

# Guide to Residence Hall Living



## 2026-2027

Northeastern University  
**Housing and Residential Life**

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## OVERVIEW OF HOUSING AND RESIDENTIAL LIFE

### Contact Information

4 Speare Commons, Speare Hall, Lower Lobby  
 617.373.2814 (voice)  
 800.240.7666 (voice/outside of Boston)  
 +44 800.031.8166' (UK Phone)  
[housing@northeastern.edu](mailto:housing@northeastern.edu) (email)

### Mission Statement

Housing and Residential Life provides students with a transformative residential experience that prepares them to thrive in a dynamic interconnected world while contributing positively to their communities.

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](#).

### E-mail Communication to Students

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

# 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.

The University may update, modify, or supplement this Guide and related Housing and Residential Life policies, procedures, restrictions, and operational practices at any time. Students are responsible for reviewing and complying with all updates communicated by the University, Housing and Residential Life, or other University offices. 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. All students 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](mailto:osccr@northeastern.edu) (email)

<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/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.

Residents are responsible for their own behavior and for addressing health, safety, and policy concerns in their assigned space. If a resident becomes aware of a prohibited item, unsafe condition, or policy violation, they are expected to address it promptly, correct the issue when possible, or seek assistance from Residential Life staff.

### Privacy, Personal Property, and Dignity of Others

Students living in University Housing are expected to respect the privacy, personal property, and dignity of others within the residential environment. A shared residential space does not eliminate a resident's reasonable expectation of privacy. Residents may not photograph, video record, audio record, monitor, or otherwise capture another person

without their knowledge and consent in circumstances where there is a reasonable expectation of privacy. This includes, but is not limited to, recording a roommate or other resident inside a bedroom, bathroom, sleeping space, or other private residential setting. Residents may also not photograph, video record, or otherwise capture another resident's personal belongings, documents, screens, communications, or private property in a manner that is invasive, harassing, retaliatory, threatening, or inconsistent with community standards.

## Housing-Specific Administrative Action

In addition to outcomes issued through the Office of Student Conduct and Conflict Resolution (OSCCR), Housing and Residential Life may implement housing-specific administrative actions when a student's behavior raises concerns related to safety, security, well-being, community impact, or the effective operation of University Housing. Such action may include, but is not limited to, restrictions, relocation, removal from specific residential spaces, or removal from University Housing. Where circumstances warrant immediate action, interim housing measures may be implemented prior to the resolution of a conduct process. These actions may be temporary, ongoing, or permanent depending on the individual facts and circumstances of the matter and may be implemented in coordination with OSCCR and other appropriate University officials.

## Delivery of Services

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.

## 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 |
| 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 proctored 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 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 pose 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 signed them in at all times 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.
  - Students should 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.
- Guests are not permitted to bring Emotional Support Animals into residence halls. Service animals are permitted.
- 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 (not an electronic copy or photocopy). 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 DAS (Disability Access Services) website:  
<https://disabilityaccessservices.northeastern.edu/incomingandsunregisteredstudents/>. Once approved, the DAS 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 and students must abide by these occupancy limits within residential units at all times. Any non-compliance will result in referral to the Office of Student Conduct & Conflict Resolution.

| <b>Traditional/Suite Style Housing</b> | <b>Total Number of People Allowed in the Residential Unit, including residents*</b> |
|----------------------------------------|-------------------------------------------------------------------------------------|
| Single Rooms                           | 3 People                                                                            |
| Double Rooms                           | 6 People                                                                            |
| Triple/Quad Rooms                      | 9 People                                                                            |
| <b>Apartment Style Housing</b>         | <b>Total Number of People in the Residential Unit, including residents*</b>         |

|                      |           |
|----------------------|-----------|
| 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 works to maintain a safe, respectful, and orderly residential environment and to address conduct that interferes with the rights, safety, or well-being of others.

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. 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:

All members of the community must present their husky card as identification upon request. 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.

- Students may not install, operate, or use personal surveillance, monitoring, or recording devices in University Housing in any manner that records, monitors, or captures others in a location where there is an expectation of privacy. Personal security cameras, doorbell cameras, audio recording devices, or similar systems may not be installed on or around room doors, apartment doors, bedroom entrances, or within shared residential spaces without prior written approval from Housing and Residential Life. Prohibited devices include, but are not limited to, Ring cameras, Nest cameras, doorbell cameras, indoor security cameras, and similar video or audio surveillance systems

## 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 with the exception of 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](mailto: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:
  - Must 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 referral to outside law enforcement agencies where appropriate. 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. When practicable, the University may ask the student to be present during a room search or inspection but student presence is not required for the University to proceed.

### 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 (including tanning lamps, light therapy lamps, and grow lights), heat lamps (including heat lamps for animals) fog machines, neon signs, lava lamps.
- Open flames like candles and incense are strictly prohibited in all residential facilities. This includes unlit candles and candle warmers, as well as 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 Access Services.
- 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, rice cookers, hot water/tea kettles. Standalone microwaves (non-Microfridge units) are not permitted in residence halls, with the exception of apartment style residences which include kitchens.
- No personal furniture (I.e. desk, headboards, tents, couch, non-desk lounge furniture/chairs, butterfly chairs, beanbag chairs, ottomans, bunk trunks, any wooden furniture not provided by the university) is allowed in housing, including 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 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, stickers, 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 is 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, as these items are fire hazards.
- Tampering with, adjusting, or removing any life-saving signaling device is strictly prohibited.
- Students may not tamper with, obstruct, disable, alter, cover, interfere with, or install any unauthorized device on any residential door lock, latch, key mechanism, card reader, strike plate, door closure system, or other access or security equipment. Prohibited conduct includes, but is not limited to, using tape, magnets, coverings, wedges, personal locks, additional locking devices, or any other item, device, or method that prevents a door, lock, or access mechanism from functioning as intended. Students are not permitted to install personal locks or other unauthorized security devices on residential room, suite, apartment, or building doors

## 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 presses, toasters, air fryers, hot water/tea kettles, rice cookers, 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.
- Non-heating food preparation appliances may be permitted in residential spaces, provided they do not contain exposed heating elements, do not create a fire or safety risk, and are used only for their intended purpose. Examples may include blenders, mixers, and similar countertop appliances. Housing and Residential Life reserves the right to restrict, remove, or document any appliance that jeopardizes the safety of residents, creates sanitation concerns, or is otherwise determined to be inappropriate for use in University Housing
- 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.

## Room Inspections and Room Entry

The Department of Housing and Residential Life may conduct health and safety room inspections periodically during each semester and at other times as determined appropriate by the University. 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 a student's assigned space when necessary or appropriate, including, but not limited to, in circumstances involving suspected abandonment, suspected policy violations, health or safety concerns, maintenance or repairs, damage assessment, or other emergencies.

Submitting a Facilities Work Request or Information Technology Services (ITS) ticket grants permission for staff 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. 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 escorted by 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 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 Space 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, install temporary or permanent wallpaper, 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. Residents are expected to maintain their room, suite, apartment, and shared living areas in a clean, sanitary, and safe condition. Unclean or unsanitary living conditions include, but are not limited to, excessive trash accumulation, failure to remove recyclables, spoiled or rotting food, pest-attracting conditions, bodily waste, pervasive odor caused by neglect, unsanitary bathroom or kitchen conditions, mold-producing neglect, and excessive clutter or debris that creates health, safety, sanitation, or access concerns. 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](https://www.northeastern.edu/housing/work-requests/) 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 pets, please see the [University Policy for Animals on Campus](#). For more information regarding service dogs and emotional support animals, see the [Disability Access Services](#) 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 & Recreation](#). 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.

## 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 is prohibited, as well as propping open doors.
- 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 but are not limited to:

- 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.
- Students may not cover, obstruct, block, alter, or otherwise interfere with air vents, ventilation returns, heating/cooling units, or other building airflow systems. Prohibited items include, but are not limited to, cloth, posters, tapestries, paper, bags, furniture, decorations, or personal belongings placed on, over, or directly in front of vents or ventilation systems
- 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 with integral overcurrent protection. 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 policies 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. Federal government. Any questions regarding medical cannabis should be referred to University Health & Counseling Services (UHCS) prior to coming to campus.

Additional policies prohibit:

- 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.
- A person 21 years old or older is limited to one 12-pack of beer, hard seltzer or similar canned/bottled drinks (144 ounces/4.26 liters) OR one-half gallon (64 ounces/1.89 liters) of wine OR one pint (16 ounces/473 milliliters) of hard liquor.
- Residents who are 21 years of age or older and permitted to possess alcohol remain responsible for storing and maintaining alcohol in a manner that does not make it accessible to individuals under the age of 21. Possession may include alcohol located in a resident's individually assigned space, bedroom, or personal area, as well as alcohol located in shared rooms, suites, apartments, or common spaces. Alcohol may not be left unattended, stored openly in shared common spaces, or maintained in a manner that creates the appearance of shared possession by underage roommates, suitemates, or guests
- 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, vapes, etc. This does not include nicotine gum or patches.

- Sharing or giving away prescribed medication is prohibited.

## Alcohol Paraphernalia

Students are expected to comply with all alcohol-related expectations outlined in the Code of Student Conduct, including regulations related to legal drinking age, possession, presence, consumption, distribution, and prohibited alcohol-related items. In addition, the possession or use of alcohol-related paraphernalia in University Housing is prohibited when such items are used, displayed, stored, or maintained in a manner that indicates alcohol possession, consumption, service, drinking game activity, or facilitation of a violation of University policy. Alcohol-related paraphernalia may include, but is not limited to, shot glasses, funnels, beer bongs, pong tables, drinking game tables or devices, marked or arranged disposable cups, and other items primarily associated with the service, rapid consumption, or promotion of alcohol.

Students under the legal drinking age are prohibited from possessing alcohol-related paraphernalia when the item, by its nature, quantity, context, location, or condition, indicates alcohol possession, consumption, or access inconsistent with University policy.

Housing and Residential Life reserves the right to determine, based on the facts and circumstances present, whether an item itself or combination or arrangement of items constitutes alcohol-related paraphernalia in violation of this policy.

## 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. Northeastern University Police Department (NUPD) recommends taking the [self-defense/safety classes](#) in which participants are instructed on the use of pepper spray.

## 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

- For Leased Properties residents, building management, or other authorized representatives, may need to enter spaces for a variety of reasons, which may include, but is not limited to: addressing facilities and maintenance concerns, maintain building upkeep, install and/or upgrade equipment, etc. When practicable, Residential Life staff, will work to provide notice to students when entry 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 and apartments are the responsibility of the assigned residents. Students may not install locks to individual bedrooms. 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 Property apartments are not set up for connection to university networks, but internet and/or cable services can be set up through an outside provider. You will also be given a \$100 credit for each semester, and/or \$50 per summer term on your student account in the sixth week of the term to assist you with costs 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 into a Leased Property location.

# PROCEDURES FOR RESIDENCE HALL LIVING

## ASSIGNMENTS

Housing Application information for the next academic year is 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

In order 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. For students entering through Specialized First Year Entry programs, please consult your Admissions package and with Housing & Residential Life for information regarding applicable housing requirements, housing eligibility or housing guarantee. 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 after the published deadline has passed 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. In order 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](#).

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](#) under Personal Property Insurance for College Students 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 as a result 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. In order 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 <https://pref.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 to your [Student Hub](#) with your Northeastern credentials
2. Click “Resources”
3. Select “Facilities & Residential Life Work Request”
4. Complete all required fields. Be as specific as possible.
5. Upload photos and/or supporting documents
6. Click “Submit”

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. The same is true for Information Technology Services (ITS) requests, submitted through the Tech portal: <https://service.northeastern.edu/tech> . Students are not entitled to any refund or payments resulting from any temporary disruption of services such as power, hot water, laundry, facilities emergencies, Wi-Fi. For additional information related to facilities, please visit: <https://pref.northeastern.edu/>

## 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 online 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 their 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 to The Student Hub portal before leaving campus. Contact Husky Card Services, located in Speare Commons, for meal plan changes.

## 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.
- 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 Space 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 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 of 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.

## STORAGE

The University does not provide storage for students' possessions. Please visit [housing.northeastern.edu](https://housing.northeastern.edu) to find resources about recommended vendors and services.

## EMERGENCY 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 a Housing and Residential Life 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.

## 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 B TO FALL HOUSING*

Since the Summer B 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 website:

[www.northeastern.edu/housing](http://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. Residents are not permitted to tell another student that they may not move into that student's assigned space or discourage them from doing so. Failure to clear this space, unauthorized use of this space, or

discouraging a resident to move in, will result in a substantial fee and/or is subject to disciplinary action through the Office of Student Conduct and Conflict Resolution. Items in these spaces will be discarded. Residents will not be notified when a vacancy is 'created' within their space. It is the responsibility of a resident to communicate to roommates if they are moving out. This is true both of move-out within a term or between terms

## UNAUTHORIZED ROOM SWAPS

Students may not exchange, swap, transfer, or otherwise change room or bedspace assignments with another student without prior approval from Housing and Residential Life. Students may not occupy, move into, or utilize a room or bedspace to which they are not assigned, even with the consent of another resident. Unauthorized room changes, bedspace swaps, or informal assignment exchanges are prohibited and may result in disciplinary action, reassignment, billing, and/or loss of housing privileges.

## ROOM CHANGE PROCESS

Visit the [Housing website](#) or call the Department of Housing and Residential Life for more information.

# RESIDENTIAL SAFETY, SECURITY, AND WELLBEING

## RESIDENTIAL SECURITY OFFICE (RSO)

Speare Hall, Upper Lobby

617.373.3499 (voice)

<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, including assisting residents and families, maintaining a special access list, contacting Residential Life staff, and notifying Northeastern University Police Department (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.
- Keep your Husky Card and keys with you at all times.
- 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

Emergency: 617.373.3333

Non-Emergency: 617.373.2121

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

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, 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 Act 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](#) 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](mailto: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 has the ability to 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://nupd.northeastern.edu/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 involve important information about particular areas on or near 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 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](#) in order to 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. If it is determined that you need to be taken to a hospital, NUPD will contact the 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 in the event that 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/>.

## Egress Drills and Building Evacuation Policies

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 Residential Life 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, use elevators, 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 so as 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   | 407 Huntington Avenue | Light Hall   | Rubenstein Hall       |
| 319 Huntington Avenue | Kennedy Hall          | Loftman 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 (OPEN)

307 Ell Hall  
617.373.4459 (voice)

[OPEN@northeastern.edu](mailto:OPEN@northeastern.edu) (email)

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

OPEN promotes a safer, healthier Northeastern community. We provide education, prevention initiatives, and resources on alcohol and other drugs, sexual violence, sexual health, and wellness.

**Meet with OPEN**

All meetings with OPEN are free, non-judgmental, and confidential. To set up an appointment for any of the following services, fill out this form. Meetings can be completed virtually or in-person.

### **Alcohol and Other Drug Check-Ins**

- OPEN provides check-in services related to alcohol, cannabis, and other drug use.
- During a check-in, you can discuss your alcohol, cannabis, and/or other drug use, receive personalized feedback, and develop strategies to help you make informed decisions.

### **OPEN's Sexual Violence Resource Center**

- OPEN's Sexual Violence Resource Center (SVRC) provides trauma-informed support services to Northeastern students who have experienced any form of sexual violence (i.e., sexual assault, sexual harassment, sexual exploitation, domestic/dating violence, and/or stalking).
- Additional resources for students who have experienced sexual violence can be found on OPEN's website.

### **OPEN's Services for Accused Students**

- OPEN's Confidential Resource Advising (CRA) Services provide support and resource navigation for Northeastern students accused of any form of sexual violence, dating violence, or stalking.
- Additional resources and educational opportunities for students accused of harm can be found on OPEN's website.

### **Community Consultation Services**

OPEN's [Community Consultation services](#) offer confidential guidance to Northeastern students and employees on substance use, sexual violence, and wellness, including how to support peers, navigate concerns within student organizations, and promote community health.

## Pick Up and Delivery Programs

OPEN's Frisky Husky Program provides free and discreet delivery of sexual health supplies to Northeastern students living on our Boston campus. [Learn more and place your order here.](#)

Northeastern's [Wellness Vending Machine](#) provides low-cost emergency contraception, wellness supplies, and free sexual health supplies. The Wellness Vending Machine is in the Marino Center atrium.

- Free Narcan kits are available through OPEN. Students can pick up one Narcan kit (contains two doses of 4 mg Narcan brand naloxone nasal spray, one rescue breathing mask, and educational materials) per person. Fentanyl test strips are also available.

## Peer Education and Online Modules

- OPEN's Husky to Husky Peer Educators focus on wellness, mental health, stress, alcohol education, and sexual health. Our peer educators work to bridge the gap between students and services through tabling, presentations, programming, and more.
- OPEN's Sexual Violence Prevention Educators facilitate OPEN's Up2Us: Bystander Intervention program, a sexual assault prevention program that educates students on how to recognize warning signs of sexual violence, identify intervention strategies, and take action in safe and effective ways.
- OPEN offers online modules on topics related to alcohol and other drugs, sexual violence, consent, and bystander intervention. The modules are self-enrollable and available via Canvas. View the modules [here](#).

## UNIVERSITY HEALTH AND COUNSELING SERVICES (UHCS)

70 Forsyth Building, suite 135

617.373.2772 (voice)

617.373.2601 (fax)

[uhcs@northeastern.edu](mailto:uhcs@northeastern.edu) (email)

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

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

University Health and Counseling Services (UHCS) offers confidential medical and mental health care to Northeastern students. There is no cost for appointments at UHCS, though students may incur charges for certain lab services through LabCorp. To protect personal and community health, all students must be fully immunized before arriving on campus, in line with state and local regulations. Visit the UHCS website for up-to-date hours of operation and additional service information.

### **Drop-In Mental Health Support Hours**

Daily drop-in mental health support is available during the following times:

- Monday–Friday: 11:00 a.m. – 2:00 p.m.
- Tuesday & Thursday: 5:00 p.m. – 7:30 p.m.

### **Learn More About UHCS**

Visit <https://uhcs.northeastern.edu> for additional information including:

- Services: <https://uhcs.northeastern.edu/services/>
- 24/7 Urgent Mental Health Support: <https://healthandwellness.northeastern.edu/urgent-support/>
- Unlimited free counseling sessions through Uwill: <https://app.uwill.com>
- Vaccine and Health Requirements: <https://healthandwellness.northeastern.edu/documentation-of-immunity/>
- Medical Leave of Absence (MLOA): <https://healthandwellness.northeastern.edu/application-process/>

### **24-hour Mental Health Support**

[Find@Northeastern](#) provides full-time students across the Global University System with a suite of mental health resources including:

- Confidential 24/7 urgent mental health support: 877.233.9477 (US), 855.229.8797 (Canada), or +1.781.457.7777 (International)
- Unlimited free counseling sessions through Uwill
- Free access to the Headspace mindfulness app
- Togetherall, a moderated peer-to-peer support platform

## NORTHEASTERN UNIVERSITY STUDENT HEALTH PLAN (NUSHP)

All undergraduate students are automatically enrolled in NUSHP every academic year. NUSHP is a comprehensive, affordable health plan that provides excellent nationwide and international coverage, ensuring that you have access to quality healthcare from any location.

If you have an existing health plan that provides comparable coverage, you may submit a waiver request to opt out of NUSHP. You can find more information about [the waiver process here](#). **The fall 2026 deadline to submit the waiver is September 30, 2026.** Students will not have access to the waiver until after they have received their fall semester bill. Please review the NUSHP website for more information about the waiver process.

For more details, please visit the [NUSHP website](#), where you can find information including [coverage benefits](#), [costs](#), and [how to utilize insurance in the United States](#).

## WE CARE

354 Richards Hall

617.373.7591 (voice)

[wecare@northeastern.edu](mailto:wecare@northeastern.edu) (email)

<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 to help them understand and explore their options, which may involve explaining university policy, providing resources and referrals, and coordinating among university offices. Additionally, We Care provides guidance to faculty and staff in identifying Northeastern resources and policies to help students succeed.

## DISABILITY ACCESS SERVICES

Disability Access Services (DAS)

10 Dodge Hall

617.373.2675 (voice)

617.373.7800 (fax)

Relay 711 (TTY)

[DASBoston@northeastern.edu](mailto:DASBoston@northeastern.edu) (email)

<https://disabilityaccessservices.sites.northeastern.edu/>

### 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

(<https://disabilityaccessservices.northeastern.edu/>) as soon as possible to make appropriate arrangements. In order 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 the Accommodations webpage for further information:

<https://housing.northeastern.edu//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 Disability Access Services prior to the animal being moved into University Housing.

Students with an 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.

Please also reference the Policy on Animals on Campus, which can be found here:

<https://policies.northeastern.edu/policy610/>

## OFFICE FOR UNIVERSITY EQUITY AND COMPLIANCE (OUEC)

125 Richards Hall

617.373.4644 (voice)

[ouec@northeastern.edu](mailto:ouec@northeastern.edu) (email)

[www.northeastern.edu/ouec](http://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 responding to and resolving all complaints of discrimination, sexual violence, 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 through the OUEC, including Informal Resolutions.

# RESIDENTIAL STUDENT RESOURCES

## LIVING WITH A ROOMMATE, CONFLICTS, AND ROOM CHANGES

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 social media. Breaking the ice and starting to communicate before move-in will allow 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 cleanliness, sharing of items, how you will share your room, and much more.

After moving in, you will complete a roommate agreement that outlines these expectations. All residential students are required to complete the formal agreement. 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. Residents are expected to engage in respectful communication and to participate in good-faith efforts to resolve shared living concerns. This includes responding to reasonable attempts to discuss concerns, participating in roommate or community agreements when requested, and working with Residential Life staff to address conflict affecting the living environment. A room change is not an automatic solution to interpersonal conflict and may not be considered until reasonable conflict resolution efforts have occurred, unless immediate and direct health, safety, or other significant concerns require a different response.

## HUSKY CARD SERVICES

4 Speare Commons

Speare Hall, Lower Lobby

617.373.8740 (voice)

[huskycard@northeastern.edu](mailto:huskycard@northeastern.edu) (email)

[www.northeastern.edu/huskycard/](http://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, printing, vending, dining services, library book check-out, discounts and more. The Husky Card can also be used as a pre-paid payment card. When you add money to your Husky Dollars 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 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](mailto:huskycard@northeastern.edu).

## MEAL PLAN

Please refer to the [Residence Hall and Dining License Agreement](#) and the Husky Card Services website, <https://www.northeastern.edu/huskycard>, for meal plan options and applicable restrictions. Students living in University Housing are subject to minimum meal plan requirements based on class year and assignment status. Visit the NUDining website for hours of operation and menus at [www.nudining.com](http://www.nudining.com).

## FREE PRINT ALLOWANCE

Northeastern University offers all students a free printing allowance. The free printing allowance can be used at the printers in residence halls, Snell Library, and various other locations throughout campus. The printing allowance is an administrative account stored on your Husky Card and is non-refundable and non-transferrable. For more information, please visit: [www.northeastern.edu/huskycard/services/print-allowance/](http://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 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. Residents of 60 Belvidere will receive a Housing Husky Dollars credit in order to offset the cost of laundry at that location. Housing Husky Dollars can be used like Husky Dollars but expire annually in August and are not refundable/transferrable.
- The University is not responsible for any personal belongings left unattended.
- Please see instructions in laundry rooms that detail proper laundry machine usage or consult building staff with any questions.
  - Washing machines cannot be used to dye clothing.
  - Students who damage laundry machines through improper use may be referred to the Office of Student Conduct and Conflict Resolution for disciplinary action, including being held responsible for the cost of repairs.
- 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.

## BUILDING ACCESS

CBORD (Keyless Lock System): CBORD is a keyless lock system used in University-owned buildings in which a student's Husky Card and 4-digit pin gives access to 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 carrying their key(s) and Husky Card at all times. 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. 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 will review requests for reasonable accommodations related to religious observance, including requests for an alternate building access procedure. Students seeking an alternative access procedure should submit a request via this form a minimum of 7 business days in advance of any requested start date: [Access Request](#). Any approved accommodation will apply to the residence hall in which the student resides and will not authorize access to other residence halls or guest access for non-residents. Students 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.

## Husky Card Replacement Locations and Hours

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

## RESIDENTIAL MAIL (ResMail)

### Speare:

7 Speare Place (Ground Floor)  
617.373.2529 (voice)

### Columbus:

716 Columbus Avenue (Basement)  
617.373.5178 (voice)  
[ResidentialMail@northeastern.edu](mailto:ResidentialMail@northeastern.edu) (email)

For more information & updated hours, visit:

<https://mailservices.northeastern.edu/residential-mail/>

ResMail services students living in University Housing. For more [information](#) related to services, where to address your packages, and forwarding your mail, visit:  
<https://mailservices.sites.northeastern.edu/faqs/>.

## TECHNOLOGY AND COMPUTING

IT Service Desk

Snell Library – First floor

617.373.4357 (voice)

[help@northeastern.edu](mailto:help@northeastern.edu) (email)

<https://service.northeastern.edu/tech>

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

- **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.
- **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.
- **Printing:** Some residence halls are Papercut printing locations (<https://papercut.northeastern.edu/user>). Students can use these printers through the Northeastern printing plan. Visit the Papercut print portal for more details.

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://connect-to-tech.northeastern.edu/students/).

## TRANSPORTATION

Students can use the following links for transportation services offered through Northeastern or in the Greater Boston area. Some services come at a discount for students, which can be found using the links below.

- **Parking:** General information for parking at Northeastern's Boston campus can be found through [MasParc](#) or by visiting: <https://www.masparc.com/>
- **Public transportation (MBTA):** For information on [Public Transportation and Northeastern discounts](#), visit this link: <https://facilities.northeastern.edu/alternative-transportation/public-transportation/>
- **Biking:** Visit [Bike Northeastern](#) for more information about bike rentals, bike storage, bike registration, etc.
- **RedEye Off-Campus Safety Escort:** If you need a ride at night, the RedEye—an off-campus safety escort—is available for students who live within 1.5 miles of the center of campus. Every night from 7 p.m. until 6 a.m., the RedEye van will pick students up at Snell Library. In order to use this escort, you must book a ride in advance using the RedEye App or you can book a ride at the RedEye dispatch center located at the Northeastern Security office in the Ruggles subway station.

## OFF CAMPUS ENGAGEMENT AND SUPPORT

151 Speare Hall  
617.373.8480 (voice)  
[offcampus@northeastern.edu](mailto:offcampus@northeastern.edu) (email)  
[offcampus.housing.northeastern.edu](http://offcampus.housing.northeastern.edu)

Off Campus Engagement and Support is dedicated to serving the needs of all students who reside off-campus, and upperclass students seeking guidance when moving off campus in Boston. They provide resources, education, and programs to keep you connected to campus, informed of city events and opportunities, and promote positive connections between students and neighbors. Off Campus Engagement and Support can help with apartment search questions, landlord issues, and advise students on their renters' rights. They have a team of Community Ambassador students that create programs and serve as peer educators. Visit the NU Housing Database for local property listings and to find roommates and sublets: <https://aptsearch.northeastern.edu/>