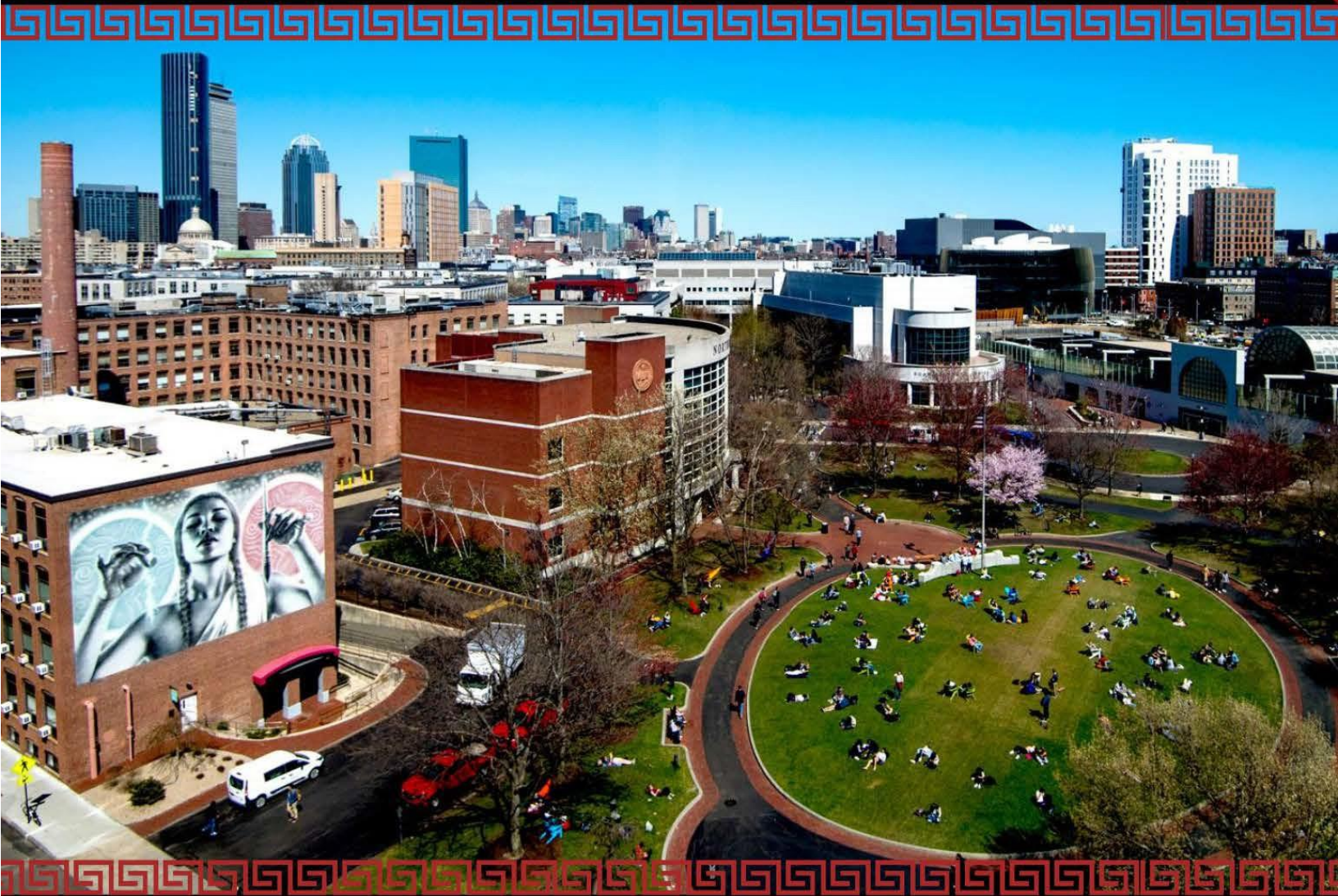


Guide to Residence Hall Living



2024 - 2025

Table of Contents

| | |
|--|---|
| OVERVIEW OF HOUSING AND RESIDENTIAL LIFE | 1 |
| HOUSING AND RESIDENTIAL LIFE | 1 |
| HOUSING AND RESIDENTIAL LIFE COMMUNITY EXPECTATIONS AND GUIDING PHILOSOPHIES..... | 1 |
| OFFICE OF STUDENT CONDUCT AND CONFLICT RESOLUTION (OSCCR) | 1 |
| ALCOHOL, MARIJUANA & OTHER DRUG PHILOSOPHY | 1 |
| HOUSING AND RESIDENTIAL LIFE POLICIES | 1 |
| GENERAL HOUSING & RESIDENTIAL LIFE POLICIES | 2 |
| Noise policy | 2 |
| Guest policies and information | 2 |
| Residential Occupancy Guest Limits..... | 2 |
| Failure to comply..... | 2 |
| Identification and Access..... | 3 |
| Residential public space | 3 |
| Sales, solicitations, and promotion policies..... | 3 |
| RESIDENTIAL HEALTH AND SAFETY POLICIES | 3 |
| Room Inspections and Room Entry | 3 |
| Damage and repairs..... | 3 |
| Cleanliness | 3 |
| Pets..... | 3 |
| Sports Activities | 3 |
| Prohibited Items & Decorations | 4 |
| Permitted items & Decorations..... | 4 |
| FIRE SAFETY POLICIES | 4 |
| ALCOHOL, TOBACCO, CANNABIS/MARIJUANA & OTHER DRUGS RESIDENTIAL POLICIES | 5 |
| WEAPONS POLICY | 5 |
| LEASED PROPERTIES POLICIES AND RESOURCES..... | 5 |
| LEASED PROPERTIES POLICIES | 5 |
| LEASED PROPERTIES RESOURCES | 5 |
| PROCEDURES FOR RESIDENCE HALL LIVING | 6 |
| ASSIGNMENTS | 6 |
| DEPOSITS | 6 |
| BILLING AND ADJUSTMENTS | 6 |
| BEFORE MOVING IN | 6 |
| CHECKING-IN | 6 |
| FURNISHINGS | 6 |
| FACILITIES & RESIDENTIAL LIFE WORK REQUEST & ROOM REPAIRS | 6 |

| | |
|--|----|
| AUDIT PROCESS | 6 |
| END OF SEMESTER PROCEDURES | 6 |
| Before moving out..... | 6 |
| Check-Out Procedures..... | 6 |
| DAMAGE/CLEANING CHARGES | 7 |
| PACK AND STORE PROCESS | 7 |
| STORAGE | 7 |
| SUMMER RESIDENCE | 7 |
| SUMMER II TO FALL HOUSING | 7 |
| WITHDRAWALS | 7 |
| INTERSESSION COMMUNICATION | 7 |
| VACANCIES | 7 |
| ROOM CHANGE PROCESS | 7 |
| E-MAIL COMMUNICATION TO STUDENTS | 7 |
| RESIDENTIAL SAFETY, SECURITY, AND WELLBEING..... | 7 |
| RESIDENTIAL SECURITY OFFICE (RSO) | 7 |
| NORTHEASTERN UNIVERSITY POLICE DEPARTMENT (NUPD) | 8 |
| General Safety Tips..... | 8 |
| Safe Zone..... | 8 |
| Emergency Notification..... | 8 |
| Personal Safety Escort..... | 8 |
| Blue Light Phones..... | 8 |
| Property Registration..... | 8 |
| Medical Emergency/Healthcare..... | 8 |
| Emergency Relocation..... | 8 |
| Evacuation Guidelines for Individuals Needing Assistance..... | 8 |
| General fire safety information and tips..... | 9 |
| OFFICE OF PREVENTION AND EDUCATION AT NORTHEASTERN (O.P.E.N.) | 9 |
| O.P.E.N.'s Confidential Sexual Violence Services..... | 9 |
| UNIVERSITY HEALTH AND COUNSELING SERVICES (UHCS) | 9 |
| WE CARE | 10 |
| DISABILITY SERVICES | 10 |
| Medical needs requiring housing accommodations..... | 10 |
| Service Dogs and Emotional Support Animals..... | 10 |
| RESIDENTIAL STUDENT RESOURCES..... | 10 |
| LIVING WITH A ROOMMATE, CONFLICTS, AND ROOM CHANGES | 10 |
| HUSKY CARD SERVICES 4 Spere Commons..... | 10 |

| | |
|---|-----------|
| MEAL PLAN | 11 |
| FREE PRINT ALLOWANCE..... | 11 |
| LAUNDRY | 11 |
| BUILDING ACCESS | 11 |
| Husky card replacement locations and hours | 11 |
| RESIDENTIAL MAIL..... | 12 |
| TECHNOLOGY AND COMPUTING | 12 |
| TRANSPORTATION..... | 12 |
| OFF CAMPUS ENGAGEMENT AND SUPPORT SERVICES | 12 |

OVERVIEW OF HOUSING AND RESIDENTIAL LIFE

HOUSING AND RESIDENTIAL LIFE

4 Speare Commons, Speare Hall, Lower Lobby
617.373.2814 (voice)
800.240.7666 (voice/outside of Boston)
617.373.8794 (fax)
617.373.4019 (TTY)
housing@northeastern.edu (email)
housing.northeastern.edu

Mission statement: Housing and Residential Life strives to create a safe and inclusive residential environment which develops and supports opportunities for intellectual and social development and prepares students to become purposeful contributors to our global society.

Each University housing facility is managed by a [Residential Life Building Staff member](#) who supervises Student Resident Assistants who enforce the Guide to Residence Hall Living, [License Agreement](#), and [Code of Student Conduct](#).

HOUSING AND RESIDENTIAL LIFE COMMUNITY EXPECTATIONS AND GUIDING PHILOSOPHIES

All students are responsible for adhering to the rules and regulations published in the Residence Hall and Dining [License Agreement](#), [Undergraduate Student Handbook](#), [Code of Student Conduct](#), the Student Organization Resource Guide, any policies that are published through Northeastern University, and this guide. If these policies are violated, students may be subject to disciplinary action, which may include removal from University Housing, referral to the Office of Student Conduct and Conflict Resolution, separation from Northeastern, and/or referral for criminal prosecution. Any communication sent by the university and/or university officials regarding updated student and/or residential community expectations may be considered an addendum to the Guide to Residence Hall Living. Failure to abide by these expectations may result in disciplinary action as highlighted above.

Northeastern is a large urban institution with many working professionals and families living nearby. Students living with these citizens are expected to be University ambassadors and represent Northeastern maturely and respectfully. Northeastern takes its relationship with neighboring communities very seriously. Guidelines for student behavior are clearly outlined in the [Code of Student Conduct](#) to ensure that student conduct does not adversely affect the educational mission of the University or its relationships with the surrounding community.

The Residence Hall and Dining License agreement must be signed online by all students who will be living in university-sponsored housing. Signing the Residence Hall and Dining License agreement indicates acknowledgement and acceptance of the terms set forth in this agreement. All students must conduct themselves in a manner consistent with the University's expectations. However, signing the agreement does not guarantee a space in University Housing.

OFFICE OF STUDENT CONDUCT AND CONFLICT RESOLUTION (OSCCR)

204 Ell Hall
617.373.4390 (voice)
617.373.8776 (fax)
osccr@northeastern.edu
<https://osccr.sites.northeastern.edu/>

The purpose of the [Code of Student Conduct](#) is to set expectations for behavior that promotes the safety and welfare of the Northeastern community. The University seeks to provide a supportive environment conducive to learning, pursuing truth, sharing knowledge, intellectual development of students, and the general good of society. In those instances where violations of behavioral expectations occur, Northeastern University has developed policies and procedures to protect the rights of members of the University community, individually and collectively.

Students are prohibited from engaging in any of the following behaviors: conduct in/or about any University facility that poses a threat to the health and safety of themselves, others, or property; behavior that interferes with the rights or well-being of others; or personal actions that violate any provision of this agreement, or any rule, regulation, or policy of the University, or any applicable law.

The Code of Student Conduct applies on campus as well as off campus. The University sets guidelines for the behavior of its students. The guidelines are established to promote student conduct that does not adversely affect the educational mission of the University or its relationship with the surrounding community, sibling institutions, or members of the University community. All students are expected to adhere to all policies listed in the [Code of Student Conduct](#). Please read and familiarize yourself with the Code of Student Conduct at <https://osccr.sites.northeastern.edu/code-of-student-conduct/>.

ALCOHOL, MARIJUANA & OTHER DRUG PHILOSOPHY

Northeastern University fosters a community that reinforces healthy choices and encourages responsible decision-making regarding the use of alcohol and other drugs. Northeastern strives to maintain a working, living, and learning environment that is free from the negative effects that alcohol and other drug use can create.

Additionally, the University is committed to enforcing policies and laws surrounding alcohol and other illegal drug use. The University fulfills this philosophy by providing educational programs, resources for treatment, and referrals for students, faculty and staff who may experience challenges related to substance use.

As outlined on OSCCR's website, the [Medical Amnesty](#) policy is for drug or alcohol emergencies where the primary concern is the health and safety of the individual(s) involved. Students/organizations are strongly encouraged to call for medical assistance (617.373.3333) for themselves or for another student who they observe to be, or feel is dangerously intoxicated/under the influence of alcohol or drugs. If a student/organization calls on behalf of another student, that student/organization must remain with them in the emergency until medical assistance arrives. Neither the caller nor student requiring medical assistance for an alcohol or other drug-related emergency will be subject to university disciplinary action for the violation of possession or consumption of alcohol or drugs. This policy shall extend to the parties actively involved in proactively calling for medical assistance and is determined at the discretion of the Director of OSCCR. This policy does not apply to individuals experiencing an alcohol or drug-related medical emergency who are found by university employees (e.g., Northeastern University Police, faculty, administrative staff, or residence hall staff), or where the reporting student(s)/organization did not stay with them.

HOUSING AND RESIDENTIAL LIFE POLICIES

The Housing and Residential Life Policies were developed in partnership with the [Office of Student Conduct & Conflict Resolution](#). All students are expected to adhere to all policies listed in the [Code of Student Conduct](#). In addition to the policies, the following items and behavior listed below are prohibited in the residence halls and are considered violations of a Guide to Residence Hall Living. Violation of these policies will result in disciplinary action through the Office of Student Conduct and Conflict Resolution, and, in some cases, may result in the cancellation of the Residence Hall and Dining License Agreement or loss of guest privileges.

GENERAL HOUSING & RESIDENTIAL LIFE POLICIES

Noise policy

Students who encounter a noise concern have the right and responsibility to inform those causing the noise concern if their activities are disruptive. Students are encouraged to build relationships with their neighbors and address concerns with them as they arise. Courtesy hours are in effect 24 hours a day, 7 days a week. Noise must be kept to levels that will not interfere with other residents' ability to study or sleep. If a disturbance persists, students should contact the RA on duty. If a Residential Life Staff member determines a student to be in violation of courtesy hours, they are permitted to address and/or document that student. The minimum quiet hours for all buildings in University Housing are shown below.

Quiet hours:

| | |
|----------------------------------|-----------------|
| Sunday evening through Thursday: | 10:00 PM–8:30AM |
| Friday through Sunday morning: | 1:00 AM–8:30 AM |
| Reading Days/Final-exam period: | 24 hours a day |

Guest policies and information

Residents are responsible for their guests and any actions they take while inside the building. A guest is anyone, student, or non-student, who accompanies a resident into a building or room who is not currently assigned to that room or that building. All guests who do not reside in the building must be signed in by the resident of that building that is hosting them. A host is a residential student who is responsible for guests who are present in the host's assigned bedspace and/or the residential student who has signed in a guest into their building. These policies are applicable to all residents living in University Housing who sign the license agreement, including Leased Properties and any other residential property used by Northeastern University. The following policies and guidelines apply to all students:

- Residents are expected to review and abide by guest policies prior to hosting a guest. The guest policy may be updated or changed at any time through university communications for the following reasons:
 - Guest policy privileges may be revoked for safety, security, or student conduct reasons by a senior administrative staff member of Housing and Residential Life or The Office of Student Conduct and Conflict Resolution (OSCCR).
 - Visitation and sign-in procedures may be limited or suspended when conditions such as power outages, severe weather, health, safety, or welfare poses a threat to the operation of a building.
 - Guest policies may change or adapt to accommodate move-in/move-out from the residence halls.
- For signed-in guests who are not residents of that building, they must be escorted by the resident that always signed them in and hosts are expected to stay with their guests. The hosting resident must be present in person to sign in and escort their guest every time the guest seeks to enter the building.
 - Immediately report unescorted visitors to the Student Resident Assistant on duty or to a member of the Residential Life staff or to Northeastern University Police.
- Residents (hosts) are responsible for seeing that their guests follow regulations and are liable for any infractions/violations or building damage done by their guest(s).
- It is against policy to ask someone to sign you in or to sign in someone that you do not know or who is not going to accompany you while visiting the community.
- Guests may not use or be in possession of a resident's key or Husky Card. Violations may result in cancellation of guest privileges and/or disciplinary action through the conduct process against the resident.
- Overnight guests:
 - Staying overnight is defined as Sunday evening through Thursday 10:00 PM - 8:30 AM, Friday through Sunday 1:00 AM - 8:30 AM.
 - Guests must be 16 years old or older and have a valid photo ID. Guests younger than the age of 16 may not stay overnight.
 - Permission must be secured of all roommate(s) prior to having an overnight guest in the living space.
 - A guest may stay in the building up to three consecutive nights in a week. Anyone staying in University Housing for a longer period is not considered a guest, and the host will face disciplinary action through the conduct process if the guest is discovered to be in permanent residence.
- Individuals who have been removed from or who are restricted from entering University Housing, are not granted guest privileges. Residents who host these individuals are in violation of university policy and will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.
- Students are strictly prohibited from subleasing or renting their space, including posting on websites such as AirBnB and/or other rental sites/platforms.
- Students with disabilities who require the services of [personal care assistants](#) (PCA) or caregivers, should complete the accommodations process on the DRC (Disability Resource Center) [website: https://drc.sites.northeastern.edu/incoming-and-unregistered-students/](https://drc.sites.northeastern.edu/incoming-and-unregistered-students/). Once approved, the DRC will coordinate with Housing and Residential Life for the PCA to have access to the student's residence hall, review residence hall expectations, and coordinate housing arrangements for the PCA. The student is responsible for any additional fees and charges associated with a PCA.

Residential Occupancy Guest Limits:

Students may have no more than three guests per person signed in at any one time. However, students must abide by these occupancy limits within residential units at any time. Any non-compliance will result in referral to the Office of Student Conduct & Conflict Resolution.

| Traditional/Suite Style Housing | Total Number of People Allowed in the Residential Unit, including residents* |
|---------------------------------|--|
| Single Rooms | 3 People |
| Double Rooms | 6 People |
| Triple/Quad Rooms | 9 People |
| Apartment Style Housing | Total Number of People in the Residential Unit, including residents* |
| 2 Person Apartment | 6 People |
| 3/4 Person Apartment | 12 People |
| 5+ Person Apartment | 15 People |

Failure to comply

The Department of Housing and Residential Life staff aims to protect the rights of everyone in the residential community. Inappropriate behavior, including failing to comply with the reasonable directions of University officials (NUPD, Residential Life staff, etc.), failure to present Husky Card when requested, and verbal or physical abuse, threats, or harassing language toward staff, will not be tolerated and may result in disciplinary action through the Office of Student Conduct and Conflict Resolution. This includes failing to provide proper identification when requested by university officials acting in the performance of duties. As well as failure to abide by conditions or failure to sign the [Housing and Residential Life Residence Hall and Dining License Agreement](#) may result in immediate cancellation or suspension of your Residence Hall and Dining License Agreement if you engage or threaten to engage in behavior that poses a danger of physical harm to themselves and/or others. License agreements will also be canceled if students engage, or threaten to engage, in behaviors that directly or indirectly impede the lawful activities of others.

Identification and Access:

Students are prohibited from:

- Sharing their Husky Card or mobile apps including CBORD Mobile ID or GET Mobile with other people for any reason, including residence hall or room access or for the use of meal plans, accounts, or for services on or off-campus.
- Duplicating, lending, or borrowing of Husky Cards, room or building keys.
- Accessing residential buildings or spaces outside of the terms of their housing agreement. Students may not access any restricted, locked, or closed residence facility space or enter a closed building without authorization during a university break or after they have checked out of a space.

Residential public space

- Only Northeastern University residents, organizations, and departments may use public space in University Housing (i.e., common spaces, lounges, etc.). Organizations or individuals using public space must adhere to the solicitation policies found in the [Code of Student Conduct](#). Residence hall groups have priority for use of public space during the hours as indicated by Residential Life Staff. Spaces may be offline or locked during certain times of the year. Requests to use public space must be made to the Residence Director (RD) at least one week before the desired date(s). Failure to comply with these guidelines may jeopardize the organization's future use of public space.

Sales, solicitations, and promotion policies

- Posters and/or flyers that are distributed within University Housing communities except for Student Resident Assistant or Hall Council flyers will be removed. All other posters and/or flyers must be approved by Housing and Residential Life to be distributed electronically. In order to have posters approved for electronic distribution in the residential communities, please email housing@northeastern.edu. If approved, the posters will be distributed electronically to Hall Staff to be shared within residential communities.
- Any advertisement for a [Center for Student Involvement \(CSI\) recognized student organization](#), club/intramural sport team or a Northeastern University department must adhere to the following standards, in addition to those outlined on the [CSI website](#), published by the [Center for Student Involvement](#) (CSI). The following guidelines apply:
 - Have a Northeastern University recognized email address (@northeastern.edu). Gmail addresses are approved as long as they are the same as what appears on an [Engage](#) profile. Must have a Date, Time, and Location. If the event is paid for by the Student Activity Fee, the poster must include the logo indicating this.
 - Must be for an on-campus event. Off-campus events must have the approval of CSI before publicizing.
 - Cannot have pull tabs
 - No foul or obscene language or images (Must adhere to the [Code of Student Conduct](#)—consult the Student Handbook)
- Sales of material or solicitations of any kind are also prohibited without the express written permission of designated officials. Residence hall students should request permission from the Senior Director of Residential Life to sell within their housing unit. Recognized student organizations should request permission for sales from the Center for Student Involvement. All others should apply to the business manager of the University.
 - Such permission, when granted, is for designated areas within the University and is subject to the restrictions imposed by the approving officials. General solicitation, especially in such areas as classrooms, lounges, and dining halls, is not permitted.

RESIDENTIAL HEALTH AND SAFETY POLICIES

The use, possession, or manufacture of the following items is a violation of our Code of Conduct and policies and will be cause for disciplinary action through the Office of Student Conduct and Conflict Resolution and may result in disciplinary action through outside law enforcement agencies. Violation of these policies could also result in the student being billed for damage/repairs, excess cleaning, replacement of university property, etc. The Senior Director of Residential Life or their designee can authorize a search of a student's room in certain situations involving the safety, security, and/or well-being of residents. Although not required by law, the student should be present during a search.

Room Inspections and Room Entry

The Department of Housing and Residential Life conducts health and safety room inspections in the middle and at the end of each academic term. These visits enable staff to assess the condition of the room visually and take inventory. Students will receive notice when these checks occur. Additionally, Northeastern University staff members may enter if the premises appear to have been abandoned by the resident or if it is believed that a university policy has been violated. They may also enter the premises for any health or safety reasons or if the health and safety of residents is believed to be threatened. Submitting a Facilities Work Order Request grants permission for facilities to access a student's room or apartment to address the concerns communicated in the work order. University staff may also enter any vacant space to inspect and prepare the space for a new arrival. This includes rooms with vacant "bedspaces." Finally, staff may also enter the premises for any damage assessment, maintenance concern, or if otherwise permitted by law. Please report any concerns of unauthorized access or unauthorized personnel present in your building to your RA, building staff, or to Northeastern University Police. All staff who enter Residence Halls are required to have a NUID, Northeastern University vendor identification, or be with a staff member who has Northeastern University identification.

- Students may not install any lock device that prohibits University personnel from entering the building, or any part of the licensed space. Prohibited devices include, but are not limited to: dead bolts, door chains, slide bolts, lock sets, smart locks, and/or security devices or systems.

Damage and repairs

Students are responsible for the care of university and leased property in rooms, facilities, lounges, public areas, and campus in general. Students are prohibited from defacing, damaging, or otherwise altering their licensed room, suite, apartment, or any other part of the residence hall. This can include but is not limited to use of nails, screws or other materials that defaces surfaces, installing any shelving or poles or any other item that is weightbearing or could compromise structural integrity of the room or building. Students will be billed for the repair work for any damage they or their guest cause. Resident students are responsible for the common areas of their residence hall and their own rooms, apartments, or suites. All residents of a facility may be held accountable to cover the cost of repairs to their building. Disciplinary action through the Office of Student Conduct and Conflict Resolution may also result. Any charges will be placed on your university account.

- Upon check-in and check-out, students must complete a room, suite, or apartment Condition Form with Residential Life staff or per instructions of Residential Life Staff. This form confirms the condition of the licensed room, suite, or apartment. Any pre-existing conditions in the licensed space should be noted at check-in by the student. Failure to do so may result in supplementary charges for any damage which has not been noted or may occur through the length of the student's occupancy in the licensed space. Students will be billed for damages that are beyond normal wear and tear. If a student does not complete the check-out process with hall staff, the student waives the right to appeal supplementary charges. If damage cannot be attributed to any one individual, charges will be assessed equally among all licensed room, suite, or apartment occupants.
- Students may not paint or make any alterations to the walls in their rooms, suites, or apartments.

Cleanliness

It is the expectation of the Department of Housing and Residential Life that each student living in University Housing is responsible for the neatness and cleanliness of their living environment. This includes bedroom, kitchen, bathroom, and common living areas, and/or shared community spaces (i.e., bathrooms, common rooms, lounge spaces, study spaces, communal bathrooms, hallways, etc.) Responsibilities include but are not limited to: the removal of trash and recyclable items, the proper disposal of food and perishable items, and cleaning of all surfaces in the residential unit. It is the responsibility of all residents to communicate with roommates, fellow residents, and/or residential life staff, regarding the division of housekeeping tasks and the condition of the living environment. In order to help prevent pest concerns, please utilize the following link for [pest prevention suggestions](#) and filing work orders: <https://www.northeastern.edu/housing/work-requests/>. Failure to comply may result in excess cleaning charges and may result in referral to the Office of Student Conduct and Conflict Resolution.

Pets

For health and humanitarian reasons, no animals (other than fish) are allowed in University Housing. Fish may be kept in student rooms in containers with a maximum capacity equal to or less than 25 gallons. Students are expected to maintain a clean environment for their pet and for the health and safety of their living environment. For more information regarding service dogs and emotional support animals, see resources section below.

Sports Activities

Sports activities are not permitted inside University Housing and other common areas due to noise and potential property damage. Students participating in these activities indoors

will be documented by hall staff. Sports activities are also not permitted around University property except for recreation areas designated for that purpose by [Northeastern University Athletics](#). Examples of prohibited sports activities & equipment include but are not limited to: nerf and/or foam guns, soccer, basketball, lacrosse, field hockey, tennis, frisbee, squash, football, volleyball, hockey, skateboarding, roller skating, gym equipment that would pose a fire/safety risk or block egresses (I.e. treadmill, weights, sports equipment, etc.), any sport involving fighting or martial arts, punching bags or sparring equipment, etc.

Prohibited Items & Decorations

The following items and decorations are prohibited or not allowed within the residence halls:

- Non-UL listed electrical cords/power strips/ outlet splitters, lights, plug-in devices, or converters.
- Halogen lamps and bulbs, sun lamps, fog machines, neon signs, lava lamps.
- Open flames like candles and incense are strictly prohibited in all residential facilities. This includes candles, menorahs that utilize open flames. Candles for religious observances are permitted at other locations on campus.
- Natural Christmas trees, natural wreaths
- Rechargeable transit devices such as electric skateboards, hover boards, motorized or battery-operated scooters, etc. are prohibited except for assistive devices permitted through a registered accommodation with the Disability Resource Center.
- Flying or operating a drone within a residence hall or leased property.
- Space heaters, student owned air conditioners of any type (including window installations, vented floor units, and portable) and laundry machines.
- Cooking equipment: electric frying pans, hot plates, electrical cooking equipment, grills, electric coffee machines/ percolators with exposed heating elements, grills, hibachi.
- No personal furniture (I.e., desk, headboards, tents, couch, non-desk lounge furniture/chairs, any wooden furniture not provided by the university) is allowed in housing, this includes Leased Properties. The only exception includes one personal desk chair. Through the housing accommodations process, students can request a personal mattress but cannot be in possession of a non-university supplied mattress without an accommodation. Mattress toppers are permitted within university housing. Students are not permitted to remove furniture from their rooms or move furniture from the residence hall into their assigned space (I.e., common rooms, lounges, study spaces, lobbies, and other students' rooms). Common area furniture is for the enjoyment of all residents and must not be removed from the common space. Students who move common area furniture to student rooms or remove it from the building may be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.
- No curtains of any kind should be hung in the residential buildings. The only exception includes shower curtains, and they are only permitted to be used in the bathroom showers.
- Covering more than approximately 1/2 of room walls or 10% of an apartment door or bedroom door with any kind of decoration, wrapping or covering is prohibited. This could include but is not limited to flyers, decorative wrapping paper, posters, pictures, or signage. No tapestries or flags of any kind are permitted to be hung on the walls, ceilings, windows, or covering lights or fire safety equipment.
- Students residing in University Housing may not display or post any messages and/or have signs that are visible through a window outside of their room or apartment. Students may not hang, drape, or post anything outside of their windows or attach to a building or display anything on a university owned or leased building. This could include but not limited to posters, signs, flyers, flags, pictures, paper decorations, outdoor lights, and/or banners with any type of writing or messaging that can be seen or observed from outside of the room or building.
- Students may not store bags, equipment, place doormats or rugs, or personal belongings in hallways or common areas or other areas outside of their assigned bedspace or apartment.

Permitted items & Decorations

The following items and decorations are permitted or allowed within the residence halls.

- All electrical devices, power supplies/extension cords/ power strips must be UL listed. All decorative lighting must be LED and UL approved. No more than two 100-count strings of decorative lights shall be used per room. Decorative lighting shall not be wrapped around doors, above or around doorways or exits, sprinkler piping or fire alarm devices. Lights should be hung up using command strips/hooks or other adhesives that do not damage walls. Any damage caused to walls or other University property will result in damage billing charges.
- Battery operated candles.
- Apartments are equipped with kitchens, and all cooking appliances must be confined to the kitchen. Apartment residents may have toaster ovens, coffee makers, panini press, toasters, air fryers, and microwave ovens. Items found outside of the kitchen will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution. Use or possession of any type of outdoor grill, hibachi, or open-flame container is prohibited; this includes propane or Sterno-fueled cooking equipment
- Students living in residential spaces without kitchens are permitted to bring Keurig/single serve coffee machines (without exposed heating elements/coils), mini refrigerators (no larger than 3.5 cubic feet), or microfridges. Standalone microwave ovens are not permitted.
- The University reserves the right to remove, request removal, and document any decorative material(s), lighting, or appliances that they believe jeopardizes the safety of residents or is a violation of fire codes. Students are liable for all damages resulting from the negligent placement of decorations in their room/suite/apartment.

FIRE SAFETY POLICIES

The following fire safety policies and regulations are put in place to minimize the risk of fire, promote a safe residential environment, to keep egress routes accessible, and abide by local and federal laws. Additional fire safety policies can be found in the [Code of Student Conduct](#).

Egress: The fire code dictates that all entrances, exits, corridors, and stairwells always be free and clear. Any object or action that prevents access to egress routes is prohibited.

- Use only the main entrances to residential facilities. Other doors are fire exits, which must remain closed except during emergencies. These auxiliary doors are equipped with alarms that sound both at the door and at Northeastern University Police Department. All non-emergency egress routes (stairwells, hallways, etc.) should only be used for entering and exiting an area and should not be used for loitering.
- Students are prohibited from being on rooftops, ledges, balconies, and/or fire escapes
- Obstructing any egress route or using an emergency egress route (I.e., alarmed doors, fire escapes, etc.) for non-emergency purposes.
- Bicycles, scooters, or other personal items should not be chained to or hang from fences, handrails, doors, trees, ceilings, beds, or other objects. Bicycles or other prohibited items will be removed if found parked in violation of the fire code. Whenever possible, use the bicycle racks available at various locations. Please contact Northeastern University Police Department (NUPD) if you have any concerns.
- Students are prohibited from throwing, dropping, hanging, or ejecting any object or liquid from a window, roof, or fire escape. Residents will be held responsible for any objects originating from their assigned rooms.

For any Emergencies and Drills that impact the safety of the campus community, the following is prohibited:

- Failing to leave a building, or leave in a timely manner, at the sound of a fire alarm or when so directed by Residential Life staff, Northeastern University Police Department (NUPD), or other emergency personnel.
- Using the elevator during an egress drill or fire alarm.
- Falsely reporting a fire, bomb threat, serious injury, or any other emergency, or pulling a fire alarm when no fire or emergency is evident.

Creating a fire risk or setting a fire is prohibited, examples include:

- Setting a fire, including charring, burning, or lighting of papers, or any other act that could cause a fire, or possessing or using flammable or highly combustible materials (I.e., fuel, accelerants, etc.).
- Possessing, using, or manufacturing fireworks or explosives.

- Any type of outdoor grill, hibachi, or other open-flame container except in officially designated areas. Leaving grill or open flame unattended. Failing to extinguish fire or leaving smoldering ashes.

Students are prohibited from engaging in the following actions that impact the proper functioning of fire, health, and safety equipment:

- Tampering with, covering, or misusing (either accidentally or intentionally) individual room or public-area fire safety equipment, including fire extinguishers, sprinklers, smoke detectors, carbon-monoxide detectors, exit signs, alarm pull stations, alarm bells, or hoses. Hanging items from fire safety equipment, putting decoration or tape over fire safety equipment.
- Interfering or tampering with residence security. Interfering or tampering with elevators or other University facilities.
- Improper use of kitchen equipment which includes but is not limited to leaving the apartment with the oven/stove on, putting flammable items in the oven or on the stove, defacing any kitchen equipment, or failing to notify Residential Life staff or Northeastern University Police Department (NUPD) if there's a fire or excessive smoke in the apartment as a result of cooking, etc.
- Students are not permitted to alter, expand, or modify any electrical components, nor connect devices that control electrical current in their rooms (i.e., smart outlets, smart lights, etc.)

All electrical devices, power supplies/extension cords/ power strips must be UL listed. Students should follow the guidelines below to maintain a safe environment:

- Keep electrical cords away from traffic paths and do NOT run extension cords under rugs or across doorways. Never pinch an electrical cord against walls or under furniture. Maintain all electrical cords. Replace any cord that is cracked, frayed, or otherwise damaged.
- Do NOT overload extension cords or wall plugs with too many appliances. Cords should NEVER be warm to touch.

ALCOHOL, TOBACCO, CANNABIS/MARIJUANA & OTHER DRUGS RESIDENTIAL POLICIES

The University expects that all its students, whether on or off campus, will abide by the law and University regulations concerning alcohol and drug use. Please review the Alcohol, Drugs, and Medical Amnesty Policies within the [Code of Student Conduct](#). Although state laws permit recreational and medical cannabis, it is prohibited at Northeastern University. More information about federal vs. state laws for cannabis on college campuses can be found on the [Campus Drug Prevention website](#), an official website of the U.S. state government. Any questions regarding medical cannabis should be referred to University Health & Counseling Services (UHCS) prior to coming to campus.

Additional policies include:

- Manufacturing of alcohol, cannabis/marijuana, or other drugs, as well as or being in possession of items or kits intended to produce alcohol or other drugs. This includes distilling alcohol, brewing beer, making wine or any other form of alcohol or drug manufacturing.
- Using and/or possessing shisha, hookah, or similar pipes.
- A person under the age of 21 is prohibited from being in possession of alcohol containers, including utilizing empty or full alcohol containers as decoration.
- You are not permitted to smoke within any university building or residential halls. This policy applies to all persons, including all students, faculty, staff, volunteers, vendors, and visitors, anywhere on university property and in buildings and facilities on all campuses, including parking lots, green spaces, and pedestrian walkways. The use of tobacco, cannabis/marijuana, or other drugs, smoking-related products intended to mimic tobacco or cannabis/marijuana products, or the smoking or vaping of any other substance is prohibited on campus and in University Housing. This includes, but is not limited to cigarettes, cigars, cigarillos, smokeless tobacco, electronic cigarettes, pipes, bongs, pens, bidis, hookahs, etc. This does not include nicotine gum or patches.

WEAPONS POLICY

Please refer to the Dangerous Weapons section outlined in the [Code of Student Conduct](#) for a list of prohibited items. Any item that could be used as a weapon, to cause harm or fear, or to threaten self or others is prohibited. Additional prohibited items include, but are not limited to:

- Firearms, gun parts or parts for explosive devices, replica weapons or parts for replica weapons, swiss army knives/utility knives, studded belts and bracelets, brass knuckles, tasers, etc.
- Weapons for Sporting Purposes are prohibited. Any sport that could cause harm to the student(s), the property, or could be seen as a threat is prohibited. Prohibited items include, but are not limited to knives or blades (other than kitchen utensils) of any kind, throwing stars, fighting sticks, nun chucks, axes or hatchets, bow, and arrows, etc. A student who possesses any article for sporting purposes (for example, bow and arrows) should check with the Northeastern University Police to determine whether the article is among those prohibited by statute or University regulation.
- Students are permitted to carry pepper spray. NUPD recommends taking the [self-defense/safety classes](#) in which participants are instructed on things to consider when employing the use of pepper spray: <https://nupd.northeastern.edu/our-services/safety-training/>

LEASED PROPERTIES POLICIES AND RESOURCES

All Housing and Residential Life Policies apply to our leased property buildings. There are some additional policies and resources to be aware of that only pertain to residents living in leased properties. If you have any questions that are specific to Leased Properties, we encourage you to reach out to your RA or building staff member.

LEASED PROPERTIES POLICIES

- Students living in leased properties should read and follow the additional materials they receive concerning safety, security, and fire safety.
- For Leased Properties residents, building management may need to enter spaces for a variety of reasons, which could include: addressing facilities and maintenance concerns, maintain building upkeep, install and/or upgrade equipment, etc. Residential Life staff, when notified, will work to provide notice to students whenever that is taking place.
 - Students may not install any lock device that prohibits University personnel from entering the building, or any part of the licensed space. Prohibited devices include, but are not limited to: dead bolts, door chains, slide bolts, lock sets, smart locks, and/or security devices or systems.

LEASED PROPERTIES RESOURCES

- Leased Properties are generally not equipped with CBORD. Keys to front doors, rooms and apartments are the responsibility of the assigned residents. Students are not permitted to make duplicate keys or give keys to guests. Violation of this policy will result in disciplinary action through the Office of Student Conduct and Conflict Resolution, and, in some cases, may result in the cancellation of the Residence Hall and Dining License Agreement. Lost keys will result in a \$25-150 charge for a core change/lock update depending on the lock/core.
- Leased Properties do not have Husky Cable or NUwave, but internet and cable can be set up through an outside provider. You will also be given a \$100 credit for each semester \$50 per summer term on your student account in the sixth week of the term to assist you with cost related to cable TV and internet. Arrangements for cable or internet service must be made with the appropriate service provider to connect/purchase services, disconnect services, and return equipment. Information about providers can be found on this page: <https://offcampus.northeastern.edu/utilities/>

LAUNDRY FACILITIES: Not every leased property building is equipped with laundry facilities, and some may require different means of payment. Students living in a Leased Property may be permitted limited access to a nearby residence hall for the express purpose of accessing laundry facilities. The full details of this access will be shared upon moving in to Leased Properties.

PROCEDURES FOR RESIDENCE HALL LIVING

ASSIGNMENTS

Housing Application information for the next academic year is generally distributed during the Fall semester to all eligible students. Carefully follow the application procedure described in the information provided; strict adherence to all due dates for applications, deposits and cancellations is required.

DEPOSITS

To secure University Housing, admitted traditional first year students must submit a nonrefundable enrollment deposit and complete the housing application through the Admitted Student Portal. Traditional second year students are required to live in University Housing; therefore, their deposits are waived for Fall and Spring of their second year. Upper-class students (Year 3+) and other eligible students who choose to participate in the Housing Selection process are required to follow the application and deposit procedures and deadlines.

BILLING AND ADJUSTMENTS

Students are billed at the beginning of each term and are obligated to pay the full charge for the term. It is the responsibility of each student to know for which terms they have submitted a housing deposit. Students are obligated to follow the cancellation schedule should they need to cancel their housing in writing prior to each term's move-in date. Canceling past the published deadline for any term will result in an assessment of a cancellation charge of the room rate or forfeiture of the housing deposit. If students' plans change and they need to move out earlier than expected, the cancellation-fee policy clause of this agreement is enforced. However, keep in mind that the license agreement also permits students to request an exception to any charge by Housing and Residential Life. To request this exception, students must complete a petition form.

Petition forms are available online at: <http://www.northeastern.edu/housing/cancellation-deadlines/>. The petition should include all important details, as well as any supporting documentation. If the petition is granted, the student may receive a billing adjustment to their account.

BEFORE MOVING IN

For students coming to campus for the first time, please view the [What to Bring to Campus List](https://www.northeastern.edu/housing/what-to-bring/) by visiting: <https://www.northeastern.edu/housing/what-to-bring/>

All Northeastern resident students are strongly encouraged to secure Renter's Insurance. Students should inquire if they can add an off-site "renter's rider" to an already existing homeowner's policy. For more information on approved vendors, and more information about Renter's Insurance, visit the housing vendor [website](https://www.northeastern.edu/housing/vendor-information/) under Personal Property Insurance for College Students: <https://www.northeastern.edu/housing/vendor-information/> or contact the Department of Housing and Residential Life.

CHECKING-IN

Failure to enter in accordance with move in dates published by Housing and Residential Life may result in formal disciplinary action and revocation of University Housing privileges.

FURNISHINGS

The University supplies a bed, dresser, desk, and chair for each student, and window shades for the room. These items cannot be substituted with personal furniture, and students are not permitted to remove furniture from their rooms. The one exception is that students can bring a small desk chair, but the university supplied chair must remain in their assigned space and cannot be removed. For fire safety and other health reasons, residents are not permitted to add personal furniture to their room/apartment. Students will be billed for furniture replacement or repairs (other than those occurring because of normal wear and tear). If there is a concern with the furniture or appliances in your room, please submit a [work order](#) and document in your Room Condition or Apartment Condition Form during move-in.

- In addition, throughout Boston, including areas with dense student populations, there is a potential of bedbug infestation. To prevent this situation from occurring in any of Northeastern's housing facilities, residents are prohibited from bringing any personal furniture to university housing, especially mattresses. If there is a concern about bedbugs or other furniture related issues, please fill out a Facilities & Residential Life Work Request through me.northeastern.edu and notify your residential life staff member.
- Lofted Beds and Furniture: Construction or deconstruction of lofts or raising beds or other furniture onto cinder blocks is not allowed in Northeastern University Housing. Bed risers are not permitted in the residence halls. Beds can be raised on their legs through submitting a work request with facilities. Bed rails and ladders are standard on all beds lofted over 5 feet. Requests to remove rails and ladders are not permitted, and requests to de-loft beds will be accommodated only if the room permits.

FACILITIES & RESIDENTIAL LIFE WORK REQUEST & ROOM REPAIRS

If room repairs are needed, follow the instructions below to access the [Facilities & Residential Life Work Request](#):

1. Log in with your Northeastern credentials
2. Under Resources tab, select Housing, Dining & Campus
3. Select Facilities & Residential Life Work Request
4. Fill out the form according to your need and be as specific as possible.

Submitting a Facilities & Residential Life Work Request grants permission for facilities to access a student's residential space for repair. It is the responsibility of the student to inform the other students in their room/apartment of the submission of a Facilities & Residential Life Work Request and the pending entry of a facilities staff member. Students are not entitled to any refund or payments resulting from any temporary disruption of services like power, hot water, laundry, facilities emergencies, WIFI, or HuskyCable. For additional information about [services and policies related to Facilities](#) please visit: <https://facilities.northeastern.edu/documents-forms/>.

AUDIT PROCESS

After the start of each term, Housing and Residential Life produces an occupancy report verifying that students have checked in to their assigned residence halls. If a student has not checked in on-line or with hall staff, outreach will occur to the student including but not limited to email communication, communication by phone and physical visits to the space by residential life staff.

END OF SEMESTER PROCEDURES

Before moving out

Before a student can move out of a current assignment, they must complete the check-out process. If a student does not follow proper procedures for checking out of a room or if the student chooses to complete a Self-Check Out, they forfeit the right to appeal any supplemental charges for damages. Even if the student is not returning to housing the following term, they are responsible for cleaning the room or apartment thoroughly and disposing of all trash properly.

To forward mail, students must add a forwarding address on The Student Hub portal before leaving campus.

Contact Husky Card Services, located in Spere Commons, if there needs to be a meal plan change.

Check-Out Procedures

Students are required to complete move-out by the deadlines posted in the published License Agreement. Additional information and move-out instructions are communicated via email prior to the move-out deadlines. Living in University Housing is a privilege, not a right. Failure to vacate your assigned space or utilizing a vacant space you are not assigned to, in accordance with move-out dates published by the department will result in formal disciplinary action through the Office of Student Conduct and Conflict Resolution and

could include revocation of university housing privileges. In addition, it will result in the initiation of removal proceedings, which may result in your loss of all University Housing privileges at Northeastern University.

Follow these guidelines when checking out of your residence hall or apartment:

- Clean your room before leaving. Apartment residents are reminded that refrigerators, stoves, and cabinets must also be cleaned. Students who leave without cleaning their rooms or apartments will be billed a cleaning fee.
- Make sure that Residential Life staff has inspected your room, apartment, or suite and that the Room/Apartment Condition Form has been completed and signed.
- Turn in your keys to a member of the Residential Life staff upon check-out. Failure to do so will result in a fee to replace all keys and locks.
- If your door is on the keyless system, you still must formally check out.
- If you choose not to check out with a staff member, you forfeit your right to appeal any or all damage charges.
- If you have a private telephone, make arrangements with the telephone company to disconnect service and remove the equipment before the end of the semester.
- Return your microfridge to the vendor per vendor instructions.

DAMAGE/CLEANING CHARGES

The student is responsible for Northeastern University property in their room and elsewhere in the residence hall. Upon check-in and checkout, residents must complete a Room/Apartment/Suite Condition Form with Residential Life staff. This form confirms the condition of the room/suite/apartment. Residents will be billed for damages that are beyond normal wear and tear. If a resident does not complete the check-out process with hall staff, they waive the right to appeal supplementary charges. If there is loss/damage to common areas of any University Housing facility and Northeastern University cannot identify the individual(s) responsible, the University may require several or all the hall's residents to pay a prorated group charge covering the cost of common area repair/replacement. Students will be billed for replacement of furniture and reinstallation costs in the case of vandalism. Additionally, students may also be referred to the Office of Student Conduct and Conflict Resolution for disciplinary action, which could include the loss of University Housing privileges.

If belongings of any value are left in a student's room, suite, or apartment after checkout or when their Residence Hall and Dining License Agreement has expired or has been terminated (whichever comes first), items will be forfeited and discarded. The student may be charged a cleaning fee for the disposal of items.

PACK AND STORE PROCESS

If belongings of any value are left in a student's room, suite, or apartment after their Residence Hall and Dining License Agreement has ended due to an immediate Leave of Absence or other removal/departure from university housing, the student's belongings may be packed and stored in an on-campus storage unit. Before a pack and store is initiated, students will be contacted via their Northeastern email account and will have 48 hours to retrieve their belongings themselves or via proxy. If the student/proxy does not retrieve their belongings within 48 hours of being contacted or indicates that they are unable to retrieve belongings or identify a proxy to do so, their belongings will be packed and stored, and their student account will be charged \$500. Items will be stored for a 6-month period. If items are not picked up by the 6-month expiration date, items will be forfeited and discarded.

*Perishable food items, non-perishable food items, and living plants will not be packed. Items cannot be shipped.

STORAGE

The University does not provide storage for students' possessions. Please visit housing.northeastern.edu to find resources about recommended vendors and services.

SUMMER RESIDENCE

Housing enrollment is reduced dramatically during the summer, which necessitates closing some Residence Halls during those terms. Summer open buildings are announced each year during the spring semester; details can be found on the Housing website during late January/early February. Students interested in University Housing during the summer terms should apply and submit the required deposit.

SUMMER II TO FALL HOUSING

Since the Summer II move-out date is firm, students who are NOT remaining in University Housing for the Fall Semester will be required to move out (on the last day of finals). Please be aware that University Housing until September 1 is not available.

WITHDRAWALS

All students who leave their housing assignment unplanned, prior to the end of the semester, must fill out a Withdrawal Form with a member of the Residential Life staff. The Withdrawal Form must be completed in addition to the paperwork required for withdrawing from the University. Students who fail to withdraw from housing correctly may incur additional housing and dining charges. Also, students withdrawing from either housing, or the University should add a forwarding address within their Housing Online portal before leaving campus. Since procedures differ depending on whether a student is withdrawing from housing only or from both housing and the University, students should consult with a Residential Life staff member to ensure that all required withdrawal paperwork is completed.

INTERSESSION COMMUNICATION

Intersession is the period between academic terms after exams have ended and before classes are in session. Important dates and times for intersession and spring break are updated each term and e-mailed to all students at their Northeastern email addresses before the break begins. Additional information regarding the intersession schedule is available from Housing and Residential Life staff and on their web site www.northeastern.edu/housing.

VACANCIES

If an empty space exists in a room, suite, or apartment, all students must ensure that a clear and clean-living area is available for any new resident. The dresser, desk, bed, and closet space must be clean and available for use. Failure to clear this space or unauthorized use of this space will result in a substantial fee and is subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.

ROOM CHANGE PROCESS

Visit the Housing website or call the Department of Housing and Residential Life for more information.

E-MAIL COMMUNICATION TO STUDENTS

E-mail is the official form of communication for the University and for Housing and Residential Life. Students are expected to maintain and check their Northeastern email account while on campus, abroad, and away on co-op. All housing assignment information, important deadlines and reminders will be e-mailed. Students will be notified if we plan to mail any information to a campus or permanent address.

RESIDENTIAL SAFETY, SECURITY, AND WELLBEING

RESIDENTIAL SECURITY OFFICE (RSO)

Speare Hall, Upper Lobby
617.373.3499

<https://www.northeastern.edu/housing/safety-security/>

The Residential Safety Office is in the upper lobby of Speare Hall and is open 24 hours a day. It is responsible for all residence hall access through proctor stations, include assisting residents and families, maintaining a special access list, contacting residence life staff, notifying Northeastern University Police Dept. (NUPD) of any security concerns or emergencies.

In order to keep your residence hall safe, please follow these safety tips:

- Close and lock your door when you leave your room or apartment, even if you plan to be gone for a short time.
- Report all suspicious activity, thefts, and other crimes to Northeastern University Police Department (NUPD) immediately.
- Always Keep your Husky Card and keys with you.
- If you live in an apartment, make sure that your external door/apartment door is always locked.
- To secure your possessions and privacy while you are away, be sure to lock your door(s), windows, and riser restrictors when applicable.
- Riser restrictors are located on all first-floor window frames and on those windows that open onto fire escapes.

NORTHEASTERN UNIVERSITY POLICE DEPARTMENT (NUPD)

716 Columbus Ave

<https://nupd.northeastern.edu/>

Emergency: 617.373.3333

Non-Emergency: 617.373.2121

NUPD is a full-service and accredited police agency that comprises patrol and investigative divisions providing 24-hour service. NUPD has developed robust crime-detection and prevention strategies centered on technology and campus community engagement. Our well-trained officers are ready and willing to assist all members of our community. For more information about [NUPD's services](https://nupd.northeastern.edu/), visit the following link: <https://nupd.northeastern.edu/>

Northeastern is committed to assisting all members of the University community in providing for their own safety and security. Clery information regarding campus security and personal safety, including topics such as crime prevention, Northeastern University Police law enforcement authority, crime reporting policies, crime statistics for the most recent three-year period, and disciplinary procedures, is available at Northeastern University Police Department. <https://nupd.northeastern.edu/annual-reports/>.

General Safety Tips

NUPD's Community Engagement Unit works throughout the year to promote safety initiatives on how to protect yourself in different environments. The following [link](https://nupd.northeastern.edu/safety/general-safety-tips/) includes pointers about how to stay safe when in your residence, on or off campus, in your car, and on public transportation: <https://nupd.northeastern.edu/safety/general-safety-tips/>. Additionally, please visit the following link for [NUPD's safety trainings](https://nupd.northeastern.edu/our-services/safety-training/): <https://nupd.northeastern.edu/our-services/safety-training/>. For more information or questions related to NUPD's Community Engagement Unit, please email: nupd-engagement@northeastern.edu.

Safe Zone

The Northeastern University Police Department (NUPD) has launched SafeZone, a cloud-based mobile application that allows users to send a real-time, geo-located alert to on-duty NUPD personnel allowing resources to quickly respond to emergency situations. Quick access to call NUPD is available through the app, as well as one-touch dialing to local emergency resources when off-campus. Additionally, when a student is working or studying alone in an area on campus, the student can share their location by activating the check-in feature. Location information is only sent when the user activates an alert or checks in using the app. More information on the SafeZone mobile app can be found at <https://www.northeastern.edu/nupd/safezone/>

Emergency Notification

Be sure to keep your emergency contact information up to date in The Student Hub Based on the information provided on The Student Hub you will receive email, text, and voicemail messages from NU Alert for weather and other emergencies. Students can also opt-in for Text Advisories by texting NUPDADVISORY to 226787. These are targeted messages that do not rise to the level of alerts/warnings but is important information about areas on or near to campus. For snow emergency information, call 617.373.2000.

Personal Safety Escort

The Northeastern University Police Department provides a personal safety escort service to all members of the University community. The service operates 24 hours a day, every day, and provides escorts between on campus locations. Arrangements for an escort can be made at any time by contacting the Northeastern University Police Department at 617.373.2121 or 7-1-1 to communicate with Telecommunications Relay Services if you are Deaf or Hearing Impaired.

Blue Light Phones

Our Boston Campus is equipped with over 100 Blue Light Phones. These phones are equipped with both emergency buttons and dialing capabilities. When reporting an emergency press the emergency button. A dispatcher will answer and ask you if the call is an emergency and will ask for certain information. Please stay on the line. Do not hang up. Constant contact with the dispatcher is essential. Officers will be dispatched to your location immediately. Please review the following directions.

- Emergency: Simply open the door on the box and press the red button. This will automatically dial the University Police dispatcher Talk directly into the speaker in the center of the phone. Examples of emergency use would be crimes in progress, suspicious persons, medical assistance, traffic incidents, fires, and other incidents requiring immediate response.
- Non-Emergency: Press the black button or dial x2121 for a safety escort or for non-emergency inquiries

Property Registration

NUPD recommends registering your [electronic devices and bike](https://nupd.northeastern.edu/our-services/property-registration/) in order protect your personal property from theft: <https://nupd.northeastern.edu/our-services/property-registration/>

Medical Emergency/Healthcare

In case of serious injury or illness, call the Northeastern University Police Department at 617.373.3333. All Northeastern University Police Officers are first responders and will respond immediately. If it is determined that you need to be taken to a hospital, NUPD will contact Emergency Medical Services Department and arrange emergency ambulance transportation to the nearest hospital. For all other medical or mental health issues, call UHCS at 617.373.2772.

Emergency Relocation

The Department of Housing and Residential Life, in conjunction with numerous other departments on campus, has developed a relocation protocol if a residence hall must be closed for an extended period of time. Follow the directives of university officials, including staff from Housing and Residential Life, Northeastern University Police Department, Facilities Department, and local emergency officials. Evacuations of buildings are rare occurrences but understanding what each person needs to do provides a mechanism for a smooth transition during an emergency. Please contact your Residential Life building staff if you have any questions or concerns. Please refer to the Northeastern University Police Department NUPD website to find resources related to emergency planning (<https://nupd.northeastern.edu/safety/emergency-planning/>).

Evacuation Guidelines for Individuals Needing Assistance

Guidelines have been developed to provide persons with limited mobility with the tools necessary to minimize their exposure to the risk of fire or other threats to their safety. Please visit the following website for more information (<https://nupd.northeastern.edu/safety/general-safety-tips/emergency-guidebook/evacuation-procedures/>)

General fire safety information and tips

Each residence hall has a fire egress drill at least once each semester. Residential Life staff will know when a drill is scheduled, but residents are generally not informed of the drill until they have evacuated the building. Therefore, it is important to treat every alarm as a real emergency. Please familiarize yourself with the following procedures and follow them whenever the fire alarm sounds:

At the sound of the alarm, move quickly and quietly to your closest exit, closing your room doors behind you as you leave. In an orderly fashion, please leave the building by the closest exit, either by stairwell and/or alarmed emergency exits and move away from any entrances once outside to allow others to exit and emergency personnel to enter. Never use the elevators. When outside, follow the direction of your hall staff, Northeastern University Police Department (NUPD), the City of Boston Fire Department, and or/ other local emergency officials and wait for further instructions. If possible, wear a coat and shoes and carry a towel to use in case there is smoke on your egress route. Keep these items easily accessible for emergency use, along with your keys and Husky Card, since it may be hours before you are permitted to reenter.

If you are away from your room when the alarm sounds, proceed to the nearest exit without returning to your room. The alarm signal is the same for a drill as for an actual emergency. Students who do not vacate, do not vacate in a timely manner, or who return into the building during a drill or alarm will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution.

A number of residence halls at Northeastern utilize fire escapes as an alternative means of egress. Access to the fire escapes is through dedicated windows. Fire escape windows must be kept clear. No furniture or other personal items are to be placed to restrict access to the fire escape window. Furniture is prohibited on fire escapes. Failure to maintain clear fire escape access may result in a formal complaint by the City of Boston Fire and/or Building department resulting in the potential closing of the facility due to this safety violation.

This affects the following University-owned Residence Halls as well as a number of leased properties:

| | | | |
|--|---------------------------------------|----------------------------|--|
| 153 Hemenway Street 319 Huntington Avenue | 407 Huntington Avenue Kennedy Hall | Light Hall Loftman Hall | Rubenstein Hall 337 Huntington Avenue |
|--|---------------------------------------|----------------------------|--|

Please contact Residential Life staff for specific rooms/apartments that are affected by this regulation. Individual residents that are found to be non-compliant with this mandatory safety code ordinance will be subject to disciplinary action through the Office of Student Conduct and Conflict Resolution and may be subject to disciplinary action through other law enforcement agencies.

OFFICE OF PREVENTION AND EDUCATION AT NORTHEASTERN (O.P.E.N.)

307 Ell Hall
617.373.4459

<https://open.studentlife.northeastern.edu/>
OPEN@northeastern.edu

The Office of Prevention and Education at Northeastern (OPEN) seeks to promote a safer, healthier Northeastern community by providing evidence-based education, prevention, and resources on the topics of alcohol and other drugs, sexual violence, sexual health, and other wellness-related topics. O.P.E.N. offers:

- Supportive, confidential, and non-judgmental [‘check in’ services](#) for Northeastern students related to alcohol, cannabis/marijuana, and other drugs.
- Programming, presentations, training, and education related to the topics of alcohol and other drugs, sexual violence prevention, and other wellness topics.
- [Up2Us](#). A peer-led bystander intervention program that teaches first-year students how to recognize risk factors of sexual violence and act using effective intervention strategies.
- Free and discreet delivery of safer sexual health supplies to students living on Northeastern’s Boston campus through the [Frisky Husky](#) program.
- [Husky to Husky](#), a peer education group focused on educating the Northeastern community on a range of wellness topics and wellness resources.
- [Online modules](#) through canvas on topics like Building Resilience, Alcohol, Bystander Intervention, Responding to Disclosures of Sexual Violence, How to Make Friends that Stick and more.

O.P.E.N.’s Confidential Sexual Violence Services

OPEN’s Sexual Violence Services are free and confidential, which means our staff are not required to report disclosures or allegations of sexual violence. OPEN offers specific services to address the needs of the Northeastern Community. The following services are available:

[The Sexual Violence Resource Center](#) (SVRC) is a resource for Northeastern students who have experienced sexual assault, sexual harassment, sexual exploitation or abuse, domestic violence, and/or stalking. The SVRC serves as a confidential resource to students affected by sexual violence personally (recently or in the past) and/or those looking for resources to support others.

[Confidential Resource Advisors](#) (CRAs) provide free, confidential, non-judgmental, restorative-informed services for Northeastern students or organizations who have been accused of any form of sexual violence and/or who have concerns about beliefs and behaviors that could lead to harm.

[Community Consultation](#) services recognize that when sexual violence occurs, it often affects people beyond those who were directly harmed or accused. These confidential meetings provide guidance for Northeastern students and employees looking to respond to incidents, support others, and/or discuss prevention strategies.

To schedule an appointment for any of the services listed above, [fill out this confidential service request form](#) (log in with your Northeastern credentials.)

Additionally, OPEN can support students who are involved in a process with OUEC (Office of University Equity and Compliance) (Title IX) by facilitating connections to resources, reviewing rights and reporting options/processes, serving as an Advisor during a process (or connecting you to one), and facilitating educational conversations around sexual violence.

UNIVERSITY HEALTH AND COUNSELING SERVICES (UHCS)

70 Forsyth Building, suite 135
617.373.2772 (voice)
617.373.2601 (fax)
uhcs@northeastern.edu

www.northeastern.edu/uhcs

Please visit the website for hours, including dedicated drop-in hours for mental health support.

University Health and Counseling Services (UHCS) provides confidential medical and mental healthcare to Northeastern students through scheduled telehealth and on-site visits. There is no copay or charge associated with appointments at UHCS, however, students may be charged for lab services provided through LabCorp. All students are required to be fully immunized before arriving on campus, in accordance with state and local law and to ensure personal and community health.

Daily Drop-in Mental Health hours are available 11am - 2pm, Tuesday and Thursday from 5pm - 7:30pm and 12pm - 4pm on Saturdays.

Visit northeastern.edu/uhcs for more information about UHCS including:

- Access to care: <https://www.northeastern.edu/uhcs/access-to-care/>
- 24/7 Urgent Mental Health Support: <https://www.northeastern.edu/uhcs/find-at-northeastern/>
- Unlimited free counseling sessions through Uwill: <https://app.uwill.com>

- Northeastern University Student Health Plan (NUSHP) <https://www.northeastern.edu/nushp/>
- Immunization Requirements <https://uhcs.northeastern.edu/forms/documentation-of-immunity/>
- Medical Leave of Absence (MLOA) <https://www.northeastern.edu/uhcs/forms/medical-leave-of-absence/>

24-hour Mental Health Support

[Find@Northeastern](#) provides students with a variety of mental health resources. Full-time degree-seeking students across the Global University System can connect to confidential 24/7 urgent mental health support by calling 877.233.9477 (US), 855.229.8797 (Canada), or +1.781.457.7777 (International), [unlimited free counseling sessions](#) through Uwill, and access to [Headspace](#). Additionally, all Northeastern students can access a moderated peer-to-peer platform through [Togetherall](#). Learn more [here](#).

WE CARE

354 Richards Hall
617.373.7591

wecare@northeastern.edu

<https://studentlife.northeastern.edu/we-care/>

The We Care Office assists students who are experiencing unexpected challenges to maintain their academic progress. The staff works with students individually to help them understand and explore their options, which may involve explaining university policy, providing resources and referrals, and coordinating among university offices. We Care also provides guidance to faculty and staff in identifying Northeastern resources and policies to help students succeed.

DISABILITY ACCESS SERVICES

Disability Access Services (DAS)

20 Dodge Hall

617.373.2675

www.northeastern.edu/drc

Medical needs requiring housing accommodations:

In accordance with the Americans with Disabilities Act (ADA 1990), Northeastern University seeks to provide equal access to its programs, services, and activities. If you need housing accommodations, please contact Disability Access Services (www.northeastern.edu/drc) as soon as possible to make appropriate arrangements. To receive housing accommodations, the University requires that you provide documentation of your disabilities to DAS so that they may identify if/what accommodations may be necessary and arrange with Housing and Residential Life to provide the accommodations. Please be aware that this process can take 2 to 3 weeks to review, we encourage all students to start this process prior to the start of the semester. Any approvals made after the start of the term are subject to housing availability.

Please see [Housing Accommodations](#) webpage for further information: <https://www.northeastern.edu/housing/housingaccommodations/>.

Service Dogs and Emotional Support Animals:

Persons with documented disabilities who are requesting to bring a service dog or other emotional support animal must contact and submit appropriate documentation to the [Disability Access Services](#) prior to the animal being moved into University Housing. Students with approved service dog or emotional support animals are required to follow the expectations and instructions pertaining to their animal as communicated by Disability Access Services. Students will also be required to get an ID sticker for the approved animal to be placed on the student's Husky Card.

OFFICE FOR UNIVERSITY EQUITY AND COMPLIANCE (OUEC)

125 Richards Hall

617.373.4644

www.northeastern.edu/ouec

Northeastern University is committed to providing a living, learning and work environment that is safe and free from discrimination and harassment. Northeastern University is an equal opportunity/affirmative action/Title IX educational institution and employer. At the Office for University Equity and Compliance (OUEC), staff lead efforts to maintain the University's compliance with all federal, state, and local laws pertaining to anti-discrimination, the Americans with Disabilities Act, and Title IX. The OUEC is responsible for investigating and resolving all complaints of discrimination, harassment, and retaliation at Northeastern. The Assistant Vice President for University Equity and Compliance / Title IX Coordinator coordinates the University's response to complaints involving all forms of discrimination.

Anyone who experiences or witnesses discriminatory conduct is strongly encouraged to report the matter immediately to the OUEC using the online [Discriminatory Complaint Form](#). All employees (excluding Confidential Employees), are considered "Mandatory University Reporters" including faculty, staff and student workers who assume roles which other students may reasonably believe obligate that student worker to report allegations of a Prohibited Offense. This includes but is not limited to Resident Assistants in Residential Life, Graduate Research Assistants or Teaching Assistants. Mandatory University Reporters are required to immediately report allegations of Sexual and Gender-Based Harassment and Title IX Prohibited Offenses and other allegations of discrimination to OUEC. Only those individuals who are statutorily prohibited from reporting, such as health professionals from UHCS and spiritual advisors or clergy, as well as OPEN's Sexual Violence Resource Center (SVRC), do not have a duty to report all incidents without the release of the student. As such, any reports of sexual misconduct made to faculty or staff will be directed to the Title IX Coordinator who will respond accordingly. The University's policies strictly prohibit retaliation against an individual for reporting perceived discrimination or participating in a resulting resolution procedure, including Informal Resolutions.

RESIDENTIAL STUDENT RESOURCES

LIVING WITH A ROOMMATE, CONFLICTS, AND ROOMCHANGES

The majority of students share a bedroom, bathroom, kitchen, and/or common space with one or more roommates. Once you receive your room assignment, you can find your roommate's name(s) and Husky email(s) in your Housing Online portal. We strongly encourage you to contact your roommate(s) through their email. Although you may be able to find your roommate on social media, not every student may have social media accounts or may not be comfortable connecting through that platform. This is a new experience for everyone, and it is important to respect one another's comfort levels and not make quick judgements. Breaking the ice and starting to communicate before move-in will allow for you to begin the process of getting to know one another and ease any anxieties you may have about sharing your space. Once you have started to build a relationship, you can start to discuss expectations on how you will share your room such as cleanliness, sharing of items, and much more.

After moving in, you will complete a roommate agreement that outlines these expectations. First year students are required to complete the formal agreement, and all returning students are strongly encouraged to complete the agreement, as well. Each roommate should approach the agreement with an open mind and clearly communicate the aspects of common living that are most important to them. You should revisit these expectations on an as needed basis, as your habits, expectations, and preferences may change over time.

If you are having a roommate conflict, it is important to address it immediately with one another. Students are encouraged to collaborate with their roommates to find solutions to concerns. If you need assistance or guidance approaching your roommate, your Resident Assistant can assist by practicing talking points or joining the conversation. Residential Life staff of all levels will work with you and your roommates to navigate conflicts. All attempts to resolve conflict so that roommates can maintain a respectful living environment.

will be explored prior to considering requests to change your room.

HUSKY CARD SERVICES

4 Speare Commons

Speare Hall, Lower Lobby

617.373.8740

www.northeastern.edu/huskycard/

Husky Card Services manages all services associated with the Husky Card at Northeastern University. The Husky Card is the official identification card at Northeastern University and is issued to students, faculty, staff, alumni, contractors, conference attendees, and more.

Along with identification, the Husky Card is also used for building/residence hall access, parking, laundry, printing, vending, dining services, library book check-out, discounts and more. The Husky Card can also be used as a debit card. When you add money to your Husky Dollar account, you will be able to pay for food and services at many locations in and around the University. Please note that no cash withdrawals are permitted with a Husky Card. For more information about [Husky Card](#) services, accepted vendors, and FAQs visit: <https://www.northeastern.edu/huskycard/>.

Lost Husky Card: If a student loses their Husky Card, they can get a replacement at the following places for a \$25 fee. If a student’s Husky Card is malfunctioning, the student can get a replacement card for free as long as the student brings the malfunctioning card to Husky Card Services. If a Husky Card is stolen, the replacement fee may be waived by providing a police report or case number in writing from the agency of record via email to huskycard@northeastern.edu.

MEAL PLAN

Please refer to the [Residence Hall and Dining License Agreement](#) or the [Meal Plan](#) at <https://www.northeastern.edu/huskycard/meal-plans/> for meal plan options and applicable restrictions. Visit the [Dining Services](#) Web site for hours of operation and menus at www.nudining.com

FREE PRINT ALLOWANCE

Northeastern University offers all students a free print allowance. The free print allowance can be used at the printers in residence halls, the Snell Library, and various other locations throughout campus. For more information, please go to: www.northeastern.edu/huskycard/services/print-allowance/

LAUNDRY

Northeastern University offers students living in university housing access to both washers and dryers within university-operated laundry facilities. The cost of laundry services is built into the room rates, and laundry machines are operated via push-to-start service on each individual machine. The machines within these facilities are owned and serviced by a third-party vendor, who is responsible for maintenance, repair, and replacement of the machines as appropriate.

- Most University Housing complexes have washing machines and dryers within them, otherwise access will be provided to a complex that does, with the exceptions described in the bottom bullet below. The University is not responsible for any personal belongings left unattended. Washing machines cannot be used to dye clothing. Please see instructions in laundry rooms that detail proper laundry machine usage or consult building staff with any questions.
- To resolve issues regarding laundry, please contact Automatic Laundry via the appropriate contact information posted on the laundry room signage and the individual machines. Building staff can assist with navigating specific inquiries and concerns as well.
- Residents of Edwards Hall, Rodgers Hall, the Midtown, and 39 Dalton Street will not receive Laundry Bucks. A Housing Husky Dollars credit will be applied to resident accounts in these locations between weeks 6 and 8 of the semester. Housing Husky Dollars can be used like Husky Dollars but expire annually in August and are not refundable/ transferrable.

BUILDING ACCESS

- CBORD (Keyless Lock System): CBORD is a keyless lock system in which a student’s Husky Card and 4-digit pin gives access into a student’s building and apartment/room. All residence hall entrances automatically lock between 11 PM and 6 AM. Residents needing to access the residence hall during these hours must use their Husky Card on the external card reader to open the door. Find more information about CBORD [here](#). General access information can be found [here](#).
- Lockouts: Students are responsible for always carrying their key(s) and Husky Card. If a student is locked out of their room, they should follow the instructions below.
 - Find the staff member on duty by reporting to the building/complex’s RA office, to arrange for re-entry.
 - When staff members are not in the building, they may be contacted through the proctor.
 - The Residential Safety Office (RSO) can assist with contacting staff. For more information, contact RSO at 617.373.3499.
 - If the lockout is during a time when the office is closed and no staff member is on duty, students may not be able to gain access to their room until the building/complex’s RA office is open or the staff member on duty is available.
 - It can be up to a two-hour wait Monday through Friday. Off-duty staff members are not obligated to respond to a lockout. Students who repeatedly require staff to open doors may face disciplinary action and/or fines.

Religious Accommodations for Building Access

Northeastern University strives to accommodate the religious/spiritual/cultural needs of all members of our community. Persons who require an alternative procedure for building access due to religious observance must contact and submit a request via this form a minimum of 7 business days in advance of any effective start date: <https://fs17.formsite.com/neuhousing/plkr3rpmljs/index>. These accommodations will only be approved for persons to access the building they reside in. No accommodations will be granted for other residence halls or to persons who do not reside in hall and wish to be a guest. Persons with an approved accommodation must follow the expectations and instructions as communicated by Housing, Residential Life, and the Residential Security Office. Any approved accommodation must be renewed each semester the person is a resident by submitting a new request.

| Department name | Services Available | Hours of Operation | Contact Information |
|--|-------------------------------|---|--|
| Husky Card Services | New cards & replacement cards | Typical business hours: Monday-Friday 8:30 a.m.-4:30p.m. Please check website and email communications for updated hours: https://www.northeastern.edu/huskycard/ | 4 Speare Commons 617.373.8740 |
| | Replacement cards only | Only available after hours when Husky Card is closed | 716 Columbus Place 617.373.2121 |
| Northeastern University Police Department (NUPD) | Replacement cards only | Only available after hours when Husky Card is closed | Gainsborough Garage, under gas station canopy 10 Gainsborough St. 617.373.2754 |
| Facilities Customer Service Center | Replacement cards only | Only available after hours when Husky Card is closed | |

**Husky card replacement locations and hours*

RESIDENTIAL MAIL

Residential Mail (ResMail)
369 Huntington Avenue (Marino) and 716 Columbus Avenue (Basement)
617.373.2529 (Marino) and 617.373.5178 (Columbus)

For more information & updated hours, visit: <https://mailservices.northeastern.edu/residential-mail/>

ResMail services students living in University Housing. Delivery of Services. For more [information](#) related to services, where to address your packages, and forwarding your mail, visit: <https://mailservices.sites.northeastern.edu/faqs/>. Northeastern University assumes no liability for delay or failure to provide educational or other services for facilities due to causes beyond its reasonable control. Causes include, without limitation: power failure, strikes by university employees or others, damage by natural elements, and acts of public authorities. The University will, however, exert reasonable efforts, when it judges them to be appropriate, to provide comparable services, facilities, or performance; but its inability or failure to do so shall not subject the University to liability.

TECHNOLOGY AND COMPUTING

IT Service Desk
Snell Library – Second floor
617.373.HELP (x4357)
help@northeastern.edu
<https://services.northeastern.edu/tech>

IT Services offers 24/7 technology support through the Tech Service Portal (services.northeastern.edu/tech), including live chat assistance. Help is also available anytime via email and phone, and in-person at Snell Library. Some of the on-campus technologies that IT provides include:

- **TV-Streaming Service:** Students living in Northeastern university housing have online access to live streaming TV, on demand shows, and movies through XFINITY On Campus™. Available through Northeastern's partnership with Comcast, XFINITY On Campus™ offers 200 live TV channels as well as thousands of on-demand shows and movies.
- **Internet:** Wireless and wired high-speed networks are available in the residence halls and are designed to be as compatible as possible with a wide variety of devices. To maintain secure internet access, some of these networks require students to register their devices annually to connect.

For more information on networks and other key technology resources in the residence halls, visit Northeastern's student technology guide, [connect-to-tech.northeastern.edu/students/](https://tech.northeastern.edu/students/).

TRANSPORTATION

OFF CAMPUS ENGAGEMENT AND SUPPORT SERVICES

151 Speare Hall
617.373.8480
offcampus@northeastern.edu
offcampus.sites.northeastern.edu

Off Campus Engagement and Support is dedicated to serving the needs of all students who reside off-campus. They provide resources, education, and programs to keep you connected to campus, informed of city and civic-engagement opportunities, and promote positive connections between students and their community neighbors. Off Campus Engagement and Support can help with landlord issues, keep students informed and advise renter's rights, and assist them in searching for off campus housing. Visit [Northeastern's Apartment Search Database](https://aptssearch.northeastern.edu/) for local property listings and to find roommates and sublets: <https://aptssearch.northeastern.edu/>