal plate and is not on the wood. Be sure to remove the tape to lock the door at the end of the day.

**Stairwell Doors – Mathes and Nash**
Staff is able to manage the way the stairwell doors function using the “stairway” key on the building’s DUTY RING. If the doors are in the locked position, residents can enter the stairwell on any
floor but can only exit at the ground floor exterior exit. If they are in the unlocked position, a resident can enter and exit on any floor from within the stairwell.

EMERGENCY PROCEDURES

Emergency Repairs
For immediate repairs, call Facilities Management Work Control Center at x3420 between 8:00 and 4:30 p.m.

After hours and on weekends, Resident Directors and Assistant Resident Directors have the authority to define and take action to resolve an emergency situation. **Before placing a call, the situation must be looked at** by a Resident Director or Assistant Resident Director to get a sense of the scope and urgency of the problem. Once it is determined that it is a true emergency and cannot wait until the next business day, they should place a call to Public Safety dispatch at x3555.

Be descriptive and specific when requesting service. University Police will relay this information to a Facilities Management employee at the Steam Plant (which is open 24/7/365), who will determine whom to call to campus for repairs. They will rely upon your site visit and careful description to determine which trade(s) to call in.

Send an e-mail message to UR – Facilities residencesfacilities@wwu.edu by the morning of the next work day, documenting the location, date, time, and reason for the after-hours callout.

Examples of appropriate emergency maintenance call-outs:
- Flooding (if there is also water to be cleaned up, you should also initiate a custodial callout)
Power outage (often University Police can simply reset a breaker)

Heat outage

Overflowing toilet that cannot be stopped (if there is also water to be cleaned up, you should also initiate a custodial callout)

Clogged toilet - when it is the only one available (if other toilets are available, the clogged one should be marked "Out of Order", and a callout is not warranted)

Clogged shower - when it is the only one available (if other showers are available, the one clogged one should be marked "Out of Order", and a callout is not warranted)

Elevator out of service - when it is the only elevator in the building and the building has one or more mobility impaired residents, or the elevator is essential for a specific event such as move-in or move-out

Examples of situations where an emergency maintenance callout might not be appropriate:

Cable TV reception out in a room

Dripping faucet (but not enough volume to cause a problem)

Clogged toilet when others are available in the vicinity

Slow draining shower or bathtub (partially clogged, but still drains)

Burned out light bulb

Elevator out of service - but another elevator is available, or the elevator is not essential (if the elevator is acting up and you are concerned that someone might get trapped in it, ask University Police to shut the elevator down until the next working day when it can be serviced. Post signs to notify residents)

The Associate Director of UR Facilities can be reached at home (619-417-2759), or Facilities Operations Manager at home (360-430-2112) for consultation in a facility-related emergency, but the Facilities Management employee at the Steam Plant is the one who makes the calls to bring their staff back to campus. Please
call the Associate Director of UR Facilities, or Facility Operations Manager, if the emergency is one that will not be readily resolved or affects large areas (e.g. multiple room flood, electricity or heat outage for the building).

Dealing With Bodily Fluids/Waste
Occasionally custodial emergencies arise in the residence halls. Vomit or other bodily fluids may pose hazards to health and safety and require immediate attention. For emergencies involving exposure to bodily fluids, Resident Directors or Assistant Resident Directors should contact University Residences - Facilities between the hours of 7:30am – 4:00 p.m. Monday through Friday by calling x3556 or x2923. After hours and on weekends, Resident Directors and Assistant Resident Directors have the authority to define and take action to resolve an emergency situation. Once it is determined that it is a true emergency and cannot wait until the next business day, they should first place a call to UP Dispatch x3555. Be descriptive and specific when requesting service. They will rely upon your site visit and careful description of the emergency. (Example: Ridgeway Alpha, 2nd floor, next to room 212 or across from men’s restroom).

For additional information, please call the Front Desk at x3556

Disposing of Sharp Objects/Broken Glass
Broken glass, hypodermic needles, and other sharp objects should never be picked up with your hands. Clean up should be done with a broom and dustpan, which are kept in the mailroom. Once the debris has been swept into the dustpan, immediately carry it to the dumpster and deposit it there. Do not discard in a wastebasket under any circumstances.
Bellingham Emergency Sirens

Emergency sirens in Bellingham have been discontinued. In an emergency, tune to KVOS-TV (Channel 12), KGMI 790 AM, KIXT 930 AM, and KPUG 1170 for official announcements.

EQUIPMENT/AMENITIES

Audiovisual

Television
Color televisions are provided in selected public lounges. These televisions are secured with cables and locks to deter theft. Report any repair needs using the Maintenance Request Form. If the television repair will take an extended period of time, a temporary replacement will be provided if available.

Nash Hall, Ridgeway Beta & Gamma each have a 53” large screen Sony television. Universal remotes are with the TVs. The Sony remotes are locked away at the Nash & Beta desks. Do not use them in the lounges. These remotes are used only for reprogramming the TV after a power outage. The operating manual is available on line at: KP43HT20.pdf and covers this task. Report any repair needs using the Maintenance Request Form.

Higginson, Mathes, Fairhaven Commons, Buchanan Towers, Highland, Ridgeway Commons Dining, Ridgeway Kappa, and Edens North each have a 57” Hi-Definition Projection Sony Television. Universal remotes are with the TVs. The Sony remotes are locked away at the Mathes, Kappa, Buchanan Towers, Highland and Edens desks, plus the Dining Managers’ Offices. Do not use them in the lounges. These remotes are used only for reprogramming the TV after a power outage. The operating manual is available on line at: KDP57WS655.pdf and covers this task. Report any repair needs using the Maintenance Request Form.
**Fairhaven 212 & 312 Lounges** each have a 50” Plasma Flat Panel High Definition TV by Pioneer. Universal remotes are with the TVs. The Pioneer remotes are locked away at the Fairhaven Desk. **Do not use them in the lounges. These remotes are used only for reprogramming the TV after a power outage.** Report any repair needs using the Maintenance Request Form. The operating manual is available on line at: [PioneerPDP5080HDOperatingInstructions0807.pdf](#)

**Fairhaven 4 & 5 TV** lounges each have a 50” Plasma Flat Panel High Definition TV by Panasonic. Report any repair needs using the Maintenance Request Form. The operation manual is available online at: [TH42PX80U.pdf](#)

**Fairhaven 6, 7 & 11 Lounges** each have a 50” Plasma Flat Panel High Definition TV by Panasonic. Report any repair needs using the Maintenance Request Form. The operating manual is available online at: [PanasonicTCP50C1.pdf](#)

**Fairhaven 912 & 1012 Lounges** each have a 50” Plasma Flat Panel High Definition TV by Panasonic. Universal remotes are with the TVs. The Pioneer remotes are locked away at the Fairhaven Desk. **Do not use them in the lounges. These remotes are used only for reprogramming the TV after a power outage.** Report any repair needs using the Maintenance Request Form. The operating manual is available on line at: [PanasonicTH50PX77u.pdf](#)

**Ridgeway Alpha, Delta, Omega & Sigma** Lounges each have a 50” Plasma Flat Panel High Definition TV by Panasonic. Report any repair needs using the Maintenance Request Form. The operating manual is available online at: [PanasonicTC-P50G10.pdf](#)

Report any repair needs using a Maintenance Request Form.

**VCR**

Each building or complex has been issued one (2 in Fairhaven) videocassette recorders for use by staff and students. These
VCRs and their carrying cases were purchased from the University Residences equipment budget. VCRs that are not working properly should be transported to Residence Life Office Manager, who will transport it to Academic Technology and User Services (ATUS) for repairs.

If ATUS determines that the repair is required due to negligence or abuse, the cost of the repair or replacement will be billed to the responsible party (e.g. student or Hall Council.)

If ATUS determines that the malfunction is due to normal wear and tear, they will repair it at no cost. If it cannot be repaired, Residence Life will order a replacement.

Stereo
Each residence hall desk area has a stereo receiver. Repair needs should be reported to the Maintenance Mechanic using the Maintenance Request Form. If the Maintenance Mechanic determines that it is more cost effective to replace the unit than try to repair it, he will notify the Associate Director of UR Facilities and a replacement unit will be purchased.

Additionally, some halls have purchased CD players or other stereo components out of their hall council funds.

Barbecues
Barbecue grills are a potential fire hazard in a community living environment. UR prefers propane rather than charcoal for this reason (see: International Fire Code 308.3.1); therefore No Charcoal BBQ’s allowed - GAS GRILLS ONLY. Barbecue grills must be monitored at all times. Flammable liquids (e.g. charcoal lighter) may not be stored inside buildings. No specific grilling areas have been identified in other residential communities. Staff may exercise their judgment in directing students to areas that would be appropriate for barbecuing.
Gaming Equipment

**Pool tables** are provided in some of our residence halls. Please don’t move the tables. They are leveled by a local business specializing in gaming equipment. If they are moved they become unleveled and must be readjusted. It is also easy to scratch the floor or damage carpet by dragging the pool table around. The Interior Designer - Facilities takes care of the leveling of the tables.

Sitting on the sides of the pool table breaks the connections between the tableside and the bumpers. Please discourage students from sitting on the tables.

If the felt of the table becomes ripped contact the Interior Designer - Facilities x3671. If the felt is not very old and worn the charge is passed to the hall as vandalism.

Pool cue, pool cue tips, balls, and chalk are ordered through Guest/Conference Housing (x3537).

**Foosball** men are ordered through the Guest/Conferencing Program Assistant (x3537). If the rods are bent, put in a maintenance request to purchase new ones. University Residences will not replace stolen foosball tables with new equipment.

Foosball tables are not bolted to the floor. Stress placed on the table during play will damage the table supports when tables are bolted to the floor.

**Ping-Pong** paddles and Ping-Pong balls are ordered through Guest/Conference Housing (x3537).

**Court nets** for basketball, volleyball and tennis are maintained and replaced by the building maintenance mechanics.
Hall Council Purchases

Hall councils may purchase additional equipment such as microwaves, games, and large-screen televisions for their buildings. Purchases are to be approved by the Assistant Director of your building as well as the Associate Director of Residence Life. Please contact the Residence Life Office at x2960. The Associate Director of Facilities (x7322) must approve items large enough to impact floor plans and furnishings of public spaces to assure adequate space and noise control. The purchase of dartboards, darts, and other equipment that may unintentionally damage the facilities is discouraged.

Purchases must be made in accordance with State of Washington purchasing regulations. The Accounting Supervisor in the Business Office of University Residences advises treasurers on proper purchasing procedures. The Interior Designer - Facilities will assist with the preparation and submission of orders of new gaming equipment, furniture, or other large items.

Tagging Assets Purchased by Hall Council

Arrange to tag fixed assets after they are received. Fixed assets have a life expectancy of 1 year or more. Fixed assets include office equipment, furniture, appliances, food service, gaming, and computer equipment. We tag “small and attractive” items that cost $300 or more. They include audiovisual equipment, cameras, and televisions. Consumables, such as small sports equipment, games, rolls of paper, or cookie sheets are not tagged.

Give the following information to the Interior Designer - Facilities:

- Name of the manufacturer
- Model number
- Description
- Price (including tax and shipping)
- Location of the item
- Who paid for the item
Ridgeway Sport Court Lights and Outlets
The lights to the Ridgeway sport court (e.g. tennis, volleyball, basketball) are operated by a set of “on” and “off” buttons mounted on a pole at the west edge of the tennis court. A timer at this location (locked inside the box on the pole) provides power to these on/off buttons during preset times (e.g. power available to the switch between 7:00 p.m. and 11:00 p.m., 7 nights per week).

Press the “on” button to operate. The lights will stay on until the “off” button is pressed, or until the timer switches the electricity off automatically.

The settings on the timer can be adjusted by the Maintenance Mechanic for special events, or to respond to times of the year when it gets dark earlier than 7:00 p.m. A Resident Director can make this request by using a Maintenance Request Form or by contacting the Maintenance Mechanic.

Outlets – There is one 20 amp, 120 volt circuit at the tennis court. Each of the light poles on the south end of the court has a convenience outlet fed from circuit 10 in panel “0” at the court. In the event the circuit breaker trips, either from overload or ground fault, a 15K key will be needed in order to access the panel to reset the breaker. If the cause of the tripped breaker can’t be
identified or the breaker can’t be reset, the Electric shop should be notified at x3208 during normal business hours.

When planning an event on the tennis court that will require electricity for things such as amplifiers, cooking equipment etc., you should consult with someone from the Electric shop about your specific needs. You should factor in the cost of this consultation, and any assistance that you might need, in the event planning budget.

Saunas

Beta
A co-educational sauna is located in Beta. Students check out the key from the Beta Info Desk. Instructions and safety guidelines are clearly posted in the sauna room.

Birnam Wood
There are two dry-saunas in Birnam Wood: one in each of the bathrooms in the community building. Both the bathrooms and saunas are open when the desk is open. The desk is open daily from 2-7pm and from 7-9pm during intersession and breaks.
FIRE SAFETY

Fire Safety in University Residences

Open flames and smoking are not permitted in residential buildings.

All living sleeping areas have smoke detectors and most have combination smoke and heat detectors.

Kitchenettes, common areas and mechanical rooms generally have heat-activated detectors.

All fire safety devices in University Residences are tested per the Bellingham Fire Department code. Stringent testing and cleaning is done before fall move-in, and then continuously during the year.

University Police monitor all building alarms 24 hours a day, seven days a week.

The smoke detector alarm system is attached to the building and alarms locally.

The heat detector alarm system is attached to a central alarm at University Polices and the Bellingham Fire Department.

All buildings have mandatory fire drills after fall opening and an oral review at the beginning of winter and spring openings.

Fire Safety on Campus

Are the residence halls equipped with an automatic fire sprinkler system?

Some residence halls and the apartments are equipped with fire sprinklers. Sprinklers are scheduled to be installed in all residence halls that do not have ground access to all levels (specifically,
Highland Hall will not get sprinklers as both floors exit to ground level).

*Does every student’s room have a smoke alarm?*
Currently, Mathes, Nash, Eden’s North, Ridgeway Alpha and Ridgeway Kappa do not have smoke alarms.
Sprinklers are in the following locations as of Fall, 2011:

- Birnam Wood
- Edens Hall
- Fairhaven
- Higginson
- Ridgeway Beta
- Ridgeway Omega
- Ridgeway Delta
- Ridgeway Sigma
- Ridgeway Gamma
- Buchanan Towers/Buchanan Towers East

*Does it send a signal to campus security or the fire department?*
Yes, smoke alarms ring locally and heat detectors signal to a centrally monitored station at University Police 7 days a week, 24 hours a day.

*Does the school investigate the alarms before notifying the fire department?*
University procedure directs University Police dispatchers to notify the Bellingham Fire Department as soon as a report of fire is signaled by alarm or activation of a fire pull station. University Police Officers are dispatched to the alarm site to assist fire personnel. Further, when a fire alarm sounds, staff immediately evacuates themselves and students and reports to fire personnel once they are on site. First response by the fire department is within 2 minutes from the closest station. The University funded part of the cost of this fire station in the late 1980’s to provide a rapid response to campus.
Is smoking banned in the building?
Smoking is prohibited in all residential buildings.

Are candles and halogen lamps prohibited?
All open flame devices are prohibited in the residence halls as is the use of any electrical appliance with an open heating element. Space heaters may not be used unless they are issued by University staff during a heating emergency.
UL Listed Halogen lamps are permitted.

Does the school have polices that electrical appliances and power strips be certified as safe and reliable?
From the Moving in Brochure: “Power strips and extension cords must be (UL) Underwriter Laboratory approved and used only for their designated purposes and power loads.” Residents are encouraged to use extension cords and power strips (such as Fire Shield Surge-strip-cords) that sense leakage currents.

How much fire prevention training does the residence hall staff receive? Who provides it?
Residence hall staff receives annual training in fire response and emergency management issues. Training is provided by the University’s Environmental Health and Safety Office.
Fire prevention and safety information is provided in the residence hall staff handbook. Fire safety is on the University’s website at http://www.wwu.edu/ehs/fire_safety/fire.shtml. In addition, fire safety and prevention information is provided in the school newspaper 3 times per year and in brochures which are distributed to residents.

How often are fire drills conducted?
Full fire drills occur in all buildings fall quarter, and oral reviews of fire evacuation procedures occur both winter and spring quarters.

What is the university’s disciplinary policy towards students that cause false alarms or fail to evacuate?
Policy violations related to fire safety are considered high-level disciplinary matters. Students are told in writing and in person that tampering is a misdemeanor offense that carries a possible $500 fine with 6 months in jail, and will also likely result in removal from the University Residences system.

Facilities Management responds very actively to eliminate false alarms that are triggered by equipment issues. This is key to ensuring that students evacuate when an alarm sounds.

Does the university provide fire extinguisher training to students? Extinguishers are available for use, but the promotion/training is to pull the alarm and exit the building.

Questions adapted from The Center for Campus Fire Safety http://www.campusfiresafety.org/

Smoke Alarms, Heat Detectors and Related Enunciator Panels

1. Most living/sleeping areas have combination smoke/heat detectors. The smoke detector portion of alarms in the local area (room) is for most residence halls. When the rate of rise heat detector portion is activated on this type of device, it sends an alarm to the main fire alarm panel in the building that will trip the associated “zone”. In turn the main panel sets off the building sounding devices and the transmitter sends the coded alarm to University Police and the Steam Plant. You should expect to see the Bellingham Fire trucks arrive very shortly thereafter.

2. Edens Hall Fire Alarm - When a fire alarm is activated in Edens Hall or the Edens Administrative level, the steel, overhead doors on the administrative level (e.g. Assignments, Fiscal Suite, and Western Card office) are released. If the doors are open at the time, they will drop in order to provide a smoke/fire barrier. If they are already closed, like when the offices are not open, there will not be any noticeable change, but the mechanism above the door will still be disengaged.
In either case, these doors will need to be reset by a technician before they will operate properly. They will not stay in the open (e.g. "up") position until they are reset. As a result, **whenever there is a fire alarm in Edens Hall or Edens Administrative level, a call should be placed immediately to the Customer Service Center at Facilities Management (x3420), to advise them that we need to have these doors reset ASAP.** If the fire alarm occurs after hours, leave voice mail at x3420.

Edens Skybridge - The door on the Edens Hall side of the sky bridge is connected to the fire alarm system so when there is a general alarm in EH the door is released from the magnetic holder. On the Edens North side of the sky bridge the door is controlled by a local smoke detector and does not release on a general alarm from either building.

3. In general kitchenettes, some common areas, custodial closets, and equipment mechanical rooms have heat-activated detectors. These devices look almost the same as a smoke detector. They work on the concept of a set rise in temperature. Heat detectors are usually placed in kitchen areas where a smoke detector would be too sensitive. Any activation of a heat detector will put the building into a general alarm condition and send out signals to University Police and the Steam Plant.

4. **ALL devices in University Residences are tested per the Bellingham Fire Department Confidence Testing manual.** Different types of structures are tested under varying methods dependent upon height and occupancy. All residence halls are tested annually per this manual. Smoke detectors are cleaned and tested annually. This coincides with the other mandatory confidence testing for the elevators and emergency generator systems. We are required to certify that these types of systems work in conjunction with the elevator recall system and on backup power. The system is also tested on battery backup power annually. Most of this testing, for the more stringent
requirements, is completed in August and September of each year prior to the students moving in for fall quarter.

5. Testing is continuous during the year. The individual smoke detector cleaning and testing is completed at this time. Some buildings are tested at a rate of 25% of the devices quarterly. The final 25% and the completion of the other confidence requirements are completed in the final quarter.

6. The Fire Detection and Alarm system in Birnam Wood is a centralized and monitored system. The detectors in the apartments are a combination heat/smoke unit powered from a central Fire Alarm Panel. Smoke detection sounds a local alarm only. Heat detection sounds the general alarm and notifies University Police when temperatures exceed 135 degrees, indicating a fire. Standard kitchen smoke will sound an alarm in the local unit only.

The Fire Alarm Panel in the Building 4 mechanical room functions as the enunciator for the entire complex. It has an LCD screen that shows a text message which tells fire department or WWU responders the location of a fire. Two dispatcher workstations in Campus Services Building receive alarm messages in case of fire.

7. The Resident Director should know where the enunciator panel is located & what function it serves (Contact the Maintenance Mechanic in your area to receive an orientation to the panels. If more detail is desired, you can arrange to meet with someone from Technical Maintenance). In the event of a “system trouble” the RD can identify the general location of the trouble and report it to University Police.

8. Call University Police if a “system trouble alarm” is indicated on the enunciator panel. Attempt to get a description of that “trouble” or “zone” identifier so the University Police will be able to relay that information to the Facilities Management personnel.
9. If the room smoke detector is sounding, it is very helpful to report it during the daytime hours. Call FM Work Control at x3420. Facilities Management will respond and repair the problem so the students do not have to deal with the noise. This will also reduce the after hour call-outs.

10. The fire alarm system in Buchanan Towers operates in a different manner than in other housing buildings on campus. When a sleeping or bedroom area smoke detector goes into alarm the whole floor is notified by a voice message that runs for 26.2 seconds stating “WARNING, a smoke detector has been activated in one of the bedrooms on this floor. Fire has NOT been confirmed at this time.” This alarm then needs to be reset at the main or enunciator fire alarm panel. The alarmed detector will not be able to activate again if the panel is not reset. This alarm also notifies University Police that a room detector has been activated. It also alarms the main and enunciator fire alarm panels causing them to sound a local trouble alert. This local to the panels alert can be (and usually is) silenced by University Police.

When a heat detector located in the kitchen area of a suite is activated, a general alarm will be activated which is different than the floor alarm and will be heard throughout the building. The local smoke detector located in the common area of the suite sounds locally only and is not monitored by the main fire alarm system. Any detector duct, smoke, or heat, located in common areas, custodial closets, laundry rooms, mechanical rooms, electrical rooms, etc. or an alarm device pull stations, water flow etc. is activated a building wide general alarm will be activated.

10. University police monitors all building alarms.

12. The Mathes fireplace does not have a screen. It is safe, as nothing flammable is stored near it. Please keep furnishings, paper, and all wood off the brick hearth.
13. Keep all flammable materials away from the area around stovetops.

14. Store wastebaskets away from the area of the stove, so that burning materials cannot ignite contents.

**Fire Extinguishers**

Training in the proper techniques for using a fire extinguisher is the responsibility of the supervising department (e.g. Custodial Services for custodians: Residence Life for residential staff).

Fire extinguishers are for use in extinguishing a fire or containing it until the fire department can arrive. Fire extinguishers or other fire safety equipment should not be tampered with or used for any other purposes. Tampering with any of the fire safety equipment will be handled via the conduct system.

Facilities Management tests the fire system annually to give us and the Bellingham Fire Department confidence that it will work if and when needed. In that testing process, they often find that students have tampered with the standpipes, valves, etc. They have found all types of debris, including sticks, stones, cans and bottles. Any of these items or any type of tampering can compromise the effectiveness of this equipment, jeopardizing the safety of our students.

Any charges for cleaning out debris or making repairs caused by vandalism will be billed back to the hall or to individuals identified through the conduct system.

Fire extinguishers throughout the system are ABC type for use on all ordinary combustibles, flammable liquids, and electrical equipment.

Fire Extinguishers are checked and recorded in a data base using a bar code and scanner system to verify the extinguisher has been checked. At each location we visually and manually check
the gauge, safety seals and weight. Then we record the inspection date on a paper tag located with the extinguisher. With ABC type extinguishers we turn the extinguisher upside down and tap the bottom with a rubber mallet to free up the dry chemical as well as doing the visual and manual checks. We hydro test each CO2 extinguisher every 5 years and each ABC (dry chemical) extinguisher gets hydro tested every 7 years with all the data being recorded in our PM program.

**Portable Fire Extinguishers at WWU**

**General Statement:** The fire extinguisher program here at Western Washington University is a very good program. We inspect monthly and perform hydro and major test as per NFPA and applicable WACs. The key to the integrity of the program is the locally produced database in conjunction with barcode readers used in the field for inventory control, major inspections, and hydro testing documentation.

1. The computer programs to use the barcode reader consist of three parts: ptfer.exe, BARCODE8, and Fireext/8. These three programs along with the handheld label maker are the mainstays of the fire extinguisher maintenance program. The first program, ptfer.exe, is used to upload data from the barcode reader and prepare it for use by the next program; BARCODE8.
2. BARCODE8 translates the upload into recognizable data. Also this is where we do preliminary error trapping and review of data for transfer to the last program Fireext/8.
3. Fireext/8 is the fire extinguisher data base and the database itself consists of twenty-four linked tables. Typically inspection, service, and history are all maintained here in this program.
4. System Reports, queries, and ad hoc reports are all accessible through the Fireext/8 utility.
5. Use of the barcode reader and scanner downloads are all covered in: Fire Extinguisher Scanner Downloads SOP (Standard Operating Procedures).

6. The basis for the fire extinguisher program here at Western Washington University is NFPA 10 (National Fire Protection Administration) Section 10 pages 10-4 through 10-12 deal specifically with Portable Fire Extinguishers. Further definition and clarification comes in the form of WAC 296-800-300020 Inspection and Testing of all portable Fire Extinguishers and in WAC 296-24-590212 Hydrostatic Testing of Extinguishers. See attached copy of WAC 296-800-30020.

7. Extinguisher inspections are monitored through the job cost system and consistently run in the high 90% percentiles for completion.

Extinguisher cabinets throughout the system will be unlocked. Extinguishers that are in more private areas may be hung on a strap on the wall.

Fire hoses are installed in hallways for use by building occupants trapped by fire only. Misuse or abuse of the equipment will result in disciplinary action and fines. Lives may depend on hoses being ready for use in an emergency.

**Hallway hose cabinets are covered by scored acrylic that will break on impact. Individuals reach into the cabinet and pull down on the handle of the cabinet in order to release the lock. Lever handles are marked with instructions.**

**Maximum Occupancy**  
The City of Bellingham and the fire code set maximum occupancy. It is posted in lounges.

**Nash Roof Sundeck**
Use of this deck by groups of more than 25 people at one time, up to 49 maximum, requires prior approval by the Resident Director. The Resident Director will review these requests to evaluate how the activity may impact the residents in adjoining rooms, and assure that the maximum occupancy requirements for that space are not exceeded.

**Mathes Sundeck**
Maximum occupancy is 50. Barbecuing is prohibited on this deck.

**Emergency Exits**

**Window Exits**

**Kappa 301** is a single room with a kitchenette. The window closest to the roof has been modified for emergency egress in case of fire. A sign on the windowsill says "Emergency fire exit only". It is quite possible that a student on the roof could not only fall, but also if they didn't fall, damage the roof vents on the ridge of the roof.

**Ridgeway Sigma Fifth Floor Exit** - In addition to conventional fire exits, the Sigma fifth floor also has an emergency exit via a window on the fifth floor that leads to a low roof surface and down to safety on the West Side of the building. Do not block this exit.

**Elevators**
The following buildings are equipped with elevators:

- Buchanan Towers (2)
- Buchanan Towers East
- Edens Hall
- Edens North
- Fairhaven Stacks 11/12
- Fairhaven Administration Building (2). Fairhaven College is being issued an access key to the main elevator that has a stop inside the dining hall for emergency use.
• Higginson
• Ridgeway Commons (service elevator)
• Mathes (2)
• Nash

Elevator Problems
If the elevator in your building malfunctions, follow these guidelines:

Normal Business Hours
Monday - Friday 7:30 a.m.- 4:30 p.m.
Call FM Work Control Center at x3420 They will ask the Maintenance Mechanic to look at the elevator to determine whether they can reset it. If they cannot, they will call Thyssen-Krupp Elevator for service.

After Hours
If mobility impaired students or staff reside in the building, or if the elevator is essential for a particular weekend event (e.g. check-in, check-out), contact University Police, who will call Thyssen-Krupp Elevator. Otherwise, you may leave a voice mail message for the FM Work Control Center (x3420), who will take care of it the next working day.

Nash and Mathes Only
If the elevator is stopped on the first or basement floor, the building smoke/fire detection system has probably tripped or malfunctioned. Here is a bit of troubleshooting that should be done prior to making an after-hours repair callout in Nash or Mathes:

Go to the main fire panel. There you will see a small little meter and two buttons. Push each of the buttons, one at a time and note whether the dial on the meter moves. If one or both of the gauges do NOT move when they are depressed, this means that the elevator problem is related to a problem with the smoke detector - not the elevator itself. In that case - we would call
WWU Technical Maintenance, not Thyssen-Krupp Elevator. Elevator call-outs related to smoke alarms are not included in the standard maintenance/service agreement. If you get a reading from each dial - then we will call out Thyssen-Krupp Elevator. This little bit of problem solving at the buildings can assist us in directing the service call to either WWU Technical Maintenance shop or Thyssen-Krupp Elevator.

The Nash duty ring and RD ring contain an elevator key, which can be used to assist a mobility-impaired student between floors if the elevator malfunctions (for non-emergency situations).

**Edens North**
The Edens North elevator is the oldest elevator in our system. Regular maintenance is performed, and the elevator operates safely and in compliance with all applicable codes and regulations.

The technology and mechanics that create a smooth ride and flush/level alignment with each floor when the car doors open was not available at the time this elevator was constructed. Instead, it relies on a braking mechanism to stop the elevator at a floor. The car may seem to stop abruptly. Additionally, since the brakes are not tied into technology that senses how much weight is riding in the car, it may stop an inch or so above or below the floor. The brakes are adjusted regularly to make the elevator stop flush with each floor, but there is no way to provide variable braking pressure to accommodate different loads.

**Holding Elevator Doors Open for Move-In**

- Buchanan Towers
- Buchanan Towers East
- Edens
- Fairhaven, Stacks 11/12
- Higginson
- Mathes
- Nash
If an object is in the path of the elevator doors, the doors will try to close a number of times (approximately 5). If the doors still hit an obstruction, the elevator will shut down and will be out of service until it can be reset by the elevator maintenance technician.

This means that residents may not prop the elevator doors open while loading and unloading things during the move-in process.

To facilitate the move in process, HELPS will be assigned to operate the elevators that have the Independent Service mode. These elevator operators will check out the elevator key ring from the building R.D. and will use the key(s) to put the elevator into “Independent Service” mode, which allows them to hold the doors open on a floor for an extended period of time.

Procedure:

Staffs which have modernized elevators will have a dedicated key ring that has the elevator independent service key. The general procedures are similar for each elevator. Specifics are articulated below to reflect minor variations:

**Buchanan Towers**
Use the barrel shaped key EX513 to open the small panel door. Then, put this same key in the Independent Service key slot, marked “IND.SVC”. Turn the key counter-clockwise to put it in the “On” position. Remove the key (leaving it in the Independent Service mode) until it is needed again to restore the elevator to normal operation. Push the destination floor button from inside the car. Hold the door-closed button until the doors close and the elevator begins moving.

**Edens**
Insert the key 28D into the key slot marked Independent Service and turn the key counter-clockwise to turn the mode on. Push the destination floor button from inside the car and hold the door-closed button until the door close and the elevator begins
moving. The key can be removed in this mode. Reinsert the key and turn clockwise to return to the normal mode.

Fairhaven Stacks 11/12

Higginson
Insert the key into the key slot marked Independent Service and turn the key counter-clockwise to turn the mode on. Push the destination floor button from inside the car and hold the door-closed button until the door closes and the elevator begins moving. The key can be removed in this mode. Reinsert the key and turn clockwise to return to the normal mode.

Mathes
Use the barrel shaped key EX513 to open the small panel door. Then, put this same key in the Independent Service key slot, marked “IND.SVC”. Turn the key counter-clockwise to put it in the “On” position. Remove the key (leaving it in the Independent Service mode) until it is needed again to restore the elevator to normal operation. Push the destination floor button from inside the car. Hold the door-closed button until the doors close and the elevator begins moving.

Nash
Use the small, flat key (Dover) to open the small door on the elevator panel. Insert the barrel-shaped key 8304 into the Independent Service key slot and turn counter-clockwise to the “On” position. Remove the key (leaving it in the Independent Service mode) until it is needed again to restore the elevator to normal operation. Push the destination floor button from inside the car. Hold the door-closed button until the doors close and the elevator begins moving.
While in “Independent Service” mode, the elevator is only able to be operated from INSIDE the elevator, which is why the HELP will be assigned to operating the elevator. The buttons in the elevator lobbies will have no effect on an elevator in the Independent Service mode.

It is very important to put the elevator back in normal service for when it is not going to be staffed.

For all buildings, contact Public Safety Dispatch at x3555 when you put the elevator into independent service mode and again when you restore it to normal service. This can help us to prevent an unnecessary service call to the elevator repair technician when someone is having trouble operating the elevators.

Fire Doors

Many of the doors in our buildings are required to be "fire doors". This means that the doors are designed to block a fire from passing through that doorway for period of time that is established by fire codes and regulations. Doorways into public corridors and stairwells are generally required to be fire doors. These doors must remain closed in order to fulfill their intended purpose (blocking fire). Student room doors that exit into these corridors must never be propped open when unattended. Doors which separate corridors into smaller areas and which connect to exit stairwells must never be propped open.
Fireplaces
All chimneys were inspected and cleaned by The Chimney Sweep in 2007.

With Glass Doors
To assure effective drafting, the glass doors should be kept all the way closed or all the way open.

Wood Supply
Wood supply for fireplaces is the responsibility of the residents of the hall (e.g. individuals, Hall Council). Use only dry, seasoned wood in order to avoid excessive smoke and creosote buildup.

**Firewood should be stored outdoors.** Small amounts (up to 20 pieces) may be stored indoors in the proximity of the fireplace, such as in a nearby storage room, if such a space is available. Do not store wood closer than 18” from the firebox.

Fires should never be started when a local "burn-ban" is in effect. For more information about "burn ban" consult the Bellingham Herald, or contact the Northwest Air Pollution Authority directly at 428-1617 (Mount Vernon).

Starting Instructions
Do not use flammable liquids to start a fire. Use crumbled up newspaper, covered by dry kindling.

**Draft**
Make sure the flue is open before attempting to light a fire. If you are unsure, hold a lit match under the flue and observe whether the flame and smoke appear to be drawn up the chimney. If not, it is likely that the flue is closed.

**Nash Hall**
Specific instructions for lighting the Nash Hall fireplace are posted next to the fireplace.
Birnam Wood
Procedure for lighting the fireplace (as submitted by Tim Rinn, Maintenance Mechanic):

Kneel in front of the fireplace with a square-drive, silver-plated, gas-actuating key in hand. Reach up into the fireplace chimney area to the right of the side of the flue, grasp the metal damper handle and move the handle to open up the metal damper inside the flue. You will be able to witness the metal damper swinging open, allowing the gasses to escape out the flue. Look to your right, on the floor under the hearth for a round hole in the rugged area. Note the square, gas-actuating valve located in the hole. Note the inscribed arrows indicating directions for actuating the gas valve. To the left turns on the gas, to the right shuts the gas off. Place the square-drive, silver-plated, gas-actuating key onto the receiving end. Initiate combustion of the gas-igniting device, match, lighter, or other spark/flaming device. Turn the key to the left ever so slightly so as to allow the gas to flow. The gas will travel up the pipe and into the burning bar located just in the front of the grate. A series of holes along the top of the bar allows the gas to escape. Apply the gas-igniting device to the burning bar at the area of the gas release. Flames will ensue. Turn the gas to the desired level. The flames may be used to ignite the combustibles. Close the metal curtain. After sufficient time and desired combustible ignition, secure the gas release. Place the square-drive, silver-plated, gas-actuating key onto the gas value receiver and turn to the right. Once the party is over and the combustibles extinguished with no further gas emissions, close the metal flue damper. Return the gas-actuating key to its original position.

Additional notes on the BW fireplace added by David Holmwood on 10/13/09 –
Mike;

The fire place has been problematic at times. If the damper is opened and a small fire is started at the back of the fire place to start a draft up the chimney, little if any smoke should spill into the room. The smoke detector has not been moved from the original location so please use the fire place with caution to avoid false alarms.

Dave
Self-Closing Door Hinges
Many buildings have self-closing “Bommer” hinges installed in order to automatically close the doors for fire safety. These hinges are installed in Ridgeway Alpha, Delta, Sigma, Omega, and Kappa, and in Mathes, Nash and Edens North.

Students sometimes de-activate these mechanisms, either by removing the screws on one side of the hinge, or by actually dialing down the tension on the adjusting spring. They do this because they don’t like the fact that the doors automatically close; they prefer to keep the doors open to the hallway for social reasons. Or, in some cases, they don’t like the fact that these doors sometimes slam shut when a window is open.

Since these devices are installed for safety, we (all of us) have some responsibility to make sure they remain in working order.

When custodians check students out at the end of the quarters, they will note whether the door closer was working or not. The custodians will not be responsible to test it to see if it has the precise amount of tension on it that it is supposed to have. (This is the responsibility of the Maintenance Mechanics as they go through the buildings during breaks). The Custodian simply checks to see if the door closer is activated and working at all. If not, they will note it on the checkout form and the residents will be billed (standard charge is $25). A copy of this checkout form will be routed to the Maintenance Mechanic to initiate repairs. If a staff member in one of these buildings ever notices that a residence hall room door is staying open, without anything blocking it (e.g. doorstop), a Maintenance Request Form should be written so the repair can be made. At the same time, an Incident Report should be written documenting the situation so the students can be billed. Resident Directors are urged to orient their staff to this issue and review it periodically so it does not get overlooked.
Building staff can assist by reminding students of the importance of maintaining these door closers in proper working order through newsletters and community meetings. Staff should also be alert to any doors that seem to stay in the open position, without the assistance of a manual doorstop. If this is encountered, the malfunctioning hinge should be reported with a Maintenance Request Form and an Incident Report should be forwarded to the Associate Director for UR Facilities for billing.

**Electrical Extension Cords and Power Strips**

All power strips and extension cords must be UL (Underwriter Laboratory) approved and used only for their designed purposes and power loads. Residents are encouraged to use extension cords and power strips that sense leakage currents (such as Fire Shield®) and disconnect power when a fault is detected. This feature significantly reduces the potential for fire from cord fires, ground faults, surges and overloads.

**FURNISHINGS**

**Broken and Missing Furniture**

Report any broken or missing furniture to the Lead Custodial Supervisor. They will notify the appropriate person who will determine the need for repair or replacement.

**Bed Safety**

The plastic shoes (a cone shaped holder with a depression for the bed leg) are stable for use under beds that are not bunked or lofted. Cinder or cement blocks are not safe. The open cement blocks can break. If beds are placed on cement blocks please ask that students remove them and place the beds on the floor.
Please do not step on the metal rails of beds. They will bend. Use a ladder or the bed end to enter or exit bunks or lofts.

**Bed Parts**

**Edens Hall**

NOTE: Accessible units are 202, 204, 206, 208, 209, 211, 222, 223, 224, 225, 227, and 229. The 221 RD apartment is accessible but the Resident Director must request accessible furniture. You are located in a Barrier Free room that has unique bed parts. There are bed parts in the room to create one Barrier Free bed with mattress at 22” high and one high loft. A 48” wide desk and 30” wide chest will fit beneath a loft.

**You have:**
8 each 37” high bed ends
6 each bed rails
2 each bed boards
2 each 64” ladders
2 each chests
2 each desks (one with a mobile drawer unit)
2 each carrels on top of the desk
2 each desk chairs

All of the furniture (except desk chair) is marked “BARRIER FREE” and must be in this room at check out. DO NOT RETURN BED PARTS TO THE DESIGNATED STORAGE AREA. Keep them in your room.

Bed extension sets are available for students taller that 6’8”. Normally, students will notify the Assignments staff of their need prior to check-in. The Assignments staff will assign those students to a room that is large enough to hold an extended bed. The student will be authorized to check out the additional bed parts (longer rail, plywood extension, and mattress extension) using the same process as checking out regular bed parts. If students with bed extensions wish to transfer rooms, consult the list of rooms maintained by the assignments staff. Students requesting bed extensions in Birnam Wood will normally have to
take the room as a super single unless their roommate agrees to move a chest and desk out of the bedroom.

**Fairhaven Stack 1**
The Fairhaven Stack 1 has different beds than the rest of Fairhaven. They cannot be lofted. Bed parts in Stack 1 work with others in the building, so the two beds in the unit may be set as singles or bunks. Bolting patterns in bed ends allow beds to be set at different heights from the floor.

See “BED SET-UP FOR CHECK OUT” on the next page
Bed Set Up For Check Out

You are responsible for returning the beds to the positions that they were in when you checked in. Return the bed parts that you checked out at the beginning of the year.

<table>
<thead>
<tr>
<th>SINGLES</th>
<th>Single beds for check out</th>
</tr>
</thead>
<tbody>
<tr>
<td>All beds are initially set up in the position except for the locations indicated below.</td>
<td>The tall end will have the holes showing on top of the uprights and the short ends will be positioned so the holes in the legs are toward the floor.</td>
</tr>
<tr>
<td></td>
<td>Horizontal slats on the bed ends will be near the top of the frame.</td>
</tr>
<tr>
<td></td>
<td>Bed rails and bed deck will be about nine (9) inches from the floor.</td>
</tr>
<tr>
<td></td>
<td>Check that the metal rails hold the bed board between them and that the bed board does not move from side to side.</td>
</tr>
</tbody>
</table>

See “BUNKS for check out” - next page
### BUNKS

**Bunks for check out**

<table>
<thead>
<tr>
<th><strong>Bunks</strong></th>
<th><strong>Edens North</strong></th>
<th><strong>Fairhaven Residences</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(leave two guardrails and a ladder in your room for the bunk) Beds are to left in the bunked position in the following locations only:</td>
<td>150, 152, 250, 252</td>
<td>230, 236, 330, 336, 436, 536, 636, 736, 836, 936, 1036, 1136, 1236</td>
</tr>
<tr>
<td>Mathes</td>
<td>701</td>
<td></td>
</tr>
<tr>
<td>Nash</td>
<td>222, 322, 422, 522, 622</td>
<td></td>
</tr>
<tr>
<td>Ridgeway Alpha</td>
<td>129, 131</td>
<td></td>
</tr>
<tr>
<td>Ridgeway Kappa</td>
<td>231</td>
<td></td>
</tr>
<tr>
<td>Ridgeway Omega</td>
<td>122, 222</td>
<td></td>
</tr>
</tbody>
</table>

---

See “LOFTS for check out” - next page
**LOFTS**

| Leave two guardrails and a ladder in your room for the loft. | Buchanen Towers  
409, 509, 609, 709, 809  
Nash  
222, 322, 422, 522, 622 |
|---|---|

**Check-in Your Bed Parts**

<table>
<thead>
<tr>
<th>Building</th>
<th>Location of Bed Part Check Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha</td>
<td>Second floor custodial closet (226)</td>
</tr>
<tr>
<td>Delta</td>
<td>Fourth floor custodial closet (413)</td>
</tr>
<tr>
<td>Edens Hall</td>
<td>345 at check in and out; moved to 145 later in year</td>
</tr>
<tr>
<td>Edens North</td>
<td>First floor custodial closet (147)</td>
</tr>
<tr>
<td>Fairhaven</td>
<td>Building 4-television room (412) in June. Check with the custodial office in Fairhaven Academic building ground level at other times. Bed parts in stack 1 cannot be lofted and should all stay in the rooms.</td>
</tr>
<tr>
<td>Kappa</td>
<td>Third floor storage room (331)</td>
</tr>
<tr>
<td>Mathes</td>
<td>Mathes basement – Exterior access only from area next to tennis courts – check with the custodian at their office on the basement level during the year.</td>
</tr>
<tr>
<td>Higginson</td>
<td>First floor next to laundry room (162)</td>
</tr>
<tr>
<td>Highland</td>
<td>Ground level middle building near stairs (02)</td>
</tr>
<tr>
<td>Nash</td>
<td>Mathes basement – Exterior access only from area next to tennis courts.</td>
</tr>
<tr>
<td>Omega</td>
<td>Bed parts are returned to Sigma first floor custodial closet (114B)</td>
</tr>
<tr>
<td>Sigma</td>
<td>First floor custodial closet (114B)</td>
</tr>
</tbody>
</table>
The standard double room has 2 single beds in it.

Roommates can make a captain and a low bed by trading parts. Nothing needs to be checked out.

To make a bunk, check out pins only. Let folks know that they don’t have to wait through the long line for parts if all they want are pins.

If students want a loft they can check out a tall end, a short end, two rails and pins. Or they can trade for some parts from their roommate if the roommate wants to have a low bed.

It is unsafe to put four tall bed ends to gather, to use less than 4 rails on a loft, or not put all the pins in the bed.

Students won’t know where to check out parts. The residence life staff in the building needs to direct students to the check out location.

Guardrails are available for check out. We encourage students to use guardrails when the bed is above the singles position. The rails are to be used in pairs, one on each side of the bed.

Halls with the bunkable/loftable beds have a limited supply of wrenches. They are 1/2" wrench with a socket on one end and an open-end wrench on the other end. These wrenches are stored at the hall information desk and are available for checkout by the students. It is important to check them in and out similar to other equipment (so they will be returned). Prior to Fall opening, the Resident Director should check to make sure they have an adequate number of these wrenches on hand. If not, the UR Associate Director of Facilities maintains a small stock.

The parts that are in the room at move in need to be there at check out. Students should not return anything to the check out location that they didn’t check out in the first place.
Mattresses
Twin sheet sizes to fit residence hall mattresses.
39” x 80” Twin Extra Long Fitted

39” x 76” Deep Pocket

Triple Rooms
Double rooms furnished as triples or former single rooms furnished as doubles are abundant in our system. The same furnishings that are in the room for check in will remain in the room for the entire year.

Floor Plans
Floor plans of the halls are available to each resident director. You may request additional plans from the design office in Facilities. A website to view building plans is located at: http://www.housing.wwu.edu/facilities/acadweb/

It is possible to print the plans off the web. If you need assistance in working with the web site, contact the Interior Designer – Facilities (x3671).

Floor plans for furnishings in public spaces, floor lounges, games rooms, and main lounges, are posted on a wall in the vicinity of the room. Custodial staff will check the plans at least once a week to assure that items are not missing and will reset the public space according to the posted floor plan. This check suffices as a regular inventory inspection for furnishings in public spaces.

On rare occasions residents may wish to have an alternative furniture arrangement for an extended period of time. The resident director and the Lead Custodial Supervisor should discuss such arrangements. At the end of the academic year furnishings will revert to the original layout plan.
Offices and Living Areas
Hot Water Heaters - Historically, the Steam Plant shuts down for approximately 4 weeks each summer for planned maintenance. Since that affects the Resident Directors, we installed electric hot water heaters to serve the RD apartments, where necessary.

This is the information regarding where they were installed:

All water heaters are small, 20 gallon models; 120 volt set at 120 degrees. The building domestic hot water circulates through them and if the temperature is above 120 degrees they never need to operate. During times when the building hot water system (generated by steam) is shut down, these electric hot water heaters operate to provide a limited supply of hot water to these apartments (20 gallons is half the size of a standard, residential hot water tank).

Auxiliary, Electric Hot Water Heaters

<table>
<thead>
<tr>
<th>Location</th>
<th>Staff</th>
<th>Specifically</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT 104</td>
<td>RD</td>
<td>New electric hot water tank in RD apartment as of summer, 2006</td>
<td></td>
</tr>
<tr>
<td>EH 221</td>
<td>RD</td>
<td>Accessed overhead in hallway through Residence Life suite</td>
<td></td>
</tr>
<tr>
<td>FX 1248</td>
<td>RD</td>
<td>The Fairhaven Residential Complex has an auxiliary electrical heated water tank located in the Mechanical Room, which is turned on during the Steam Shutdown. However, it is very slow to bring hot water to the RD apartment or anywhere else if the occupancy is low.</td>
<td></td>
</tr>
<tr>
<td>FX 713</td>
<td>ARD</td>
<td>The Fairhaven Residential Complex has an auxiliary electrical heated water tank located in the Mechanical Room, which is turned on during the Steam Shutdown. However, it is very slow to bring hot water to the RD apartment or anywhere else if the occupancy is low.</td>
<td></td>
</tr>
<tr>
<td>MA 300</td>
<td>RD</td>
<td>Above ceiling in the lounge, access via new ceiling access door right in front of the kitchen.</td>
<td></td>
</tr>
<tr>
<td>NA 100</td>
<td>RD</td>
<td>In RD apartment closet.</td>
<td></td>
</tr>
<tr>
<td>RB 831</td>
<td>ARD</td>
<td>RD apartment closet (3rd floor stack 3) same as TV lounge.</td>
<td></td>
</tr>
<tr>
<td>RD 318</td>
<td>RD</td>
<td>Ceiling above bathroom</td>
<td></td>
</tr>
</tbody>
</table>
These auxiliary hot-water heaters are on a Planned Maintenance schedule to be checked a week or two prior to the annual steam shutdown.

**Pianos**
Pianos are tuned once a year in early winter. If Hall Councils would like to pay for additional tuning it may be arranged through the Facilities Design Office. Moving the piano will cause it to become out of tune. The Assistant Director of Facilities, Interiors, manages a contract with a licensed piano technician. If repairs are required please contact at x2965. Here is the Owner’s Manual for the Yamaha Digital Pianos found in Nash Hall and Birnam Wood:  
**YamahaDigitalPianoCLP240Manual.pdf**

**Resident Advisor Furniture**
Our articulated standard for Resident Advisor furnishings is that their furnishings are the same as those of other students in the building. RAs have furnishings for a double room in their spaces. **All room furnishings must remain in the assigned room.**  
For staff that means the standard single bed unless the Associate Director for Residence Life has approved a specific exception for a double bed. Exceptions for staff are based on (1) work requirements, and/or (2) conditions for which all residents are generally granted exceptions.
Resident Director Apartments
The Associate Director of Residence Life is the only one that can approve furniture moves from RA, ARD, or RD apartments. Please refer your requests to the Associate Director.

RD apartments with one bedroom only will not have a desk in the unit. Where there is more than one bedroom, the desk(s) would be left in the apartment based on the design beds in the unit.

RD apartments receive a queen size bed in one bedroom and single beds in any additional bedrooms.

Student Rooms
Desks and other furniture in student rooms may damage wall plugs if they are pushed tight against the wall. Please caution students in Edens North regarding this problem.

GARBAGE/RECYCLING

Garbage receptacles in common area bathrooms are limited to paper towels and other trash generated from using the bathroom.

Students are required to transport their garbage to dumpsters located outside of the building. Interior, intermediate garbage receptacles are not feasible due to health and safety considerations. Some students have been known to dump their room trash in the bathroom trash receptacles in order to avoid the inconvenience of making the short trip outside. This should be discouraged, as it impacts the entire community and the custodial staff.

Reducing waste is a University priority. Students should be encouraged to take full advantage of the recycling program in order to minimize the amount of garbage that is picked up and taken to landfills.
Pickup Schedule

Garbage pickup service is contracted to Sanitary Services Corporation (SSC). The standard pickup schedule is as follows:

<table>
<thead>
<tr>
<th>Bldg</th>
<th>PU Days</th>
<th>Bldg</th>
<th>PU Days</th>
<th>Bldg</th>
<th>PU Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT</td>
<td>M,W,F</td>
<td>HI</td>
<td>M,W,F</td>
<td>RD</td>
<td>M,W,F</td>
</tr>
<tr>
<td>BW</td>
<td>M</td>
<td>MA</td>
<td>M,W,F</td>
<td>RK</td>
<td>M,W,F</td>
</tr>
<tr>
<td>EH</td>
<td>M,W,F</td>
<td>NA</td>
<td>M,W,F</td>
<td>RO</td>
<td>M,W,F</td>
</tr>
<tr>
<td>FX</td>
<td>M,W,F</td>
<td>RA</td>
<td>M,W,F</td>
<td>RS</td>
<td>M,W,F</td>
</tr>
<tr>
<td>HG</td>
<td>M,W,F</td>
<td>RB</td>
<td>M,W,F</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Campus pickup begins at 6:30 a.m. This is the earliest that they are allowed into a residential area as regulated by the Washington State Utilities Commission. No doubt, many students would prefer that the garbage pickup would start later in the day, since the pickup process may wake them up. Sanitary Services explains that the early time is required in order to have unobstructed access to the dumpsters before pedestrian and vehicle traffic obstruct their access. Final pickup should occur before 3:00 p.m.

Sanitary Services have been instructed to place the dumpsters in a manner where the lids can be closed (as opposed to folded back against a wall). Residents should be encouraged to keep these lids closed to keep garbage from blowing around in the wind and to discourage dumpster diving by rodents and other creatures.

Additional pickups and containers are provided at the end of the year to facilitate the move-out process. Report overflows to the Facilities Office at x3556.

The Grounds staff from Facilities Management is responsible for maintaining the walkways, pathways, parking areas and landscaping adjacent to our residential facilities. This includes...
periodic cleanup of trash and debris that never got placed into the dumpster, or got blown around by the wind.

Some of our buildings have historically had chronic problems with littered grounds. Specific problems to note are Birnam Wood, where students sometimes dispose of trash over their balcony and onto the hillside along Bill McDonald Parkway, and Mathes and Nash, where students sometimes throw trash out the windows.

The Residential staff should make periodic inspections of the areas outside of the buildings and make mention during opening meetings during fall term. Chronic litter problems that are due to student behavior should be addressed via community meetings and the student conduct process.

Nash
Historically, some students have discarded trash on the Nash turnaround roof by dropping/throwing it from above. This can do damage to the roof if a sharp item penetrates the roof membrane. Additionally, the trash can block the drainage of water from that roof.

The building staff (RD and RAs) should establish, enforce, and reinforce community expectations that trash not be dropped or thrown out windows; whether on to this roof or any other exterior area. The staff (live-in staff and custodians) should look down at this roof periodically to see if trash is accumulating. If so, a maintenance request form should be filed so the maintenance mechanic or roofer can address it.

Garbage Disposals
Garbage disposals are provided for the kitchen sinks in Birnam Wood apartments. These disposals work fine when not abused. However, since they are regularly abused, they are a chronic problem. Students do not tend to pay much attention to what they put down the disposals. Small, hard objects are known to
get stuck in the mechanism, rendering the disposal "Out of Order", until the item is cleared and the disposal reset. Some stringy vegetables such as artichoke leaves and celery can also cause clogging.

The Maintenance Mechanic responds to requests to repair garbage disposals. Typically, he has found items such as silverware, gravel from fish tanks, metal bottle caps, and so on. Students can often solve the problem themselves by checking and clearing any items and then pushing the reset button at the bottom of the disposal.

The Birnam Wood staff is encouraged to educate the residents via newsletters, programs, and flyers.

Here are some general guidelines for garbage disposals provided by a major disposal manufacturer:

**Disposer Do's and Don'ts**

To keep your disposer functioning properly, follow these simple dos and don’ts of disposer care and use.

**DO'S**

- Do grind food waste with a strong flow of cold water.
- Do grind hard food waste like meat bones, fruit pits, etc. The hard particles create a scouring action inside the disposer's grind chamber that is good for it.
- Do grind citrus and melon rinds.
- Do dispose of coffee grounds in your disposer.
- Do dispose of small amounts of fats and greases in your disposer. Use a strong flow of water. If you have a large amount of grease, allow it to solidify and dispose of it in your trash.
- Do flush the disposer to clean it. Allow the disposer and cold water to run after it has finished grinding or after you drain dishwater.
DON'TS

- Don’t use hot water to grind food waste.
- Don’t turn off the disposer or water until the grinding is complete.
- Don’t pre-load (put the food waste in the disposer before you turn it on)
- Don’t grind extremely fibrous food waste like cornhusks, artichoke leaves, and raw chicken skins. They don’t grind very well and can cause drain blockage.
- Don’t grind large bones, clamshells or oyster shells.
- Don’t use chemical drain cleaners in the disposer.
- Don’t grind glass, china, plastics, paper, plastic wrap or bags.
- Don’t grind metals, such as bottle caps, tin cans, aluminum foil, or silverware.

Recycling
Recyclable materials must be transported directly from student rooms to outside receptacles. Intermediate recycle receptacles are not provided inside the buildings. The Associated Students operates a campus-wide recycle program. Currently, they provide bins for the pickup of mixed paper, aluminum, plastic bottles, tin, glass and cardboard. These barrels are located together in stations in each residential complex and are picked up each Monday and Friday. If bins are overflowing on other days, the RD may call the Recycle Center at x3088. Students should be urged to cooperate by recycling items correctly, by avoiding these common problems:

- Food items cannot be recycled (e.g. food packaging with food residue)
- Cardboard boxes must be broken down.
- Wax treated milk and juice cartons are not recyclable.

University Residences provides one plastic recycle container in each room to assist students in gathering and transporting recyclable materials to the outside stations.
Recycling and Waste Management
Recycling and garbage must be transported directly from student rooms to outside receptacles. Interior, intermediate recycle or garbage receptacles are not feasible due to health and safety considerations.

The Recycle Center has experimented with some other locations in the past, but pulled them due to lack of cooperation by the students. Students would put trash in the barrels - which ultimately made it impossible for the Recycle Center to service these barrels with any efficiency.

One exception is at Birnam Wood, in the laundry room. This barrel has consistently been "garbage-free" and a staff member calls when it is nearly full so it can be emptied. The Recycle Center does not have a regular, scheduled pickup for this barrel. Instead, they are dependent upon getting a call from you to let them know when it is getting full. Please have desk staff check DAILY to see if the barrel is beginning to get full; when it is, simply place a call to the Recycle Center at x3088. If they are not there, you can leave voice mail.

Cooperation is also necessary to make sure the areas around the Recycle stations stay clear of trash and other debris. The Recycle Center has keys to get into the buildings.

HAZARDOUS MATERIALS

Asbestos
For full discussion see "Asbestos" in the Residential Community Handbook.

You may find an area with a yellow sign with the message: “CAUTION: Asbestos Hazardous - Do Not Disturb without Proper Training and Equipment.” The signs are to warn craftspeople
working in the area not to cut into pipe insulation or do demolition without having the asbestos specialist do abatement before. Others that come into the room should be aware that they should not damage the pipe insulation when visiting. Asbestos is completely encapsulated and is not of any danger to regular visitors in the area.

**Medical Waste**
Medical waste is the responsibility of the individual that generated it. Medical waste is to be disposed in sealed, puncture proof containers. Containers are to be placed in the exterior dumpster by the resident.

**Oil Base Paint**
The application of oil-based finishes is scheduled ahead of time and coordinated by the Assistant Director of Facilities, Interiors in the Design Office of University Residences, Residence Life, the Associate Director of UR Facilities, the Conference Coordinator, and the Maintenance Manager. The Supervisor of the Paint Shop will contact the Design Office to keep staff apprised of changes.

It will be the responsibility of the painters to post notices at all the entrances of the building when they begin painting with oil-based materials. It is the responsibility of the painters to ventilate the area well and use the steps necessary to protect their health. The message of caution is to remain posted for two days following the completion of painting to allow for the curing of paint. Painters will remove the notices. No residents will live in the buildings during this procedure. Custodial, public works, and Facilities Management work will not be scheduled to take place in buildings where oil based finishes are being used.
KEYS

General Information

This section describes our key and lock system and related procedures. Since Fall, 2008, building staffs have been using the Key Manager program for the daily management of keys. Staff members who utilize Key Manager will receive specific training on that and can also refer to the help screens within Key Manager for more information.

The Key System has many components:

1. **Distribution Boxes** - wooden boxes with locks are used to hold all keys for distribution. An individual slot is provided for each room. These boxes hold all keys except one per room, which is kept, in the Lockout key box. The distribution boxes must always be kept in a secure location. Distribution boxes for buildings that are closed for renovation will be collected and stored at the Lockshop.

   Staff should be certain that each slot in the distribution box is labeled with a room number. Special rooms, such as singles and RA rooms should be highlighted to assist in the regular inventory.

2. **"Lockout Key Box"** contains one spare key per room in case the original is temporarily misplaced. The Lockout Key boxes are locked and are permanently mounted on the wall in the desk area. Each lockout key should be tagged with the room number. (Be sure to remove the room # tag from the lockout key before issuing it to a resident!) Additional lockout key tags may be ordered from UR Facilities Secretary Supervisor (x.2923).
3. **Keys - Different types.** Each key is stamped with a "Do Not Copy" warning. Any honorable locksmith will honor that warning and not even try to make a duplicate copy.

4. Additionally, the key blanks that would be required to duplicate one of our keys are protected and not available.

5. **Keys - Identifying - Each key is stamped with the cut number and unique number.** For security purposes, the keys are not stamped with building or room number.

   • **Cut Number** - Usually a 3-digit number followed by a letter (identifies what lock the key operates)
   • **Unique Number** - A 4-7 digit number (identifies each individual key that fits a particular lock)

Many of our newer locks and keys use a system called "PRIMUS". These keys come from the factory with one unique cut along the flat side of the key that supplements the cut that is done by our Lockshop. These key blanks are completely proprietary and provide the highest degree of security. Our campus Lockshop has the exclusive supply of these key blanks.

Here is a photo of a Primus key:
Our objective is to provide you with the proper number of keys to operate your building effectively, and no more. Generally this means the following:

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Room</th>
<th>Lockout</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single room</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Double room</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Triple room</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Suite door</td>
<td>1 per each suite resident</td>
<td>between 1 and 3</td>
</tr>
<tr>
<td>Exterior doors</td>
<td>1 per building resident</td>
<td>Approx. 10% of building occupancy for extras.</td>
</tr>
</tbody>
</table>

**Room Keys** - Issued by Staff from Distribution Box. - Each key has a cut number and unique number. This key also opens the mailbox.

**Suite Keys** - issued by Staff from Distribution Box - each key has a cut number and unique number.

**“Access”/Outside door keys** (for buildings with outside entrances) - the staff issues these. The RD should always be sure to have an ample supply on hand to meet their needs. In other words, make sure you have enough for every student at the beginning (don't forget to consider triples) of the year, plus some extras to issue to students who lost them.

You may issue a new Access key from your stock, knowing that you will be receiving one to take its place when you place your order for replacement of the missing key.

**Lockout Keys** - Available in the Lockout Key box for room and suite doors. Each key has a cut number and unique number.

6. **Key Index** - The Key Manager program has a mechanism to view and print a list of all keys in a building. This list should
always be up-to-date, since, by design, you will always keep the Key Manager data current.

7. **Dead Key Box** - A small box is mounted on the wall near the Lockout Key box. This box is used to deposit keys that students turn in after they have been replaced as a result of a recore or key replacement.

8. **Combination Key Safe** – Combination key safes have been installed at each Info. Desk area. These safes are to be used to store the key to the Lockout Key boxes.

**Key System Management**

The Resident Director is responsible for maintaining an accurate inventory of the hall's keys at all times. The Key Manager program gives you an excellent tool for this purpose. See the Key Manager section in this Building Manual for more information.

**Weekly (or immediately after a conference group checks out)**

1. Conduct a weekly inventory of the **Distribution Boxes**. One key should be present for every unoccupied bed.
2. Conduct a weekly inventory of the **Lockout Key box**. One tagged lockout key should be available for every room. Documentation must account for any lockout keys not hanging on their hook in the lockout key box in the Lockout Key log.
Daily
1. Use the Key Manager program to track and update:

- Lockout Key checkout status
- Updated cut numbers and/or unique numbers that are a result of a recore or key replacement.

Key Distribution and Tracking
Here are some notes which highlight various aspects of the process:

Checking All Keys in All Locks - Due to the volume of people moving in at Fall Opening, it is important to minimize key problems on opening day. The Summer Conference staff will assist by checking every key in every lock (including mailboxes) to make sure they all work. This will be done at the end of the Summer Conference season, giving the Lockshop ample time to complete their work prior to Fall Opening.

Lock-Outs
Students and guests will occasionally misplace their key(s). Often, they have just locked them in their room. Other times, they forget and leave them at home when they go there for the weekend. And there are occasions when they have misplaced the keys and are in the process of trying to find them. Lockout keys are available to assist these students temporarily.

Consistent lockout problems are cause for conduct action.

A Lost or Missing Key
Temporary Replacement - (See Lockout key procedures described above)

Permanent - When a student/guest loses a key, the security of the room and/or suite is jeopardized. Therefore, our standard practice is to order a "recore", rather than just cutting another copy of the key for the student. This is true even if the student...
or guest has a convincing story about how they know they lost the key in a place where it will never be found and identified (e.g. bottom of Lake Whatcom).

Recore
A recore involves changing the lock itself by installing a core that is pinned differently than the old one. New keys are issued to all students who need to have access to that door. The lockout key is replaced with the new key as well. (Note that the outside building entry doors are not recored when a student loses their room or suite door key. The RD issues a replacement key for the outside door and the student is billed approximately $20.00 for that key).

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Mailbox</th>
<th>Bedroom</th>
<th>Suite/Apartment Door</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Residence Hall Room</td>
<td>Re-core</td>
<td>Re-core</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Birnam Wood and Buchanan Towers</td>
<td>Re-core</td>
<td>Cut new key to replace the one that was lost (supply unique number of lost room key)</td>
<td>Re-core; issue new keys to all suite/apartment mates</td>
</tr>
<tr>
<td>Fairhaven 4 person apartments</td>
<td>Re-core</td>
<td>Cut new key (supply unique number of lost room key)</td>
<td>Recore; issue new keys to all suite/apartment mates</td>
</tr>
<tr>
<td>Fairhaven 5, 8-9 person suites</td>
<td>Re-core</td>
<td>Recore</td>
<td>Cut new key (supply unique number of lost suite key)</td>
</tr>
</tbody>
</table>

Ordering a Re-core
Complete the WWU University Residences Key Request e-form.

https://west.wwu.edu/admcs/forms/University_Residences/univkeyreq.asp
This is a WWU e-form, which requires your 8 digit University ID and 6 digit University PIN. These are the same login credentials you would use to access any other WWU online form, your personal Human Resources information, etc. Send the form to the e-mail address that is noted: residencesfacilities@wwu.edu.
Be sure to fill this form out completely:

Section I

Housing Work Order #

Section I: Submit one form for each request
Date of Request ____________  Lockshop Work Order # L __________
Requested by |

first name ____________ last name ____________ position |

☐ RD ☐ ARD ☐ Admin Asst. ☐ Other

Building Code ____________ E-mail ____________

Date of Request –
Lockshop Work Order – (leave blank)
Requested by – First name, last name, position, building code and e-mail address of person filling out the form

Section II. – Billing Information

Section II: Billing

☐ None, Explain:

☐ Conference Group Group Name: ☐ Guest Housing

☐ Resident

first name ____________ last name ____________ student #

building ____________ room #

Billed either to “none”, “Conference Group” or “Resident”. Fill in all of the required information.

Section III – Requirements
Section III: Requirements:

Building and Room Number for the recore or new key – Enter all of the required information for each key that is missing or damaged. Include access keys.

Comments/Explanations – Provide any additional information that is important for the Secretary Supervisor to be aware of.

Submit the form to the default address, which is residencesfacilities@wwu.edu. This e-mail address assures that the form will be accessible to both the Secretary Supervisor and the Facilities Office Assistant 3.

Section IV: Routing Instructions

The Submitter and Approvers must use their WWU ID and PIN #
Emergency Recores - If the circumstances of losing a key cause reason for the student, guest, or staff to have a legitimate concern for their immediate safety or security, an emergency recore may be ordered. These are generally done on the day of the call.

Have keys been stolen or is there a crime to report:

University Police asks the Locksmiths not to make any repairs or disturb a crime scene until after they have investigated. If they arrive to fix a lock reported by any department and discover forced entry or other evidence of a crime, they are to report it to police before doing anything. Police will respond and when they clear the scene the locksmiths will do the repairs.

UP also asks that they determine if a lock job is being requested due to a key being stolen. If this is the case, they want the victim to report the stolen key to police so that they can be aware of the circumstances.

The staff member placing the order should be sure to include a statement that the theft was reported to UP and include the name of the victim with the job request, and of course, if the theft hasn’t been reported, to report it.

"I once was lost, but now am found!" - Occasionally, keys are found during the time interval between when the re-core was ordered and when the lock is actually changed. If this happens, staff should contact the Lockshop directly by phone (x3557) right away to attempt to cancel the re-core. Send an e-mail to the Secretary Supervisor (Andrea.Date@wwu.edu), and copy in the Office Assistant 3 (Kellie.Edwards@wwu.edu) noting that you have attempted to cancel the re-core. If it can be cancelled before any work has been done, no charges will be assessed. If the Lockshop has already started the process of setting up the new lock and/or cutting the new keys, the re-key process will
stop - but all labor charges up to that point will be assessed/billed.

The student or guest will be using the **Lockout key** while waiting for the re-core to be completed. The staff should notify the student or guest that the room will be re-cored, and instruct them about the procedure and time for picking up their new key. They should take responsibility for notifying roommates and/or suitemates who may be impacted so they aren't surprised when their key no longer works.

Generally, the re-core will be completed within two days from when the Lockshop is notified. It may take longer. The re-keying is done during times when the hall desk is open, so there is a way for the student or guest to pick up the new key.

### Updating Records
New keys that are cut for a re-core will be delivered to the Desk in a key envelope. The envelope will clearly identify which key is the Lockout key. It will typically be the one with the **highest Unique Number**.

Update the **Key Manager** program with the new cut number and unique numbers

Tag and hang the new **lockout key** in the **Lockout Key box**. Put the old **lockout key** in the "dead key" box.

Collect all old room keys and place them immediately in the "dead key" box.

**Replacing a Bent or Damaged Key**
Collect the bent/damaged key from the student. Check the **Lockout Key** out to them.

Complete the WWU University Residences Key Request e-form.
Key-holder will be charged for damaged key(s), by default. Drop the damaged key in the dead key box. **If the key has a minor bend or flaw that keeps it from working properly, bring it to the Secretary Supervisor (Andrea Date) in Edens Admin 119 who will determine whether to waive charges. It would be helpful to note in the Comments section of the form that you intend to bring the key in, so the Secretary Supervisor will anticipate receiving it & place billing on hold.**

The key will be replaced. The new key will be placed in the Resident Director mail slot in the Edens Hall Resident Director workroom. Take it back to your hall and update the **Key Manager**, as needed.

Issue the new key to the student and collect the Lockout Key. Update all records, as required. The cost for replacing a bent or damaged key is approximately $10.11.

**Key Return**
All keys must be collected when students or guests check out. As these keys are returned, it is very important that you keep them organized, accounted for, and secured. **Keep in mind the cost of ordering a recore for every key that is accidentally misplaced.**

**Key Collection - End of Academic Year or Summer**
Two Weeks prior to the end of the Academic Year or Summer: Conduct a complete **audit** of the **Distribution Boxes** and **Lockout Key Boxes**. You can print out a list of all keys for your building from the **Key Manager** program. Follow up to collect any keys that are missing.

- Track down any missing keys
Order recores that are needed (so they can be done before the summer rush; and so the students are billed before they check-out)

Lockshop picks up **Key Distribution Boxes** and Outside Entry Keys.

**Academic Year** - The Lockshop will pick up key distribution boxes and entry keys on **Monday following Spring Hall closing**, starting at 2 P.M. Please set the key box inside your office. You should have the keys organized and accounted for prior to this 2 P.M. pick up.

Understand that the Lockshop has a very limited amount of time to do their own audit and get all of the keys ready for checkout to summer groups.

**Summer** - When the final summer conference group for any building has checked out, the Manager of Conference and Guest Housing will contact the Lockshop to arrange for the pickup of the key distribution boxes and entry keys.

**Final Key Inventory**
The RD will conduct a final key inventory that accounts for every key. All missing and damaged keys will be processed the same way that they are done throughout the year (utilizing the e-form).

**Summer Staff Keys** - The Academic Year RD pulls keys that will need to be distributed to summer staff. (list to come from Dave Ruble). List the name and student number of the staff member who is now responsible for the key.

**Academic Year Staff Keys** - Return academic year resident advisor keys to the distribution box before the Lockshop pick up. If an academic year RA is required to remain in the building, awaiting transition to their summer assignment, list their name and student number along with next to the specific keys that are checked out to them.
Lost/Missing Keys - Recores will be ordered for all missing keys at checkout. They will be ordered directly from the final inventory that you submit.

Locks that don’t work

Key numbers that don’t match the Key Manager program

PROXIMITY CARD ACCESS

Edens Hall, Edens Admin, Edens North, and Higginson are equipped with proximity card readers. As of Fall, 2008, Edens Admin is fully operational with Prox Cards, meaning that all authorized individuals access the building with a prox card instead of a key.

Edens Hall, Edens North, and Higginson have the same capability, but we are currently only issuing and activating prox card access for residents with special mobility needs, along with a limited number of administrators.

The procedures for obtaining and activating a prox card are as follows:

University Residences Proximity Card Procedures

Creation of a New Prox/Western Card

Request for an Employee (including student employee)

- Supervisor of an employee needing after hours exterior access to a proximity reader equipped door, completes the Proximity Card Request and sends it as an e-mail attachment to the Western Card Office Coordinator (Howard.Muhlberg@wwu.edu).

Request for a Resident (Edens Hall or Higginson)
• RD initiates the request by contacting the Program Coordinator in Residence Life. If a request is made for a summer conferee the Guest/Conference Housing Program Assistant initiates the request and forwards it to the Program Coordinator in Residence Life.

• The Program Coordinator will complete the Proximity Card request. Please outline the buildings that the individual needs to access including all the buildings in the community that other students have access to.

2. Western Card Office Coordinator initiates communication to activate prox card feature and Western Card Office creates/issues card to the employee

Takes the following action:
  o **Right Away**
    • Coordinator sets aside a prox card for the individual, *Enters the number* of that prox card on the *Proximity Card Request* worksheet and forwards it (CC: supervisor) to University Residences Facilities (residencesfacilities@wwu.edu). (This e-mail account is managed by Andrea Date. In Andrea’s absence, it is managed by Kellie Edwards).
    • Coordinator gives blank prox card to Card Office staff with post-it containing name and W# of employee.
  
  o **When Employee Shows Up to Pick up Card**
    • Card Office staff pulls the reserved card, takes the photo, and issues the card.

3. UR Facilities forwards request to Lockshop to activate the Prox Card feature of the new card

  o UR Facilities forwards the *Proximity Card Request* to the Lockshop (lockshop@wwu.edu) (CC: the employee’s supervisor and Western Card Office Coordinator (Howard.Muhlberg@wwu.edu). If multiple requests are to be made at one time, they should all be included in one Excel worksheet.

4. Lockshop activates the Prox Card feature

  • Lockshop activates card. Lockshop responds to UR Facilities email, using Reply All, to confirm that the card has been activated

**Lost/Stolen/Replacement Prox Cards**

1. Deactivating Lost Card

  • Cardholder reports lost/stolen card to Secretary Supervisor (andrea.date@wwu.edu, x2923) (Kellie Edwards in Andrea’s absence: kellie.edwards@wwu.edu). Residents who lose a prox card should report it to their Info Desk staff, who will then contact UR Facilities.
• Andrea or Kellie create a new Proximity Card Request indicating in the "Notes" cell that the card is to be deactivated ("deactivate").
• UR Facilities sends the Proximity Card Request to the Lockshop via email (lockshop@wwu.edu), with copy to (Western.Card@wwu.edu).
• Lockshop deactivates lost/stolen prox card

2. Replacing Card

• Employee Pays $8.00 Prox Card replacement fee to the Western Card office.
• Procedures proceed as stated above under Creation of a New Prox/Western Card

Employee Resignation & Termination

1. Employee’s supervisor initiates the request

• Supervisor reports the resignation or termination of an employee to Facilities: andrea.date@wwu.edu, x2923 by submitting a Proximity Card Request, including the following information:

   End Date –
   Notes - mention that the employee resigned, was terminated, contract ended, etc.

2. UR Facilities forwards request to Lockshop to activate the Prox Card feature of the new card

• Senior Secretary, or OA3, adds in the Notes field that the card is to be deactivated ("deactivate") and forwards it to the Lockshop, with a copy to the Western Card Office).

3. Lockshop deactivates the card

• Lockshop responds to UR Facilities email, using “Reply All,” to confirm that the card has been activated

Resident Moves Out of Building Where Prox Card Access was Required

Same procedures as noted above for Employee Resignation/Termination

Found prox Western Cards

• Same as current procedure for replacing lost Western Cards (non prox).
  - When a found card is turned in to Western Card, staff
    - Scan card into found cards database
    - Email cardholder to report the card found and where to go retrieve it
Changing access

- Prox cardholder requires access to an additional building (e.g. already has access to Edens Hall, now needs access to Edens Admin.), or has access to multiple buildings and one access needs to be deactivated
  - Supervisor to email Facilities: (residencesfacilities@wwu.edu) asking for change in access to be authorized
    - Facilities creates Proximity Card Request
  - Facilities sends Proximity Card Request to Lockshop via email (lockshop@wwu.edu)
  - Lockshop activates or deactivates per access change requested
  - Lockshop responds to email from Facilities confirming that change was made

Excel Worksheet Format and Naming Conventions:

The Excel Worksheets will be named with the following naming convention:

prox_ddmmyy

Example: prox_081507

General Use Cards for Short Term Summer Conference Guests

Five blank prox cards have been purchased by the Conference/Guest Housing budget. They should be used over and over again. To activate one of these cards, send an e-mail to Mike Bartosch with the following information (a few days before the person checks in):

- Last Name
- First Name
- Conference Group Name
- Prox Card #
- Department
- Building (where prox access is requested)
- Start date for activation
- End date for activation

The Conference Housing budget will be charged for all related prox card programming costs.

Collect the prox card when the person checks out so it can be reused.

Automatic Doors

Prox card readers on doors that have an automatic door opener can be programmed in one of two ways:
- Not Disabled – (default) Prox card will unlock the door but not open it. Door must be opened manually.

- Disabled – (by request) – Prox cards can be programmed to unlock and open doors that have automatic openers. The person who initiates the request for the prox card should note that the cardholder is an individual who is disabled or has need for the door to open automatically (assuming the door is equipped with that type of hardware.)

Here is a link to the Proximity Card Request form –

**Troubleshooting Prox Card/Reader issues**

**Stand alone Prox lock**

**Presenting Prox Card:**
The stand alone system is very different from the hard-wired system. When presenting a prox card to the lock it almost has to touch the reader portion of the lock.

This is just below the number keypad and it is black and looks like a box

**Valid Card** – The **Green LED** will flash momentarily and the sounder will beep a few times after a valid card has been presented to the prox portion of the lock. This light is located on the left side next the number 7 and *

Invalid Card – The **Red LED** will flash several times and the sounder will beep several times after an invalid card has been presented to the prox portion of the lock. This light is located on the left side next to the number 7 and *

When card has a break in it: The card will not work or works sometimes. Sometimes you cannot
see the break because it is inside the prox card.

**Battery Problems** – When a valid card has been presented and the batteries are weak, the lock **LED** will display a **yellow color**, and the sounder will sound for 4 seconds – Call for us to repair.

If someone other than a Locksmith attempts anything with the batteries nobody will get in and the Lockshop will have to do a call to the site.

Trying to use key pad could initiate a lock out from the prox lock for 2-3 minutes.

Trying invalid prox cards for more than 3 attempts could initiate a lock out from the prox lock for 2-3 minutes

The reader portion is this part just below the numbers and it is black and sticks outward from the lock.
The lights are right next to the 7 and * on the key pad.

**Staff Key Rings**

- All academic year staff key rings are returned to the Associate Director of UR Facilities on the Monday following Spring closing. The summer staff rings are returned to the Manager of Conference and Guest Housing. The Resident Director must schedule a meeting for this purpose so that each ring is returned and accounted for.

**Resident Director Keys**

- **Building Master keys must be returned to University Police dispatch or the Lockshop at the end of the academic year employment contract.** If you will be continuing in a particular building and want to keep your building master - contact the Associate Director for Residence Life for authorization.
- RDS leaving their apartment permanently will turn in their apartment key, entry key, and gate key (if applicable) to the Residence Life Office Manager.
Staff Duty Key Rings
Staff Rings have been created to assist staff in doing their jobs. These keys are secured on locked key rings, which are labeled with a brass tag. The rings are checked out to the Resident Director, who then checks them out to the designated staff.

Most buildings have one or more "Duty" rings, which are designed to assist the on-duty staff. These rings should be locked inside the Lockout Key box during all hours and should only be taken out and used when needed.

The Resident Director is responsible for returning each and every one of these key rings to the Associate Director of UR Facilities or on the last day of the employment agreement.

Identifying Keys on Staff Key Rings
Contact the Secretary Supervisor - Facilities to identify what specific keys are for.

Transitions from Spring-to-Summer-to-Fall - There are separate key rings for the Academic Year and summer. As a result, Resident Directors must collect and return all rings at the end of the Academic year or summer employment agreements.

Staff key rings should only be carried and used when conducting job-related duties and must not be loaned to anyone else.

Some rings are designed to be issued to individual staff members during their term of employment. Other key rings are designed to be used only when "on-duty."

Updating Staff Rings - Sometimes it is necessary for the Lockshop to add or replace one or more keys on staff rings. When this is required, the Resident Director should arrange a specific time with the Lockshop to bring all of the rings in so they can get updated.
Master Keys

Master keys are available to Resident Directors, by request either for a specific period of time or for the entire contract period (academic year or summer). To request a master key contact the Associate Director for Residence Life (academic year) or Conference Manager (summer). They will send authorization to the Lockshop. You must then sign for the Master Keys at the University Police dispatcher. This is also where you return Master Keys that you have checked out. Master keys must be turned back in at the end of the academic year or summer employment agreement.

**Master keys are for your use only, and are not to be loaned out at any time.** Do not keep your master key in your building's key box; keep your key in your apartment when not in use. RDs wishing to check out a master key will be required to read and sign a statement, which outlines expectations and responsibilities for master key use.

**Resident Directors are not required to have a master key.** If you decide to keep a master key, **do not carry it around with you on your regular key ring**. This is a valuable item. The cost to re-key a building due to a lost master key can exceed $20,000.00.

**Miscellaneous Lock and Key Topics**

**Identifying a Found Key**
If staff finds a key that cannot be identified by in your Key Manager program, call the Secretary Supervisor, Andrea (x2923) or the Facilities Office Assistant, Kellie (x3556). They will check the master database to identify the proper location of the key. Do not put an unidentified "found" key in the **dead key** box, unless you are told that it is verified to be "dead".
Minimizing Lock-Out Abuse
University Police will key students into their rooms when RA staffs are not on duty. We recommend that you place a sign at the desk informing residents about this. Some students may abuse the privilege of checking out spare keys.

Some elements to consider:
1. Are RAs being assertive when doing lockouts? Are they communicating by their statements or actions that it’s okay to expect lockout service at any time? Students who are locked out should be referred to the on-duty RA. If the on-duty RA is not available, the contacted RA should assist the student, but is not expected to drop everything else they are doing to provide immediate assistance.

2. Students should get a clear message that they will face formal conduct proceedings if they abuse the lockout service. It is recommended that you hold a conduct meeting whenever a student locks her/himself out 3 times in a quarter. Your staff should keep a log of this. In addition, you will receive slips from University Police documenting those students whom they had to let in.

LIGHTING
Fixtures in student rooms of Ridgeway and Highland do not contain asbestos.

Ridgeway Hallways
Cylindrical lights in Ridgeway hallways may contain asbestos. The catalogue of lights that may contain asbestos and those that do not is located at: Ridgeway Fixtures. Fixtures with red stickers have asbestos those with a green sticker do not. Anything other than a metal behind the bulb the fixture may contain asbestos.

The fixtures are not a hazard unless they are open.
Broken light fixtures that may contain asbestos are an emergency maintenance call-out. Compare the fixture to the catalogue of fixtures that may contain asbestos. Identify the callout to UP as an emergency asbestos call out. Isolate the area and cover with paper if necessary. Do not sweep up glass or walk through the area. If there is painted metal behind the bulbs treat the clean up as you would other broken glass.

During regular working hours, report broken fixtures that may contain asbestos using the standard maintenance procedure and call in a maintenance request. Identify it as an emergency asbestos callout.

A burned out light does not constitute an emergency. Please fill out a maintenance request to change burned out lights bulbs in enclosed circular lighting fixtures on ceilings.

Ridgeway Beta/Gamma Dressing Room Lights

When a light bulb in a dressing room burns out, instruct students to bring the old bulb to the front desk to exchange. They can pick up a replacement during duty hours. Students may write a maintenance request and the custodian will replace the bulb.

Dressing room light fixtures in Beta Gamma are equipped with a special energy efficient light bulb. Do not issue the bulbs to students without the same type of light to trade in. Students are
charged for the bulb if it is not in the dressing room fixture at check out.

**Bathroom light switches in Birnam Wood Buildings**

- The top switch controls the overhead light.
- The middle switch controls the night light.
- The bottom switch controls the fan.
- Leave the bottom switch in the “Auto” position for the fan. It will come on when the room humidity reaches a set point.
- To override automatic moisture detection, turn the switch to the “on” position.
- Always keep the bottom (fan) switch in the “auto” position.

**Disposal of Lights**

Halogen lights, black lights, screw-in fluorescents, and fluorescent tubes are classified as hazardous waste. Encourage students to dispose of these lights in bins provided at the building front desk. Maintenance Mechanics will empty the bins and transport the contents to a site for proper (and legal) disposal.

Fill out a maintenance request form if your desk is missing a bin. See chart below of lights for special disposal.
LOST AND FOUND

The Lost and Found policy for the academic year and summer conferencing is currently under discussion. If a personal item is found in a public area during the school year please take it to the VU Lost and Found in VU434.

OPENING/CLOSING YOUR BUILDING

As residential staff arrives in buildings prior to opening day they will be expected to impact the cleanliness of the building as little as possible. This includes not leaving boxes and packing materials in the hallways, not moving or exchanging room furnishings, and not spreading personal belongings in shared
bathrooms. Most of the buildings have been cleaned early in the week prior to opening and should be maintained in a clean condition until students arrive on opening day.

While using paints and markers for postings, residential staffs are expected to use tarps and other protective materials to protect floor finish and carpets. Windows are not to be painted or marked.

With the exception of Birnam Wood and Buchanan Towers during fall and winter breaks, most residents will vacate their rooms by 4:00 p.m. on Friday of finals week. Residence Life staff will check for open windows, lights left on, and unsecured doors Friday evening and Saturday after students participating in commencement have checked-out. On Monday of break week custodial staff will check rooms for any hazardous conditions students may have left. Particularly in fall and winter, windows left open to weather may result in damage to the building or to students’ personal belongings, and the building will be unsecured and open to theft.

PAINTING

Painters work continuously throughout the year to paint all of the areas of University Residences. During breaks they concentrate on bathrooms or other areas that are not accessible when students are present.

If students are allergic to the latex paint with low V.O.C. (volatile organic compounds) they will need to send a copy of a physician's excuse to Martin Reed at University Residences, Facilities MS-9195. They can have the doctor e-mail it to Martin.Reed@wwu.edu or fax it attention Martin Reed at (360) 650-6890. The excuse is to be on the physician's letterhead or prescription form. The student’s name, the building, and room
number must appear on all messages. The room will not be painted. Please let us know EARLY so that painters can plan their schedule ahead of time.

Painting is scheduled during quiet week, but students may tell painters if they do not want it done. It will be rescheduled. No painting in student rooms takes place during finals week.

Facilities staff and painters meet with students prior to the beginning of painting. RDs and RAs are asked to attend the meeting.

Painters post a notice on the door of the student room prior to the day painting will take place. Students are asked to remove all posters and to protect sensitive equipment and possessions by putting them on the bed.

Painters begin in student rooms at 8:30 a.m. and end around 4:30 p.m. the same day. Painters move furniture, drape the room, prepare, patch, and paint two coats of material in that time. By the end of the work day students can move back in. Paint is dry to the touch but will continue curing for a few days. Please do not tape up posters or press furniture against the walls until a few days have passed.

To check the paint schedule or see the door notice visit the facilities portion of the OUR web site at: http://www.housing.wwu.edu/facilities/paint.php

PATHWAYS

The route from the 20R parking lot to Ridgeway is difficult. The City of Bellingham owns the street and has declined requests to put a pedestrian crossing at the lot's driveway. Their theory is that pedestrians should cross at intersections, in this case at
Highland Drive and West College Way. The blind curve and lack of sidewalk makes this alternative route dangerous.

REPAIR PROCEDURES

See "Emergency Callout Procedures" (after-hours) section for after-hours maintenance needs.

For routine repairs, students and staff should complete a Maintenance Request Form. The RD, RA, student, custodian, or anyone else who is aware of the problem may complete the form. This form is located in a small rack by the hall information desk. (Exceptions – Maintenance requests for telephone line and CATV problems should be phoned in directly to x3131; Maintenance requests for WEB laundry machines are called in directly to the 1-800 number posted in the laundry rooms.)

Students and staff should be ENCOURAGED to fill out maintenance requests for broken items. Students should be discouraged from simply tolerating minor problems until they become larger problems. Students are not billed for repairs that are required as a result of normal wear and tear, or malfunctioning equipment. They are billed for repairs that are caused by their actions or negligence (e.g. broken window, stained mattress).

For any situation where damages should result in a charge to student(s), an Incident Report should be created and routed to the Associate Director of UR Facilities and the Facilities Operations Manager. This Incident Report is written in addition to reporting of the maintenance issue itself (follow the appropriate procedure, depending upon whether the repair need is urgent or routine).
For any situation where an afterhours callout is made for repairs or custodial service, an e-mail must be sent to the Associate Director of UR Facilities and the Facilities Operations Manager by the morning of the next working day.

When repairs are made in student rooms, the repair staff will leave notice regarding the status of the repair.

If repairs are not completed within a reasonable amount of time, contact the Associate Director of UR Facilities for a status report. All attempts will be made to correct the problem as soon as possible. Please keep in mind that personnel are limited and jobs must be prioritized.

For an item that requires immediate attention during normal working hours (e.g. heat, hot water, safety issue) please call Facilities Management Work Control Center (x3420). Also, encourage students to phone in these requests for urgent problems, rather than submitting the written Maintenance Request Form. Use good judgment. For most repairs, the Maintenance Request Form process should be utilized. Since these forms are picked up daily in each building, responses are generally timely.

Path of a Housing Repair Request

After a maintenance request is submitted, the following occurs:

The area Maintenance Mechanic picks up the form and determines if he/she can do the work. If so, it is prioritized with the other items and completed. Repairs that take two hours or less, and require less than $100 in parts and materials are pre-authorized in terms of funding by University Residences "open work order" guidelines. If it is anticipated that the repair will take more than two hours and/or will require more than $100 in parts and materials, a Work Order will be written. The Work Order requires specific budget authorization before work proceeds.
unless an emergency repair was necessary (in which case the authorization follows the repair).

If the repair requires a trade that is not authorized to use the Open Work Order numbers, or if the repair is beyond the scope of the Open Numbers (e.g. > $100 in materials and/or > 2 hours labor) the Maintenance Request Form will be routed to the appropriate party who will initiate a Service Order request using Facility Management’s computerized maintenance management system called “FAMIS”.

Maintenance Protocol
The following text comes from a document that has been distributed to maintenance and custodial personnel:

“This document has been prepared to communicate the procedures and protocol that have been developed to guide the activities of Facilities Management, outside contractors, and others who conduct business within the University Residence halls and apartments. While most of this protocol exists, is well understood and followed, some elements have been added or clarified.

The basic principle underlying these procedures and protocol is our commitment to provide residential students and staff with a place where they can feel "at home." In talking to students and staff, we have been reminded of the importance of minimizing disruptions and surprises in their living environment, and doing whatever we can to assure a sense of safety, security, and privacy.

We understand that some of the expectations may be seen as inconveniences by staff that needs to provide services (often in tight time frames) within the residential facilities. But these expectations are really no different from what any one of us would expect of someone who would come to
provide planned maintenance or repairs in our own homes or apartments.

We ask your cooperation in stressing the value of these principles and protocol to the staff that report to you.

- **Routine repairs and maintenance** in the residence halls should generally not begin prior to 9:00 a.m. This guideline is waived in the event of emergency repair needs. Quiet (i.e. cannot be heard in residence hall rooms) repairs and maintenance in mechanical rooms and other areas that support the residence hall can begin as early as 8:00 a.m.

We are committed to supporting student academic success by keeping all noise and disruption to a minimum during Dead and Final Exam weeks of each quarter. Your cooperation is appreciated. As always, this does not apply to emergency repairs.

- **Wear an I.D. tag at all times.**

- **Guidelines for entering rooms** - Maintenance personnel must knock loudly, and then pause for a moment (e.g. 3-5 seconds), giving the occupant a reasonable amount of time to respond and come to the door. If they can hear that someone is coming to the door, wait for them to open the door. If it is apparent that nobody is home, use the master key to open the door slightly, and loudly announce yourself as "Maintenance", and wait before entering. This helps to avoid an awkward moment for the occupant AND the maintenance staff!

Upon exiting, the maintenance staff should make sure the door is locked, regardless of whether it was locked
or not when they entered. Doors between rooms in suites (e.g. suite bathroom doors) should be locked as well.

- **If a student seems to be under the influence of alcohol or drugs, or is inappropriately dressed (or not dressed at all), harasses the employee or asks them to leave, the employee should leave at once and report the situation to their supervisor who will then follow up with the University Residences Associate Director of UR Facilities.**

- **Communication** - Upon exiting, the maintenance staff should leave a note indicating that they have been in the room. A standard form has been provided for this purpose. This note should clearly indicate the repairs made, and the status of any repairs that are still to be made, along with an indication of when they expect to return.

- **Planned maintenance** - If maintenance personnel are intending to make rounds through a particular residence hall area to check smoke detectors, fire extinguishers, or whatever - contact the Resident Director no less than two days in advance. This will provide them the opportunity to inform residents and staff, as appropriate. Sending this notification by e-mail is preferred since it makes it easy for the RD to forward the information or cut and paste the text into a flyer for posting.

- **Do not dispose of trash in private room garbage cans.**

- **Clean up after a repair.** Workers should dispose of all repair-related debris and materials and clean up after themselves. If custodial services are required in order
to do cleaning that is beyond the scope of what the worker can/should do, contact a University Residences Custodial Lead Supervisor for assistance.

**Restroom facilities** - Maintenance staff must not use private bathroom facilities in residence hall rooms. This includes staff apartments. (This does not apply to the routine practice of Plumbers and Maintenance Mechanics who periodically flush toilets and run showers and sinks.) They are welcome to use residence hall public restrooms.

**Staff Units** - All live-in staff units should be treated as personal, residential spaces. Business related transactions such as delivering materials and making inquiries should be conducted at area desks and office locations.

**Do not operate any occupant owned equipment, (E.g. halogen torchiere lamps, telephones, etc.) unless it is absolutely necessary. If you must turn a light on, be sure to turn it off when you leave.**

**Always put furniture back as you found it. If students and staff are notified, in advance, that a repair is scheduled, they will be encouraged to move their belongings to provide clear access to the repair site. If the repair staff encounters items that must be moved, they should carefully move them, and then put them back when the repair is completed.**

**Do not use furniture in place of a stepladder.**

**Do not leave doors or windows propped open, except when working.**
Notify all occupants and staff that may be impacted by solvent prior to the time of use.

Maintenance and Lockshop staff should not enter Resident Director apartments or their private spaces to conduct general business (i.e. key exchanges, paperwork transactions, etc.). This type of business should occur at the in-hall Resident Director Office or hall desk.

It is important for all staff to follow these procedures as their standard practice. It should be a part of the orientation of any new or temporary employee or contractor.

Thank you for your support in maintaining our facilities in good repair, while also respecting the desires of our students and staff for privacy, safety, and security.”

Microwave Repair
When writing a repair request for a microwave please record the make of the microwave (i.e. Sharp, Panasonic, Menumaster) and the number on the bar-coded sticker. The number will start with "AUR" and will be followed by 6 numbers. If the microwave has no barcode sticker note it on the form.

Pest Control
Flying Insects
During early fall quarter, it is common to receive student complaints regarding flying insects coming in through open windows (particularly ladybugs). Students complain and want the
university to “get rid of them”. In most cases, this is not possible. We are not able to just gas the entire environment surrounding a residence hall area, in order to kill a few bugs.

The Maintenance Mechanics have told us that as it gets colder outside, the bugs seek the comforts of indoors. Open windows to warm, cozy residence halls are very inviting. As soon as it gets cold enough outside for the first frost, the bugs will disappear. In the meantime, students who are being bothered by the insects should be advised to keep their windows closed.

**Ridgeway Kappa**

In August, large winged moisture ants are present in the RD apartment bathroom and a public bathroom. Annual spraying controls but does not eliminate all the ants. Only major demolition of wood structure under the concrete would be effective in exterminating ants. The pest control professional suggests opening a window, or vacuuming up the ants. You can call x3420 to request that pest control come to your apartment.

**STORAGE**

**Bicycle**

Bicycle racks are provided in most residential areas. Bicycles should be locked at all times. Inside bicycle storage areas are provided in BT, Gamma, and Edens Hall. A limited amount of bike parking is available in the Higginson interior courtyard.

Students are permitted to store their bicycle in their room, but they must not make any modification to the room. Any damages caused by hanging bikes will be billed to the students.

Students who bring bicycles into the building should be careful to avoid tracking dirt or mud into the building. They must also be careful to avoid marking up the walls with the bicycle tires. Bicycles must not be ridden inside the buildings under any circumstances.
Bicycles found in hallways, stairwells, and public areas of the residence halls and apartments, including those chained to walkway railings outside, will be subject to impound.

Motorcycles/Mopeds During Break
Motorcycles or mopeds (or other gasoline-related devices) may not be stored in residence halls or apartments. University parking regulations (see WAC 516-12-470, 516-12-430 and 516-12-440) and the Uniform Fire Code (1982 Edition, Section 11.415) prohibit such storage. A limited amount (15 spaces) of covered storage is available at the University Facilities Management for mopeds only during University break periods. To formally request a space, students must complete a MOPED STORAGE REQUEST FORM and present it to the Grounds Department. Storing vehicles in student rooms or apartments constitutes a violation of the parking regulations and presents a safety hazard. Mopeds or motorcycles discovered inside University residence halls or apartments over the break are subject to impound and will be removed at University request. Students will pay the cost of impound and storage. The University will immediately notify students when the vehicle is impounded and the student will be responsible for obtaining its release.

Special Event Storage
"Casino Night" equipment is stored in the University Residences Warehouse. Students must contact the Facility Operations Manager x3475, to arrange for access to the warehouse.

UTILITIES

Cable Television
Television/FM radio cable signal is provided to each residential unit. TV's must be cable ready to receive available stations. Cable converters for older televisions are NOT available from AT&T
Cablevision, but may be purchased at local electronic stores. Comcast’s digital cable offerings, premium channels (HBO, Showtime, STARZ, etc.) are available for an additional fee through Comcast. Additional equipment will be needed to receive these digital services. Comcast will provide additional information to residents in marketing materials at move-in.

The hardware necessary to connect to the cable outlet may be purchased at the campus bookstore or local electronics store.

**Cable Channel Line Up**
http://www.acadweb.wwu.edu/telecom/cable_listings.shtml

**Cable Reception Issues**
Students who are experiencing cable reception problems should first do some simple problem solving to assure that their equipment is connected properly to the cable jack, and that their TV and/or VCR are correctly set and programmed to receive the cable channels.

Common problems:
- Incorrect or loose wiring connections between television, VCR, and cable outlet
- Television and/or VCR need to be set to "Cable" instead of "Antenna"
- Television and/or VCR need to be programmed to recognize the lineup of channels. Most new TVs and VCRs can automatically detect the channels. But this may require the user to activate the auto-program.
- VCR and/or TV settings may need to be reset after a power outage.

If the student is still receiving poor reception after checking all of the above, they should submit a Maintenance Request Form.
**Buchanan Towers**

In 1998, a new cable TV system was installed. The older system, which provided one jack in the living room/kitchen, was abandoned and replaced by new service in each of the bedrooms. The old jack in the living room/kitchen still has a live signal, but the reception is poor, particularly at the higher numbered channels. While we have not completely abandoned the service at the old jack, students should be advised that we are not able to repair or enhance the signal.

**Heating and Ventilation**

In general building temperatures are determined by a combination of outside and inside temperature sensors. These sensors establish the base line temperature for the building. A central computer monitors the building systems. Each separate building also has a computerized control system.

Each building has a specific schedule to control the Heating and Ventilating systems. Most operate on a 24-hour daily schedule. The nighttime set points are normally reduced in moderate weather, but not during extreme cold weather.

Our buildings are heated by steam. Central Steam Plant generates the steams in all cases except Birnam Wood, which has its own boiler. In most cases, this steam comes to the buildings where it heats water. The heated water flows through coils in a radiator of some type that radiates heat. In most cases those radiators are mounted by the outside wall, such as under a window. The exception is in the Alpha, Delta, Sigma, and Omega, as noted below.

Most residence hall rooms have individual room hand valves to control the room temperature. The location and function of these valves vary in different buildings. The following is a description of location and function in each hall. If you encounter problems, please fill out a repair request or phone Secretary Supervisor - Facilities (x2923).
Airflow in the vicinity of heating radiators is very important. Consequently, students should be advised to keep the area below, in front of, and above heating radiators unobstructed.

It is common to have Facilities Management respond to a "cold room" or "condensation forming on windows" complaint, and find piles of clothes or books blocking the airflow to the heating radiator.

The following list highlights the Heating and Ventilating systems in specific buildings:

**Buchanan Towers**: The rooms in this building are heated by circulated hot water through fin tube or radiators. Ventilation is by operable windows. Each floor has a forced air ventilation system that feeds the respective hallways. This is the makeup air to replace the air taken out of the building via the exhaust systems. The lounge and market area has a dedicated HVAC system. Heating control: black knob located within door flap on each base radiator, to turn on rotate counter clockwise

**Birnam Wood**: The rooms in this building are heated by a circulated hot water system. There is one electric thermostat that controls the heating temperature per suite. Ventilation is by operable windows. Each bathroom has an exhaust fan.

Thermo pane windows have an operable vent built into the frame. Move the center tab down to open the vent and provide air circulation.
**Edens North:** This building is heated by circulated hot water through radiators. There are dedicated exhaust fans for the restroom areas and showers. Ventilation is by operable windows. Building zone sensors controls the heat. A dedicated forced air heating system provides conditioned air in the hallways for exhaust system makeup air. The heat system is not very well balanced. In order to keep the east/hillside section of the building comfortable, the rooms on the west side are often too warm, even in the middle of winter (sensors are located in 153 and 252). It is not uncommon to see students on the west side with their windows open even in the middle of a cold winter. There is no easy mechanical solution to this, since a redesign of the heating system would be required, with the addition of multiple zones. Heating control: lever located on top of shelf adjacent to window, lever opens and closes vent.

**Edens Hall:** Each room has its own dedicated thermostat. The exhaust fan for the toilet & shower areas is a dedicated system. There is exhaust and makeup air into each room. The fan systems are separate for the lower business offices and the residence rooms. Heating control: white knob located behind panel on wall heater. One is the lowest setting and five the highest.

**Fairhaven Stacks:** All stacks have circulated hot water heating systems with hand-operated valves to control the room temperatures. Ventilation is by operable windows. The Lounge areas have the same heating arrangement as the rooms. Each stack has a dedicated exhaust for the shower and restrooms. Heating control: black knob located on the right side of base radiator, to turn on rotate counter clockwise.

**Higginson:** The Higginson student rooms are heated by fin tube convection units located under the windows.

The south tower lounges are heated by hot water convection units beneath the windows. The first floor south tower lounge,
laundry, and north tower Fish Bowl lounge are heated by a forced air-ventilating system.

**Highland Hall:** This building has circulated hot water heating. Each sleeping area has a manual operated hand valve to control the room temperature. Ventilation is a vent in the room door. The exhaust system is used for the shower and bathroom areas. There is one exhaust fan on each stack. The lounge has separate electric heat. Heating control: handle located under the desk, moves the lever to the horizontal position to turn on.

**Mathes Hall:** All rooms have circulated hot water heating systems with hand-operated valves to control the room temperatures. The upper lounge, laundry, and lower lounge all have dedicated forced air ventilation systems. The exhaust system for the shower and restroom areas also has a dedicated forced air steam heat makeup system. Heating control: black knob located in bookcase, to turn on rotate counter clockwise.

**Nash Hall:** All rooms have circulated hot water heating with hand-operated valves to control the room temperatures. The upper lounge, laundry, and lower lounge all have dedicated forced air ventilation systems. The exhaust system for the shower and restroom areas also has a dedicated forced air steam heat makeup system. Room heating control: brass lever located on the top of the baseboard radiator under the windows, to turn on rotate counter clockwise one-quarter turn.

**Nash Heater Valves**

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<thead>
<tr>
<th>______</th>
<th>______</th>
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<tbody>
<tr>
<td>Heater is <strong>ON</strong> – Hot water circulates through the radiator.</td>
<td></td>
</tr>
<tr>
<td>______</td>
<td>______</td>
</tr>
<tr>
<td>Heater is <strong>OFF</strong> – Hot water bypasses this radiator.</td>
<td></td>
</tr>
</tbody>
</table>
Ridgeway Alpha: This building has hot water heating that is circulated through piping in the concrete floors. *Note: carpeting can cause some insulation of heat.* Ventilation is by operable windows. There are manual hand valves that control the temperature for each room. The toilet rooms have through the wall fans and dedicated fans for exhaust systems. Room heating control: black knob located six foot up on the wall controls the heat, counter clockwise turns on. Some rooms do not have individual control.

Ridgeway Beta: This building is heated by circulated hot water through convectors (radiators). The convectors are usually located under the window areas and have manual hand valves for temperature control. Ventilation is by operable windows. The lounge areas are heated the same way. Each stack has dedicated exhaust for the toilet and shower areas. Heating control: black knob on radiators, to turn on rotate counter clockwise.

Ridgeway Delta: This building has hot water heating that is circulated through piping in the concrete floors. There are manual hand valves that control the temperature for each room. *Note: carpeting can cause some insulation of heat.* Ventilation is by operable windows. The toilet rooms have through the wall fans and dedicated fans for exhaust systems. Room heating control: The black knob located six foot up on the wall controls the heat, counter clockwise turns on. Some rooms do not have individual control.

Ridgeway Gamma: This building is heated by circulated hot water through convectors (radiators). The convectors are usually located under the window areas and have manual hand valves for temperature control. Ventilation is by operable windows. The lounge areas are heated the same way. Each stack has dedicated forced air exhaust for the toilet and shower areas. Heating control: black knob on radiators, to turn on rotate counter clockwise
**Ridgeway Kappa:** This building has hot water heating that is circulated through piping in the concrete floors. There are manual hand valves that control the temperature for each room. Ventilation is by operable windows. The toilet rooms have through the wall fans and dedicated fans for exhaust systems. The laundry has a dedicated forced air exhaust system. The upper lounge area has a dedicated heating system.

**Ridgeway Omega:** This building has hot water heating that is circulated through piping in the concrete floors. There are manual hand valves that control the temperature for each room. *Note: carpeting can cause some insulation of heat.* Ventilation is by operable windows. The toilet rooms have through the wall fans and dedicated fans for exhaust systems. Room heating control: black knob located six foot up on the wall controls the heat, counter clockwise turns on. Some rooms do not have individual control.

**Ridgeway Sigma:** This building has hot water heating that is circulated through piping in the concrete floors. There are manual hand valves that control the temperature for each room. *Note: carpeting can cause some insulation of heat.* Ventilation is by operable windows. The toilet rooms have through the wall fans and dedicated fans for exhaust systems. Room heating control: black knob located six foot up on the wall controls the heat, counter clockwise turns on. Some rooms do not have individual control.

** Converted Apartments**
Apartments in Edens, Mathes, Nash, Ridgeway Alpha, Kappa and Omega were converted and divided into two separate student rooms in summer 1997. Heat controls for these units are located in one or the other room, and could not be separated. The unit numbers are Edens 150 and 152; 250 and 252; Nash 509/510, Ridgeway Alpha 101 and 103; Ridgeway Alpha 129 and 131; Ridgeway Kappa 237 and 231; Ridgeway Omega 122 and 120;
Ridgeway Omega 224 and 222. Some of these individual rooms have kitchenettes; most do not.

Single room Ridgeway Kappa 301 is a converted kitchenette. It has a sink and cook-top and fire extinguisher in the room.

Fairhaven suites on the 3rd floors in buildings 2 through 10 were converted to change the common room into another single room. The room has a sliding glass door and a deck. There are 9 people rather than 8 sharing the community bath.

Fairhaven 328 was an apartment with a kitchenette. The kitchenette was removed and the bathroom made larger. The former living/dining/kitchen was converted into a single room with a deck.

Mathes 601/701 was one apartment. Living room furnishings were removed from the 601 level and beds and desks installed. Four students share two double rooms joined by a spiral stair. The kitchenette and bathroom in the unit are shared or occupants may choose to use community facilities on the floor.

Fairhaven 11&12 - since Fairhaven stacks 11 and 12 are at the end of a long heating loop, we have historically received a number of "cold room" complaints from those stacks when the temperatures drop dramatically. These students can check out a university-owned space heater until the cold spell passes.
Ridgeway Gold Room

**Day/Occupied Mode**

- Hydronic Heat Pump in the Mechanical Room runs continuously

**Night/Unoccupied Mode**

- Hydronic Heat Pump in the Mechanical Room runs only as needed to maintain setback temperature (which is lower than the programmed Day/Occupied temperature)

**For Special Events** - Override button (on West wall by white board) will activate the Day/Occupied Mode for 2.75 hours

Room Thermostat (not visible) indicates that:

- Room Temp drops below programmed temp
  - Radiator Valve opens - circulating hot water through Radiators
  - Hot Water Baseboard Heaters (below windows)
  - Electric Heat Panels - (above windows)
  - Electric Heaters are switched on to supplement the Hot Water radiators

- Room Temp rises to programmed temp
  - Radiator Valve closes - stopping the circulation of hot water through Radiators
  - Electric Heaters are switched off
Space Heaters
Resident-provided portable space heaters are not permitted.

University-provided space heaters and cords are available to residents in rooms experiencing mechanical difficulty with heat. Students who desire a warmer than normal room not having mechanical difficulty may choose to move to another room in the building. University Residences restricts the use of space heaters as indicated in the Residential Community Handbook.

Space heaters for emergency use are stored in three locations.

<table>
<thead>
<tr>
<th>Area</th>
<th>Bldg</th>
<th>Location &amp; Room #</th>
<th># of Heaters</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>Higginson</td>
<td>Student Storage 166</td>
<td>3</td>
</tr>
<tr>
<td>Ridge</td>
<td>Kappa</td>
<td>Student Storage 333</td>
<td>3</td>
</tr>
<tr>
<td>South</td>
<td>Fairhaven</td>
<td>Student Storage 130A</td>
<td>3</td>
</tr>
</tbody>
</table>

Check out procedures for space heaters
- Print a copy of the document “Portable Electric Space Heater Important Information” and give it to the resident.  
- Print the form “Space Heater & Cord Check Out Form” at  
- Fill out the form and have the resident sign the paperwork.
- Include the Asset ID number. If the heater is not checked in and is found at another location the number can identify it as the one checked out to a particular student.
- Keep a copy of the form in the file.
- The student must return the heater and cord to the RD.
- Mark date and circle YES on the form.
- Place the form back in the file.

The heater and cord must be returned within 48 hours of the completed repair. The RD needs to follow-up to assure that the heater(s) have been returned. If there is no follow up, and the desk no longer has the heater, return the form to the Associate
Director of UR Facilities so the resident can be billed. We will then take the item off the inventory, and purchase a new heater.

Return the heater to the storage area designated above.

(The notes that follow have been provided by WWU Facilities Management shop supervisors.)

**Plumbing**

**What are the most common plumbing problems?**

1. Plugged drains - no question about it! (Sinks, toilets, showers, bathtubs, floor drains). Not much can be done here other than to call in a plumber. If flooding is occurring, trying to contain the mess somehow with towels, rags, etc. is a good idea to prevent further damage to the building. Staff may try to gently unplug a drain with a plunger before calling someone in.

2. Noisy pipes - These can be annoying but do not generally warrant an after-hours callout. Often nothing can be done, as noisy piping is a "free extra" that you get with steam heat.

3. Water Leak - usually requires a call-out for a plumber or roofer or maintenance worker depending on the source. It is very important to give accurate information about what's going on to save having a roofer coming in when the problem is plumbing or vice versa. The staff may be able to turn off a supply valve under a sink or a toilet to stop flooding caused by a supply tube leak until a plumber can arrive to take care of it.

4. Running Toilets - Birnam Wood is the only building with residential, tank-type toilets. The rest are mounted to the wall and operate with "flushometers". Usually a weak diaphragm or dirty diaphragm causes a continuously flushing flushometer. In either case it will most likely require a call-out to a maintenance mechanic or plumber. These staff may try
wiggling the handle on both types of toilets to see if it stops running. But often it won't. Tank type toilets run for a variety of reasons. There are several mechanical parts in the tank that can cause a toilet to run

**How does the heating system work?** - Our buildings are heated primarily by steam, which is generated by the steam plant by Carver Gym or in an on-site boiler, fin tube or radiator, which radiates the heat and has piping connections on either end. One end will have either a hand operated on-off valve or an automatic control valve operated by a thermostat, which tells the valve when to open or close. On the other end of a steam heater there is a steam trap. As steam enters the heater and travels down its length, it cools and changes to condensate or water and enters the trap. The steam trap is an automatic valve that opens when it fills with water to keep the water drained out of the heater since if it filled it would not heat. The water from this heater runs by gravity to the mechanical room and eventually ends up back at the steam plant where it is reheated and sent back in the form of steam. Very often, when the room heats up and the thermostat is satisfied, the steam valve will shut off the steam at the heater and the existing steam already in the heater will condense leaving water laying there. When the heater is activated again, the steam will come into contact with the much cooler water and flash which causes the noise that students find so annoying.

**What is the solution?**
The best solution would be to install hot water heaters. But until we can, sloping the heater can help to drain it. However there are several other things that can and do go wrong so that the heater still bangs.
The trap may fail open or closed.
The automatic steam valve may fail open or closed.
An upset student may turn the thermostat too hard, causing it to break.

**Why does it take so long to get hot water?**
It can take a long time for hot water to get from the source or mechanical room to the user at Fairhaven in the summer for a couple of reasons. One is original mechanical design. The plumbing shop believes there should have been circulating pumps drawing the water through each building directly for and under that building in the existing mechanical space. Instead, there is ONE circulating pump for 13 buildings clear back at the mechanical room at the administration building. This pump's impossible task is to draw water equally from all 13 buildings at the same time back to the mechanical room so all those buildings can have a constant source of hot water. It's impossible because the pump will draw from the closest or easiest source. So, some buildings will have lots of hot water and others none.

During the academic year, enough water is continually being drawn from showers etc., that the water pretty well stays hot. There is a 4-inch water main supplying hot water to the buildings, but if no one is using a lot of water (like summer) this too will tend to cool off. That's why you could feasibly run water for an hour in the summer if you were in stack 10 before you might start getting hot water. And running water is about the only thing that can be done as the present system exists.

**One more point** - Water/sewer (drainage) connection - Some buildings have more water pressure at the faucet than the sink drain will handle. The obvious solution is to close the faucet down some unless the drain is running particularly slow, and then it will need to be unplugged. This is normally a job done during normal working hours. Some buildings experience low water pressures especially at the showers. Sometimes this is from a plugged showerhead and can be taken care of by a maintenance person. Other times it is a problem with low supply pressure to the building and this has been a problem in the past, particularly in the Ridge area. Also, at times there is faulty mechanical room equipment such as a water strainer or pressure reducing valve and these are normally taken care of during routing preventive maintenance.
Lastly, at times there is no cold water at a shower. This is a result of sticking parts in the faucet or parts needing replacement or at times a cross connection in the building somewhere where hot water is saturating the cold water system in the building causing this and toilets to flush with hot water, among other things. Usually, a plumber will need to identify the source of the cross connection and correct it and this can be done during normal hours.

**Faucets, Exterior Water**

Exterior water faucets are provided primarily for use by the Grounds department and Custodial services. A special "key" is needed to operate these faucets. A copy of this key is available for checkout at each hall Information Desk, for occasional washing of bikes, cars, etc.

**Electricity**

**Electrical Load Problems** - Each year, students seem to be bringing more and more electrical appliances. Some of these draw quite a bit of power all at once (e.g. high wattage hair dryers, toaster ovens.) Others may draw bursts of energy as they cycle (e.g. refrigerators).

In many cases, multiple rooms share the same circuit. This means that an overload in one room will trip the breaker for the whole circuit.

To illustrate the issue – An electrical circuit in a building may serve one or more outlets. Sometimes one circuit (and the related circuit breaker) includes outlets in more than one room (e.g. adjacent rooms). A 20-amp circuit breaker is designed to handle up to 2400 watts. Two students drying their hair with 1500-watt blow dryers on the same 20-amp circuit will trip the breaker. It can also happen when a student is using their blow dryer and multiple other electrical appliances (e.g. lamps, computer, refrigerator, microwave, and stereo) are all drawing amps from the same circuit.
Here is a simple power formula that helps to illustrate and estimate:

Volts x Amps = Watts  
(Example: 120 volts x 15 amps = 1,800 watts capacity)

Total Watts/volts = Amp size required for fuse or circuit breaker  
(Example: 1800 watts/120 volts = 15 amps)

<table>
<thead>
<tr>
<th>Appliances</th>
<th>Typical Wattage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair dryer</td>
<td>1,500</td>
</tr>
<tr>
<td>Iron</td>
<td>1,000</td>
</tr>
<tr>
<td>Television</td>
<td>150</td>
</tr>
<tr>
<td>Computer</td>
<td>600</td>
</tr>
<tr>
<td>Coffee maker</td>
<td>1,200</td>
</tr>
<tr>
<td>Lights</td>
<td>Number of lights on x bulb wattage</td>
</tr>
<tr>
<td>Refrigerator (2 cubic feet)</td>
<td>150-300 (at peaks when the compressor is cycling on)</td>
</tr>
</tbody>
</table>

- Add the total watts for appliances and lights that you might operate at the same time.
- Divide the total number of watts by 120 volts to get the amps.
- Total amps should be less than the number of amps the circuit is rated for (typically 15 amps).

More information is available at this Bellingham Fire Department site:

http://www.cob.org/services/safety/education/electrical.aspx

According to the electrical shop, the buildings with the worst electrical load problem are Kappa, all the rest of the Ridgeway Complex, Edens North, Highland, and then Higginson.

**Is there anything that staff can do to mitigate this problem?** Staff can urge students to limit the use of cooking appliances and then number of electrical items used in their rooms.
What is the long-term solution? - Ideally, we would rewire and upgrade each room so they wouldn't share circuits with other rooms: particularly lighting.

What does it mean when the lights dim while I am vacuuming? - This could be caused by a number of things with the vacuum itself, like the depth of the beater bar in relation to the amp draw on the circuit, or the motor of the vacuum wearing out and needs new brushes. Ideally, electrical outlets should be on a separate circuit from lighting.

Should students use surge protectors on their computers and other electrical equipment? - Yes. Students would be smart to have surge protection on all sensitive electrical equipment. Another option is a conditioning on-line uninterruptible power supply (UPS), since the university cannot control the quality of the power we receive from our supplier. Students should buy a surge strip that protects the phone line as well as the electrical line, if connecting their computer to a modem over the phone line - as there is more surge damage done by the phone line connection than the electrical power connection. They should also always check the amperage rating of the strip to insure it will handle the load.

Ventilation
The Fairhaven Stacks do not vent moist air in the bathroom areas as effectively as we would prefer.

We are aware of the problem and are doing everything we can to mitigate it by exploring higher-powered exhaust fans, larger ducting, and mildew inhibitors in paint.

Students who experience mold and/or mildew in these areas should bring it to the attention of the maintenance staff using a maintenance slip.
Telephone
Exterior Building Phone
Exterior courtesy phones are located at the entrance to the residence halls. Additional phones are located at the entrance to Fairhaven Stacks One and Seven and under the sky bridge. Instructions are posted at the phones. They are intended to make brief on campus calls and remain active only for two minutes.

Resident advisors should check the phones daily to assure they work. Report out of order courtesy phones directly to Telecommunications, x3131.

The exterior phones were installed in 1993 as a result of the policy to lock all exterior residence hall-building doors 24 hour a day. The purpose of the phones was to permit visitors to call residents in their rooms to get access to the building. Phones were not installed at buildings where student rooms have exterior access. The phone by the Highland lounge was originally installed for what was Lower Highland Hall, now a parking lot.

WINDOWS
Birnam Wood
Windows in the apartment have ventilation when the window is closed. Open the blinds to find a vent in the top of the right sliding panel. The operator is in the center with a screw in it. Move the operator down to open the vent in the window. Leave the vent in the window open.

Beta/Gamma Bay Windows
NOTICE TO RESIDENTS OF BETA AND GAMMA
Leaning on the windows in your room is dangerous.
Students find the ledge in the bay window alcoves to be a prime spot to sit. In fact, over the years students have built themselves special seats to place in this area. To sit leaning against the window is dangerous. The windows are not designed to support
the weight of a person leaning back. **The resident director should regularly remind students of safe practices and instruct staff to take notice of and address unsafe practices.**

Placement of boards across the bay window inhibits the circulation of air and heat and may cause the room to be hotter or colder than desirable. Remove boards or window seats when not in use.

**Screens**

Window screens have been installed in all stacks of Birnam Wood and stacks 1 and 3 of Highland as a part of the building renovations. These will be added to room inventories and residents will be billed for missing or damaged screens.

Additionally, window screens may be able to be provided in other buildings when a resident provides a documented medical condition.

Historically, window screens have not been a standard due to the fact that flying insect infestations are not present for most of the academic year, and have not been severe. Additionally, screens installed on the bay side of Mathes and Nash are subject to damage by seagulls. We also have some types of windows that will not accommodate a screen at all.

When a resident provides documentation of a medical condition that requires a screen, complete a maintenance repair slip and note that documentation is present. At the same time, consult with the Facility Manager to have the screen removed when the student moves out.

**Buchanan Towers Etched Glass**

The glass at Buchanan Towers was severely etched in the 1970's during repair work to replace failing mortar in between the bricks. The etching is the result of a chemical process that resists cleaning. Replacing the glass would be an option; however, it is
an expensive solution that has not received a higher priority than a number of other repair projects.

**Mathes Etched Lounge Glass**
Rain on the copper roof causes a chemical reaction that etches glass as it spills over gutters and rain diverters. The etching resists cleaning.

**Stops**
Stops are installed on windows in many buildings to prevent windows from giving way completely when leaned on. In Mathes, window stops prevent pivoting windows from breaking the drapery rods in the rooms.

**Window Coverings**

*Drapes and Blinds*
Draperies or blinds are provided in student rooms. University Residences does not provide more than one type of window covering in a room. Requests for drapery cleaning in a small area are evaluated and arranged by the Custodial Manager. The Design Office arranges building-wide drapery cleaning.

**Edens Hall**

Knotting cords of horizontal blinds will cause the cords to become twisted in the mechanisms. Custodial staff will test the operation of the blinds at check out. If the cords are knotted, broken, or twisted causing poor operation the student may be billed for a replacement blind. Restringing blinds is generally more expensive than replacing them.

**Kappa**
It may be necessary to tilt blinds to the horizontal position before lowering.
WEB SITE Resources

WWU University Residences Facilities

http://housing.wwu.edu/facilities

Bathroom Cleaning Schedule –

http://housing.wwu.edu/facilities/custodial/cleanbathroom.php

Floor Plans

http://housing.wwu.edu/facilities/acadweb/

Publications/Documents (most in .pdf format; see the main page for a brief description about each document)

http://housing.wwu.edu/facilities/publications.php

- Annual Report
- Bed Assembly for Standard Beds
- BT Tool-Fee Bed Assembly
- Building Manual
- BW Tool-Free Bed Assembly
- Capital Plan
- Housing Projects
- Sherwin Williams Bath Semi-Gloss Paint
- Sherwin Williams Bath Semi-Gloss Paint Material Safety Data Sheet
- Sherwin Williams Interior Latex Semi-Gloss Paint
- Sherwin Williams Interior Latex Semi-Gloss Paint material Safety Data Sheet
- Summer Schedule
- Space Heater Form
- Student Storage Discharge
- Work Order Log

Housing Key Ordering e-form


Proximity Card Request

P:\Housing\Common\Proximity_Card_Requests/Proximity_Card_Request.xls