

COMMUNITY LIVING AT MICHIGAN
NORTHWOOD COMMUNITY APARTMENTS
NORTHWOOD III

*POLICIES & PROCEDURES, COMMUNITY LIVING STANDARDS
AND CONFLICT RESOLUTION PROCESS FOR NORTHWOOD III*

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Welcome to the University of Michigan’s Apartment Community

Welcome to your community! It is our sincere hope that you will find your residence comfortable, and that your stay will be mutually beneficial to yourself and your community. We are serious about maintaining the goodwill of residents in the Northwood Community Apartments at the highest possible level. It is often said that some of the most important learning by students during their college years takes place outside the classroom. A lot of that learning occurs during the interactions and exchanges that take place among residents in University Housing.

In our Northwood Community Apartments, you will find many people with interests similar to your own. You will also find people who are different from you. The diversity of appearances, beliefs and expectations is astounding, wonderful and sometimes intimidating. University Housing strives to create an environment in which positive relationships with all these people, similar and dissimilar, can thrive. The aspirations of University Housing staff to create an atmosphere of mutual respect are stated in the Living at Michigan Credo and the Resident Bill of Rights. We hope you will use them to help make your experience in Northwood Community Apartments positive, educational and enjoyable.

Legal Information

Your Contract is the basic document that states legal obligations between You and the University. This electronic document, Community Living at Michigan Northwood III is a legally binding adjunct which is incorporated into Your Contract. You are equally responsible for complying with the rules, policies and regulations contained in this document as You are for those directly printed on the Contract.

Throughout this document, “You” and “Your” means the individual signing the Contract and legally bound to its terms and condition. “Apartment” means all space identified by the address including storage space specifically connected to the address.

Every effort has been made to ensure the accuracy of information contained in this electronic document. Updates and corrections will be made as they become necessary. Residents will be notified of substantive changes.

University Housing’s Mission

The mission of University Housing is to create and sustain diverse learning-centered residential communities that further the goals of the University. Through partnership with others we provide quality programs, services, and facilities for those we serve in a caring, responsible and cost effective manner.

Living at Michigan Credo

The University of Michigan is a special place. It is an educational community designed to foster freedom of thought and unconventional, even uncomfortable, opinions. It attempts to provide an environment conducive to inquiry, in which innovation and creativity are nurtured. Part of this openness to ideas is an acceptance and appreciation of diverse cultures from around the country and around the world—an allowance not only for people to be different, but recognition that such diversity is the vital core of University life. University Housing is committed to an inclusive, sensitive, socially just and humane community in our residence halls and apartments. Many students use their college years to explore and develop their personal identity and values. We believe this exploration can best take place in an environment that is open to and respectful of individuals across the spectrum of human differences and distinctions. It is the responsibility of every member of the Housing community, staff and students alike, to work to create and maintain such an environment. We pledge to work collectively to examine our values and conduct, and to question those values when they reflect an origin of fear, anger, or ignorance. Acts of bigotry are acts of hatred against us all, and they will not be condoned or tolerated. We must all share in the responsibility of confronting unacceptable behavior, and in providing an example of involved citizenship. We continue to strive towards fulfilling our ideals. Join us in this affirmation of our common humanity.

Statement on Nondiscrimination

University Housing supports and follows University guidelines with respect to nondiscrimination and fair treatment in employment, educational programs, activities, policy enforcement, and residence hall and apartment assignments. Members of the University community who have concerns about University Housing in these areas should contact the Director, Northwood Community Apartments, 1000 McIntyre Drive, Ann Arbor, MI 48105 or (734) 647-2235 or at northwood@umich.edu.

Resident Bill of Rights

University Housing is proud of the positive environment for living and learning in our residential communities, where residents treat one another with respect and in good faith, and appreciate the value of conducting themselves in a responsible manner. In the interest of promoting this positive environment, the Housing community has developed the *Resident Bill of Rights* and the *Northwood Community Apartments Community Living Standards for Northwood III*. The Resident Bill of Rights, like the Living at Michigan Credo, represents aspirations of University Housing for its communities, but it is not a guarantee. We expect all members of the community to strive to make these aspirations a reality, by supporting these values for themselves and for their fellow community members.

Resident Bill of Rights

As a member of the residential community, each resident has the right to:

- Read and study free from undue interference in one's Apartment. Unreasonable noise and other distractions inhibit the exercise of this right;
- Sleep without undue disturbance from noise, roommate, guests, or other distractions;
- Expect that a roommate will respect one's personal belongings;
- A clean, sanitary, and orderly environment in which to live;
- Free access to one's room and facilities without pressure from a roommate;
- Personal privacy;
- Host a guest with the expectation that guests are to respect the rights of the host's roommate and other residents;
- Redress of grievances, and participation in conflict resolution. Housing staff members are available for assistance in this process;
- Be free from intimidation, physical and/or emotional harm;
- Expect reasonable cooperation in the use of shared equipment and appliances (telephone, refrigerator, etc.);
- Bring forward in an appropriate and timely manner to staff or other residents concerns about violations of Community Living Standards as described in this publication.

Northwood Community Apartments Statement of Purpose

University Housing takes pride in being a learning-centered residential environment that houses and serves students, staff, families, and the campus community in an effort to make a University of Michigan education more widely accessible. We are committed to providing comprehensive support services in an attentive, efficient, and caring manner. Residents can expect to find a comfortable, safe and welcoming community as well as educational, social, and recreational opportunities that foster quality life experiences. As a highly multicultural and international population within an academic environment, we embrace and celebrate our diversity, promote cross-cultural sharing, and encourage understanding of varying lifestyles. The following priorities guide the work and activities of Northwood Community Apartments:

- Providing reasonably priced housing as well as community programs and outreach.
- Maintaining a supportive neighborhood environment that promotes healthy individuals and families.
- Supporting residents in their needs for information, skills, resources, and interpersonal connections that will facilitate ongoing growth and development.
- Encouraging respect for the interest and rights of individuals along with a sense of personal responsibility for the requirements of cooperative community living.
- Pursuing partnership with University departments and community agencies that will enhance the facilities, services and learning opportunities for residents.
- Managing facilities and assets in a fiscally responsible manner with attention to the needs of current and future residents.

Policies & Procedures

This section of Community Living at Michigan describes policies and procedures designed to ensure the smooth functioning of Northwood Community Apartments. This section is not all-inclusive, but rather explains the practices that most directly affect resident life. They are common to all Northwood III apartments, unless otherwise noted. By signing a Contract with University Housing, You agree to abide by these policies and procedures and to be accountable if You do not. Policies and procedures may be changed during the term of the Apartment Contract with appropriate prior notification to residents.

Apartment and Other Charges

You are responsible for all room and board charges that are identified on Your Contract unless University Housing agrees to terminate the Contract before its end date. A Petition to Alter/Terminate Housing Contract is required for University Housing to consider approval of the termination. Unless You have obtained approval for termination, You are responsible for all fees remaining on the full term of the Contract, even if You move out of Your apartment. If You obtain approval for termination, You remain responsible for all room and board charges up until the date of checkout. If You fail to follow the procedure for checkout after being granted Contract termination You may be held accountable for full payment of the Contract. If Your Contract is terminated, and You properly follow checkout procedures, You will be given a prorated credit applied to Your University Account for any unused services. However, no refunds will be given if Your Contract is terminated during the final two weeks of a term.

When a contract is terminated for conduct reasons, the University shall have the right to re-enter and take possession of the premises, while You remain liable for room and board payments for the full term of the Contract.

You are required to pay all apartment charges, including associated fees, in a timely manner according to the University Account payment schedule. If You default on payment of any single installment of rent or on the payment of any other amount due the University, the University will send written notice. If the default is not satisfactorily resolved within seven days of the notice, the University may take further action.

Questions about Apartment and other charges or refunds should be directed to the Housing Billing Office at (734) 763-3533 or Housing.Billing@umich.edu.

Cable Television

Cable television service is activated in all resident apartments prior to residents moving in. You are billed for cable service on Your University Account unless You submit a cable cancellation form for Your apartment by the published date, approximately two weeks after the start date of Your Housing Contract. The charge for cable is \$129 per Apartment per semester. Roommates are charged equal portions of the cable service and all roommates must sign the cancellation form for it to be accepted. Residents who submit cancellation forms after the deadline will receive a prorated refund.

Every Apartment contains a television connection cable. If a converter box is required to receive all the basic channels contact COMCAST at (734) 973-2266.

If You wish to subscribe to any premium channels, contact COMCAST. Only basic cable charges will be billed to Your Northwood III CLAM

University Account. Charges for all equipment and services in addition to basic cable are payable directly to COMCAST. Questions about cable television charges or refunds should be directed to the Housing Business Services, at (734) 936-2425 or <http://www.housing.umich.edu/services/cable.html>.

DSL and Technology

University Housing, in cooperation with University of Michigan Information Technology Communication services (ITCom), provides the Northwood DSL network service. There is a one time data connectivity fee of \$75 and can be charged to Your University Account. It is designed to promote and support academic endeavors, provided they do not infringe on the rights of others, either within or outside the University community. By registering for or using the services provided, You agree to the terms outlined in Northwood DSL Networking Guide, Conditions of Use Policy. It is a violation of the Statement of Student Rights and Responsibilities (see *Building a Community through Individual Responsibility*) to misuse University computer resources. You must indicate agreement with these policies in order to complete the online registration of Your computer for DSL service.

Follow the guidelines in the DSL Networking Guide which is available at the front desk of the Community Center or on our Web site www.housing.umich.edu/northwood/forms.html. Further information can be found on the ITCom Web site www.itcom.itd.umich.edu/housing.

Long Distance Telephone Calls

Local telephone service allowing unlimited University and Ann Arbor area calls, as well as voice mail and call-waiting features, are included in the Contract. For long distance calls, each resident is given a unique authorization code (authcode). An authcode is a 7-digit number that is required for making direct-dialed long distance calls from any U-M Housing Apartment telephone.

Your authcode is specifically assigned to You and Your U-M Identification Number. Using Your authcode ensures that billing for long distance calls are personalized and secure. If You are the only one who knows Your authcode, You can be assured that all billing is Yours alone.

Do not share Your authcode with anyone. Your roommates and friends are assigned different authcodes. All calls made on Your authcode will be charged to Your University Account. To find out more information on a residents' authcode and to obtain an authcode, visit the Web site at: <http://www.itcom.itd.umich.edu/telephone/authcode.html>.

Damage and Loss Assessment

Repair, cleaning or replacement charges, may be billed to Your University Account if You are found responsible for causing damage to or loss of University Housing property. University Housing may document damages utilizing photography. Such damage may be for extraordinary cleanup required for the disposal of hazardous materials, such as mercury from a mercury thermometer. (See *Prohibited* items.) If the damage, loss, or need for cleaning is discovered during the term of the Contract, You will have ten days to appeal the assessment. If the damage or loss is discovered after You have moved out, a statement will be sent to Your forwarding address. To appeal such an assessment You must respond in writing within ten days of receipt of the statement. You may respond by email to northwood@umich.edu and by indicating Assessment Appeal in the subject line.

Billing for Shared Apartments

The most impartial way to effect restitution for damages that negatively affect the Apartment or community is to charge only those responsible. Therefore, You are encouraged to accept responsibility for Your own and Your guests' behavior. There are instances when damages occur in individual rooms or in the common areas of the Apartment and attempts to identify the parties responsible for the damage are not successful. Any residents aware of any person responsible for specific damages should contact the Community Center front desk or Housing Security. Every effort will be made to determine who is responsible, but when that is not possible, the replacement or repair costs will be divided among the Apartment residents at the time that an accurate cost determination is made by Housing staff. If you are not on campus during the period the damage occurred You may be exempt from charges and must inform the Community Center staff in writing within ten days after receipt of the notice of charges. Housing staff will make the final determination regarding disputed charged.

Apartment Changes Initiated by the Contract Holder

Waitlists and Apartment Swaps

Apartment Changes Initiated by University Housing

Vacant Spaces

University Housing reserves the right to make an administrative room change into a vacant space, independent of the wait list, when it deems a change is necessary.

If you are in an apartment with a vacant space You are required to accept a new roommate who is placed in the space by the Housing Information Office. Refusing to accept a roommate, or impeding University Housing's ability to effect an assignment into a vacant space (e.g., by not keeping the unoccupied space presentable) is a violation of the Contract. You must ensure that the space and furnishings allocated to a new resident are in a condition ready for occupancy prior to the new resident's move-in date. Failure to do so can result in being charged the full rate for the vacant space.

In any contract year, You may be provided with the opportunity not to receive a new roommate if you have a vacant space in Your apartment under the following terms. After all incoming residents who have applied to live in University Housing have been assigned, University Housing, at its sole discretion, may offer current residents the opportunity to "buy out" an unoccupied space in an apartment for the remainder of the academic year. You can, under this arrangement, pay an additional amount to occupy a two-bedroom as a one-bedroom unit and ensure that the Housing Information Office will not assign a new roommate to the space.

Extenuating Circumstances

University Housing may require You to move to other accommodations in University-owned and operated facilities if it is determined by Housing to be in the best interest of You and/or other occupants of the housing unit to do so. Efforts will be made to offer comparable accommodations. A move may, however, result in a room and board rate change for which residents are responsible. These changes will occur within a timeframe determined by University Housing.

University Housing has modified, and, in some cases, equipped, some of its spaces to meet the needs of residents with disabilities. Residents without disabilities may receive an assignment to such an apartment if there is a lack of need by residents with disabilities. Such an assignment requires that a Contract Addendum be signed. This Addendum stipulates that the resident agrees, upon 15 days written notice from University Housing, to be transferred to another room if the contracted premises are needed for a student with a disability. If such a transfer is made, University Housing agrees to provide a new assignment that is reasonably equivalent to the initial assignment, not including any special features designed for the needs of a resident with a disability.

In the event Your apartment or part thereof is destroyed or substantially damaged in an accidental manner so that it is rendered unfit to be inhabited, University Housing will as expeditiously as possible make an assessment of the length of time needed to make necessary repairs. If the space will remain uninhabitable for an excess of 30 days, You will have the option of either terminating the Contract by giving written notice to University Housing, or relocating to a comparable space, based on availability, in the current or a different University Housing space.

The University reserves the right to assign You to a similar Apartment upon thirty (30) days written notice, when extensive renovations or repairs are needed in or around Your current Apartment, and for other purposes related to health or safety as deemed necessary by the University. If the Apartment becomes wholly uninhabitable during the term of this Contract as a result of damage or destruction by fire or other casualty that is not the result of Your negligence or willful acts, the University may cancel this Contract by notifying You in writing. If terminated, You must abandon the Apartment to the University. If the Apartment becomes partially uninhabitable for the same reason, or if it becomes wholly uninhabitable and the University does not terminate the Contract, the University has the option of repairing the Apartment with reasonable speed, and Your obligation to pay rent shall continue in full force and effect; however, rent shall be abated in the same percentage that the Apartment is uninhabitable until the repairs are completed; or the University may offer a comparable Apartment to You for the duration of the Contract, if a comparable Apartment is available. A comparable Apartment shall be offered at the same rental rate as the Apartment being vacated. If You do not accept the comparable Apartment within seven days after it is offered, the University may terminate this Contract by written notice. If the Apartment will remain uninhabitable for an excess of 30 days, You will have the option of terminating the Contract by giving written notice to University Housing.

Apartment Entry and Search

Apartment entry and search may be necessary, and the University may exercise its contractual right to conduct either or both under certain specific circumstances. The University recognizes and respects Your desire for privacy, especially within the context of a group living environment. In its efforts to protect this privacy, University Housing has defined and restricted the conditions under which authorized University personnel may enter or search Your Apartment. The following procedures have been developed as a guide for the staff of University Housing to enable them to perform their duties and to maintain certain standards while at the same time giving due recognition to the privacy which should be accorded to individual residents. The following University and University-affiliated personnel are authorized to enter apartments under the terms described below:

- Housing Security or Department of Public Safety personnel, and full-time professional staff members of University Housing.
- Employees of the University's Department of Occupational Safety and Environmental Health.
- University and non-University personnel contracted to perform maintenance, repair or other services on behalf of University Housing.

Other members of University staff and/or civil authorities may enter Apartments under the conditions described in letter (a) below only when accompanied by a member of the professional or resident staff. In an emergency situation, fire personnel may enter an Apartment unaccompanied.

Apartment Entry Procedures:

- a. The University reserves the right to enter Your Apartment:
 1. to provide maintenance or housekeeping services (when a service request is submitted, permission to enter Your Apartment when You are not present is assumed)
 2. to verify occupancy
 3. to conduct sanitation, maintenance, or safety inspections
 4. to exhibit the Apartment to contractors or workers
 5. if there exists a clear indication or reasonable cause to believe that there is a gross violation of an established conduct or health and safety standard
 6. in the event of an emergency to protect life, limb or property
 7. if there is reason to believe that an imminent hazard to the property and/or resident(s) exists and to remove or correct any hazard discovered
- b. No Apartment shall be entered without knocking. Entry following the knock shall be preceded by a time lapse of sufficient duration to provide occupants with ample opportunity to open the door.
- c. When it is necessary for authorized University personnel to enter an Apartment, there shall be, whenever possible, two authorized staff members present. If it is necessary, under the conditions outlined, for authorized University personnel to enter an apartment when no resident is present, the resident(s) will be notified of the entry and the reason for the entry upon returning to the Apartment. This provision does not apply to housekeeping and maintenance personnel performing routine duties, or to staff conducting a sanitation and safety inspection, for which prior notification of residents is required.
- d. An emergency situation makes it necessary for an authorized University staff member to enter an Apartment to inspect or retrieve specific items in order to protect the health, safety or welfare of the resident of the Apartment or other residents of the building or community.
- e. Authorized staff members may remove an item of personal property from Your Apartment without prior consultation when it is the judgment of the staff member that the item represents an imminent hazard to persons or property in the Apartment or the surrounding area. University Housing staff are also authorized to remove from Your Apartment clearly identifiable University or Housing property not provided as part of the Apartment furnishings. If an item is removed under the above conditions, You will be notified promptly of the removal. If the removed item may be legally possessed by You, but is in violation of these terms and conditions, the Community Living Standards identified elsewhere in this document, or the University's Statement of Student Rights and Responsibilities, it may be claimed by You but not retained in the Apartment. If illegal goods are found and confiscated during the authorized Apartment search, You may be subject to criminal prosecution and disciplinary action.
- f. For shared units, the University reserves the right to prepare the vacant bedroom for a new occupant.

Apartment Search Procedure

- a. You will be notified if sufficient cause for an apartment or designated bedroom search is determined.
- b. Searches of Apartments by University Housing personnel shall only be permitted, except in the case of an emergency, with prior consultation between the Director of University Housing or designee and a Housing Security supervisor. In these instances, an apartment search will be conducted by no less than two authorized University staff members.
- c. University Housing is opposed to general Apartment or room searches. General Apartment searches, except in the case of an emergency, will be permitted only after authorization of the Director of University Housing or designee.
- d. State and federal law governs the entry into a resident's Apartment or room by law enforcement officers. Situations which may permit such entry include, but are not limited to, officers in possession of a valid search/arrest warrant, health/safety emergency, or certain circumstances where search warrants are not required (e.g., hot pursuit). Entry under such circumstances may be facilitated by University Housing staff.

Plain View

University Housing and other University staff are legally obligated to report unlawful acts in "plain view." If an illegal item, for example pets (other than allowed fish), drugs or a weapon, is found in plain view by staff, that item may be confiscated and a subsequent incident report may be prepared, using the item as evidence. Some items may be reported to Housing Security and/or University of Michigan Police [also known as University of Michigan Department of Public Safety (DPS)] and lead to criminal proceedings.

Apartment Features: Appliances, Equipment, Fixtures, and Personal Items

All electrical devices or power equipment, such as appliances, cords and power strips, used in the apartment must be UL-certified to help prevent power outages and fire hazards and installed according to manufacturer's specifications and all other applicable codes. For the protection of personal property from damage caused by fluctuation in the flow of electricity, it is strongly recommended that power strips also have a surge protection device. All electrical devices must be used according to the manufacturer's directions. You must not overload outlets or power strips and must not "daisy chain" cords, plugs or connections together. Electrical cords must not be run under rugs or furniture where they may be pinched or stepped on. Any violation of these policies could result in a fire. Refer to the booklet [Keeping It Clean and Safe](#) for proper care and treatment of appliances, equipment, and fixtures.

Air Conditioners

You can install Your own air-conditioner or request to have Northwood Facilities install the unit for a fee. A facilities installation request is made at the time of registration. Installation requires the use of a platform, provided free of charge by University Housing. If You install Your own air conditioner You can pick up platforms at the Community Center with proof of registration. Facilities installation requests include a platform. Upon vacating You need to return the platform to the Community Center during business hours. The number of air conditioners is limited to the number of bedrooms in a unit. For more information on requirements and fees associated with this service and the Air Conditioner Request form, please visit the Web site at http://housing.umich.edu/northwood/air_directions.html.

Cupboards, Cabinets, and Shelves

Do not use adhesive-coated or self-stick products to line cabinet and closet shelves. Do not cover cabinet doors or kitchen walls with aluminum foil, plastic wrap or newspaper. This becomes a breeding ground for pests and is also an extremely dangerous fire hazard.

Floors

Do not install any type of self-adhesive flooring material or drive nails into floors. Do not apply or affix double-sided tape, duct tape, adhesive, or carpet tack strips to floors.

Garbage Disposal

Do not allow grease or hard waste such as bones, eggshells, or fruit pits in the disposal.

Gardening

There are community gardens located within Northwood III. Individual garden plots are assigned each spring to Northwood III residents who have a 12 month contract, who wish to grow their own vegetables and flowers. A small fee is charged to offset the cost of soil preparation and water usage. Gardeners are responsible for removing all plantings and debris from their assigned plots at the end of the growing season. Individual gardens are prohibited elsewhere in Northwood III.

Interior and Exterior Modifications

Nothing may be attached to ceilings, floors, or doors or mounted on the exterior of the apartment without prior written consent by Community Center staff. Hanging items may be attached to walls using nail-type hangers, sometimes called "bulldog" hangers. Samples are available for viewing at the Community Center front desk. Attached shelving is not allowed unless it is provided by University Housing as part of the furnishings.

Kitchen Stove

The kitchen stove is a gas appliance. Three pilot lights burn constantly, so the stove will always have warm spots. The oven has a safety delay of up to one minute before igniting. If You hear or smell a gas leak, immediately call 76-FIXIT for service. If after normal business hours, contact the Plant Operations Call Center (POCC) at 647-2059.

Laundry Facilities

Coin-Operated Washers and Dryers

There are seven coin-operated laundry rooms located in Northwood II and III (1793 Beal, 2356 Bishop, 1735 Cram Place, 2204 Cram Place, 2261 Hubbard, 1714 Murfin and 2145 Cram Place). These can be used by any Northwood resident and are accessible with Your apartment key. You may use your Housing Blue Bucks in the laundry facilities.

Clotheslines

Community clotheslines are provided near the laundry rooms. Personal clotheslines are prohibited.

Refrigerator

Never chip ice off the freezer or the cooling coils. This could result in significant damage to the unit with resulting charges assessed.

Prohibited Items

Most of the items listed below have been determined to present unacceptable environmental and fire safety hazards, and many have been the cause of fires either at the University of Michigan or at other institutions around the country. Other items on the list pose different health or safety risks, interfere with University property or services, and/or are illegal. If any of these articles are found to be in an Apartment, You will be requested to remove it from the building immediately. If the item is not removed within a specified timeframe, or in cases where the safety of residents may be unduly at risk, University Housing reserves the right to impound unauthorized or prohibited personal property. You will be held financially and contractually responsible for damages incurred as a result of possession or use of prohibited items.

- Additional locks, latches, or similar devices may not be installed on any Apartment entrance door or interior doors (See Keys and Lockouts.)
- Airsoft guns
- Clothes washers and dryers in Northwood II. Washers and dryers are permitted in Northwood I, and are installed in Northwood IV and V (See Washer and Dryer Rental Program.)
- Drug-related paraphernalia (e.g., bong, pipe)
- Firearms, fireworks, explosives
- Foil-lined cupboards, stove and/or walls
- Gasoline and highly flammable substances
- Halogen lamps or bulbs (all types, including clip-on, torchiere and desk styles)
- Illegal drugs or prescription drugs without a prescription (See Alcohol and Other Drugs in NCA Communities.)

- Mercury thermometers (See *Damage and Loss Assessment* and *Environmental and Other Safety Hazards*.)
- Natural cut trees, branches and/or greens (such as holiday greens, wreaths, and garlands)
- Paintball guns
- Pets, except some fish (See *Pets*)
- Trampolines
- Waterbeds/waterchairs
- Waterpipes (hookahs)
- Weapons, including any used for decorative or collecting purposes

Regulated Items

All items on this list must, where applicable, be Underwriters Laboratory UL-certified. This is not an all-inclusive list; if You are unsure about an item, check with housing@umich.edu. You will be held financially and contractually responsible for damages incurred as a result of unsafe use of permitted items.

- Air conditioners are allowed and must be approved by Community Center staff and fee paid for additional electrical usage
- Freezers, dishwashers and additional refrigerators are allowed in Northwood IV and V only
- Grills/Barbeque grills: only commercially purchased charcoal or propane may be used (burning of wood, twigs, dry brush, and other items is prohibited).
- Outdoor playground equipment and inflatable toys exceeding 6 feet in height
- Pianos and organs, in two-bedroom Apartments in Northwood I, in two- or three-bedroom and two-bedroom w/study units in Northwood IV and V; not all pianos will fit all locations
- Patio furniture is allowed but must remain in patio areas. In the event University personnel are required to move such furniture to conduct their duties, the University will not be responsible for damages. Residents will be held financially responsible for any labor charges
- Propane tanks are allowed outside of the Apartments for use with gas grills only
- Satellite dishes may not be mounted in any fashion to any interior or exterior structure
- Surface water pools cannot exceed 4 feet in diameter and 2 feet in height. Children in or around pools must be supervised by a parent or someone charged by the parent with the responsibility of supervision at all times. Pools must be emptied (and stored in a manner that prevents water from collecting) when not in use.

Other items may be prohibited, excluded or regulated, which in the reasonable judgment of University Housing, present a danger to persons or property. (Notice will be provided to residents.)

Bicycles

Each Apartment complex has bicycle racks outside of the building for securing bicycles. We recommend You use a high quality U-style lock through the frame and wheel to make theft as difficult as possible. You are strongly encouraged to register Your bicycle with the City of Ann Arbor (734-994-2725), as required by city ordinance. Registration facilitates the ability to trace a bike if it is stolen. Bicycles (non-motorized) may be brought into Apartments but cannot be left in breezeways or stairwells for any period of time because they create a significant safety hazard in these locations. Further, bicycles that are illegally parked or chained to something other than a bicycle rack may be ticketed and impounded. Throughout the year, bicycle racks are cleared of abandoned bikes and bicycle parts. Bicycles removed by the University will be held for 30 days and are then considered abandoned.

Checking In

Apartment Occupancy

The key office is located in the Northwood Community Center, located at 1000 McIntyre Drive. You may pick up keys after 8:00 am on the starting date of Your Contract.

Check http://housing.umich.edu/northwood/visit_contact.html for hours of operation.

If You are arriving near a holiday please review the Web site for specific hours of operation. If You arrive after-hours You will need to make arrangements for other accommodations such as a hotel. In an emergency situation, You can call Housing Security at (734) 763-1131.

If check-in does not occur within twenty-four (24) hours after the Contract takes effect, You may be reassigned to another University Apartment and will be held responsible for full payment of rent on the reassigned premises. If You will be arriving late You may hold Your original Apartment by notifying the Housing Information Office.

Apartment Condition Upon Arrival

Every effort is made to have each Apartment in move-in condition before a resident arrives. All residents must complete, sign and return an Apartment Condition Report (ACR) when moving into an Apartment, either at the beginning of the Contract or when transferring to a different Apartment throughout the Contract period. The ACR documents any problems with the condition of the Apartment and/or Your designated bedroom when it is initially occupied. If the ACR is not completed and returned, University Housing will assume that there are no problems with the Apartment when You move in. You will be held responsible for any damage found to Your Apartment when You move out. Apartments are inspected for health and safety conditions whenever the room is vacated. The ACR should be submitted to the Community Center front desk within five business days of check-in.

Apartment Alteration

You may not alter the Apartment by doing things such as, but not limited to, painting/wallpapering, installing locks, erecting partitions or attaching anything to ceilings, walls, floors or exteriors without prior written consent of University Housing.

Checking out

If You are vacating Your apartment at the end of the Contract term, or because of a Contract reassignment or termination, You must turn in any University-provided keys to the Community Center front desk. If You do not complete the required checkout procedures, You may continue to be held responsible for all Apartment charges (including hold over fees) until Your checkout date is officially recorded by the front desk. If you do not return all keys You will be charged for any replacement keys and/or locks. Be sure to request and follow the steps in the [Vacating Your Apartment Northwood III](http://www.housing.umich.edu/northwood3/pdfs/Vacating_NWIII_07.pdf) (http://www.housing.umich.edu/northwood3/pdfs/Vacating_NWIII_07.pdf) to prevent any additional charges. Complete a change of address form at any designated US Postal Service branch.

Apartment Condition upon Checkout

You must return the Apartment in as good a condition as when received. You are responsible for any charges associated with excess cleaning and damage found to Your Apartment when You move out unless:

- It was noted on the ACR.
- It is normal wear and tear.
- It is a maintenance problem that arose during the year and was properly reported.

A University Housing staff member determines if any damage has been done to the Apartment. This includes walls, ceilings, woodwork, floors, interior and exterior fixtures and furnishings. Checks are also made to see if the Apartment was cleaned according to the specifications in the booklet [Vacating Your Apartment, Northwood III](#).

Upon termination of the Contract, or if You abandon the Apartment, the University shall have, and is hereby granted, full and free license to remove all Your property or the property of others from the premises without being guilty of trespass, eviction or forcible entry and detainer and without relinquishing the University's right to rent or any other right given by the Contract. (See *Abandonment*.)

Abandonment

If You are physically absent from the Apartment and owe unpaid Apartment charges, or if the University has reason to believe in good faith that You have vacated the Apartment with no intent to continue living in the Apartment, then the Apartment will be deemed conclusively to have been abandoned by You and the University may immediately terminate the Contract and retake possession of the Apartment. In addition to any other of its remedies, the University may enter into an abandoned Apartment to perform decorating and repairs and to reassign.

A determination that the Apartment is abandoned shall also constitute a conclusive determination that You relinquish ownership of personal property remaining in the Apartment. You must pay to the University any costs associated with removing and storing Your personal property from the Apartment. The University will remove Your belongings and hold in University storage for 30 days.

Upon abandonment of the Apartment, the University shall have, and is hereby granted, full and free license to remove all Your property or others from the Apartment without being guilty of trespass, eviction or forcible entry and detainer and without relinquishing the University's right to rent or any other right given by the Contract. Any property which may be removed from the Apartment by the University to which You or others are or may be entitled, shall be handled or removed by the University at Your risk, cost and expense. The University shall in no event be responsible as a warehouseman, bailee or otherwise for any property left in or around the Apartment by the You or others, or for the value, preservation, or safekeeping of it. You shall pay to the University upon demand any and all expenses incurred in property removal, handling and disposal. After 30 days any property removed from the Apartment that remains unclaimed becomes the property of the University.

Contract Modification and Termination

Apartment Contracts are issued for the entire academic year (fall term and winter term) for students entering in the fall. Students entering winter term are issued Contracts for winter term only. You may not terminate Your Contract simply to move to another facility not operated by the University Housing system, such as private off-campus housing, a fraternity, a sorority or an Inter-Cooperative Council house. (You may be able to reassign Your Contract as explained above.)

The University may terminate a Housing Contract on non-disciplinary grounds when a student a) signs a Contract in advance of enrollment and then becomes ineligible to enroll, or does not enroll in the University; b) withdraws from the University or otherwise becomes ineligible to live on campus before the Contract expires; c) has documented health or psychological reasons that necessitate the termination of the Contract; d) experiences a change in financial circumstances that necessitates the termination of the Contract; or e) leaves Ann Arbor during the term of the Contract to pursue a study abroad program or off-campus internship. You may petition to terminate a Contract for other special or mitigating reasons not known at the time of Contract signing. In any case, the reason must be one that cannot be relieved by You relocating to other University Housing. If Your Contract is terminated on grounds described above You will have five days to vacate the premises after written notification of Contract termination is provided. Termination initiated by You for any reason is not automatic and requires that the petition process described below to be followed.

Petition to Alter/Terminate Contract

All requests to terminate Contracts must be submitted in writing on a PETITION TO ALTER/TERMINATE HOUSING CONTRACT form. Forms are available at the Community Center front desk and on the University Housing Web site: <http://www.housing.umich.edu/forms/>. In presenting the reasons for the request, petitioners must make a reasonable case that their concerns cannot be alleviated by relocation to other University Housing accommodations. The Chairperson of the Housing Review Board or the Director of University Housing or designee must approve all terminations in writing. No other member of the Housing staff may terminate a Contract, and University Housing will not be liable for promises or actions of any non-authorized staff member regarding Contract regulations. (Residents withdrawing from the University must additionally follow the separate withdrawal procedures of their school or college. The resident is responsible for all room and board charges up until the date of checkout, regardless of the date of withdrawal from the University.) No action—such as signing any other lease or contract for other housing—should be taken by a resident until the resident receives written notification of Contract termination.

Special Circumstances

University Housing reserves the right to request or require You to leave University Housing when Your behavior significantly disrupts the life of the community or poses a risk to any student (including self), staff, faculty or visitor. University Housing may attempt to work with You to create specific agreements concerning Your behavior. Such agreements constitute an addition to Your Housing contract. Violations of such agreements are grounds for termination of the Contract.

The University and You may terminate the Contract by mutual agreement for compelling extenuating circumstances.

Contract Reassignments

A Contract reassignment is the transfer of a Contract from a student with a signed Housing Contract to an eligible student without a signed Contract. It is the original student's responsibility to find a replacement. Contract reassignments for or during fall term can only go to newly admitted students. For and during winter term and spring/summer term, Contracts can be reassigned to any enrolled student. Students receiving reassigned Contracts must meet eligibility requirements for the specific space. The original student must vacate the Apartment within a specified period of time. Reassignments are processed and approved through the Housing Information Office only. Reassignment of the Contract does not release the original student from liability for room and board payments. See <http://www.housing.umich.edu/info/changes.html#ContractReassignment> for more information.

Contract Renewal

All Contracts for University Housing are for the specific duration printed on the Contract and are not automatically renewable. Students living in the apartments reapply for the next academic year when announced and in accordance with the Reapplication Guidelines.

Disruption of Services

University Housing and the University are engaged in ongoing efforts to maintain and improve facilities, and University Housing makes every effort to inform residents in advance of major construction that may affect Your living-learning environment. For example, painting in public spaces is done as needs arise and staff is available, and may not be announced in advance.

The disruption or non-performance of services due to a labor stoppage or to fire or other casualty does not constitute grounds for termination of the Contract. If such an event disrupts services, affected residents will receive a pro-rata refund for services not provided. The University has no other responsibility for disruption or non-performance of service. If the Director of University Housing determines that the University has failed to fulfill its obligation under the Contract, residents will be reimbursed for rent accrued during the period of the University's breach, and the Contract may or may not be terminated. (See *Apartment Changes - University Housing - Initiated*.)

Eligibility to Live On-Campus

Undergraduate residents must be enrolled for one or more credit hours at the University of Michigan Ann Arbor Campus during the entire time period defined in the Contract, with the exception of residents who have signed a Contract to reside in Northwood III on a 12-month (May-to-May) basis. Residents with such Contracts must be registered for fall term and winter term of that year in order to maintain eligibility to reside in University Housing.

Graduate students must be enrolled at the Ann Arbor Campus for one or more credit hours during the entire time period defined in the contract. In instances where eligibility is uncertain, students may be required to produce a written statement from their department indicating that they are making appropriate progress towards their degree and that they remain in good standing in the department.

It is a condition of eligibility for University Housing that applicants for housing completely and truthfully answer criminal history activity questions. University Housing reserves the right to refuse housing based upon behavior, including but not limited to criminal activity, that the University in its sole discretion and judgment determines that refusal of housing (or termination of the housing Contract for behavior that is revealed or occurs after application submission) is in the best interests of the University, University Housing residents and employees, and the University Housing community. If University Housing becomes aware that an applicant has a record of criminal conviction(s) or other actions that could pose a risk to person or property and/or could be injurious or disruptive to the University Housing community environment, the University may not accept or may cancel the housing Contract. Failure to completely and truthfully answer criminal history activity questions on any University Housing applications may result in Contract termination and/or University of

Michigan disciplinary proceedings.

Environmental and Other Safety Hazards in Northwood Community Apartments

University of Michigan Housing is committed to providing residents with a safe environment in Northwood Community Apartments. A University Occupational Safety and Environmental Health (OSEH) representative is dedicated to Housing. The Housing representative can be reached at 763-5641. More information about OSEH services and programs and its commitment to the promotion of health, safety and environmental protection is available online. You can support OSEH's environmental hazards management and help ensure environmental safety for everyone in Northwood Community Apartments by not disturbing building materials, including wall and ceiling plaster, pipe insulation and flooring. You can also help by not bringing mercury thermometers and hazardous materials to campus. Exchange your mercury thermometers for digital thermometers at the Community Center front desk.

Expiration of Contract Term

You must vacate Your apartment within 24 hours of Your last exam, but no later than the end date and time stated on Your Contract, regardless of whether the academic term has expired. (Exceptions to this policy are described in *Extended Stay*.) If You remain beyond the expiration date without the written permission of University Housing You will be subject to removal and additional charges for rent and service charges resulting from a stay beyond the Contract period. There may also be other remedies the University may have under the law.

Extended Stay

You may not remain in Your room beyond the Apartment Contract end date, except under certain conditions, which are described online under move out. Regardless of the reason for extended stay, You must complete the online *Extended Stay Request form* and have Your request pre-approved by the designated Northwood Community Apartments representative of Northwood III.

There will be a per diem charge for most approved extended stays, plus an additional charge for anyone who does not complete the request for approval process on time. (If approved, winter term students continuing in University Housing for May-to-May Contracts may remain in their Apartment for no additional charge until their new Apartment is ready for occupancy.) Please note that an extended stay may not be available in all Apartments.

Fees and Restitution

Fees or restitution may be charged to Your University Account for a variety of reasons, including administrative services (such as Apartment changes) or compensation for unreturned or damaged University property, such as appliances or furniture. (See *Damage and Loss Assessment*.) You may also be required to repay costs associated with resident conduct cases, negligent upkeep of the Apartment that requires non-standard cleaning, or property damage.

Furniture

Northwood III apartments are equipped with modular Building Block furniture which allows residents to customize their rooms and maximize space with various configurations. Building Block furniture may not be used in a loft configuration. All Building Block furniture must be assembled and used according to the manufacturer's approved configurations. Information concerning proper use of Building Block furniture is available from the Community Center front desk.

The following furnishings are provided in each apartment

- Stove
- Refrigerator
- Garbage disposal

- Shower curtain
- Window treatments
- Computer data port
- Telephone
- Hardwired smoke detector
- Fire extinguisher
- Dinette table and chairs
- Floor lamps (except in economy one-bedroom apartments)
- Recycle bin
- Building Block Furniture in bedroom(s) which consists of:
 - Bed
 - Desk
 - Desktop organizer
 - Dresser

Unfortunately we cannot remove any furnishings from these units and You are not allowed to supply Your own personal bed.

All University provided furniture must be kept indoors. University Housing and the University of Michigan are not liable for injuries You may receive as a result of improper use of University provided furniture.

Guest Policy

You are responsible for the behavior of Your guests and they must follow University Housing policies. It is expected that roommates discuss their preferences with respect to all visitation in the apartments. Visitation of one roommate should not infringe upon the rights of the other roommate(s). The duration of stay for the guest is not to exceed 10 days and the roommate(s) must be in agreement with the visitation. (See *Northwood III Community Living Standards 7.0 Guest Policies.*)

Hold Harmless

You agree to hold the University, its agents and employees harmless from all damage, liability, or loss sustained by You or others in Your Apartment that results from the negligent or illegal use or intentional misuse of the Apartment by You or others in the Apartment. (See *Renters Insurance.*)

Housekeeping and Pest Control

You are responsible for maintaining Your Apartment at a level of cleanliness that discourages pests, mold, bacterial growth and other health and safety hazards. The appliances and furnishings must be kept clean and sanitary. To avoid fire or attracting pests, do not wrap kitchen walls, cabinets or stoves with foil, plastic wrap or newspaper. Garbage should not be placed in stairways, breezeways, vestibules, patios, storage rooms, or anywhere other than in the dumpsters located adjacent to the parking areas throughout Northwood.

You are expected to call 76-FIXIT promptly if insect or rodent activity is discovered and cooperate fully with the University's prevention and/or treatment program for the elimination of pests on the premises. We offer a professional, licensed pest control service to You at no additional charge. Specialists respond to any problems which may arise due to insect infestation such as ants, bees, silverfish, and roaches, as well as other pests such as rodents. Every Apartment is inspected periodically for signs of insect activity whether requested by You or as part of the routine inspection process. Inspections sometimes involve minor applications of insecticide and/or flushing agents. You will be notified prior to each inspection. It is not necessary to be present for such inspections and no preparation will be required. If a problem is identified, the Apartment will be rescheduled for a more thorough inspection and treatment which typically requires some preparation by residents. If an infestation problem is noted between inspections, You are urged to contact 76-FIXIT promptly rather than wait for the next scheduled inspection. This program is approved by Michigan Department of Agriculture and U-M Occupational Safety and Environmental Health Department. You, all of Your household members

Northwood III CLAM

and guests must cooperate with the University's pest control program.

Keys and Lockouts

Unauthorized use

All University-provided keys are the property of the University of Michigan. Unauthorized use, possession or duplication of Apartment keys is strictly prohibited and violates the Contract. No additional locks or locking devices attached to room doors are permitted.

Key Replacement

If You lose Your Apartment key, mailbox key or bedroom key, You should report the loss to the Community Center immediately. A lost or stolen key may necessitate the replacement of the locking core. If You lose Your key or if it is stolen, You are responsible for any and all charges, including replacement keys for Yourself and Your roommate, replacement of the lock cores and replacement keys.

Key Distribution

You will be issued one apartment key, one mailbox key, and one bedroom key unless in an economy one bedroom apartment. All apartment keys also open the laundry rooms and storage area for your Apartment.

Checkout

All keys must be returned upon move out. If all keys are not returned You will be responsible for the replacement costs for the core and keys.

Apartment Lockout

Residents who are locked out of their Apartment or room may borrow a key from the Community Center during regular business hours. When the Community Center is closed, You should request lockout assistance from the Department of Public Safety at 763-1131. Community Aides do not provide lockout services to residents. A borrowed key must be returned to the Community Center within a specified time period to avoid a replacement fee.

No individual will be admitted to an Apartment or a room other than their own.

Maintenance Requests and Repairs

In order for University Housing to provide efficient, quality maintenance service, You are required to report problems, defects or dangerous conditions as soon as they become apparent, and to report all problems in a particular Apartment when reporting any one problem in that Apartment. You must also notify the other occupants, guests and invitees of any defects or dangerous conditions and take due precaution to avoid injury to persons or property until the defect or condition can be repaired.

The University agrees to keep the Apartment in reasonable repair during the term of the Contract, and maintain the Apartment in compliance with applicable regulations. The University will make all necessary repairs to the Apartment or building within a reasonable time after notice from You of the need for repairs. Problems with essential services such as heat and hot water or correction of a hazardous condition will be addressed by the University and fixed as soon as reasonably possible.

All non-emergency maintenance and repair requests should be reported by submitting an online form at <http://www.housing.umich.edu/fixit/index.php> or by calling 76-FIXIT (763-4948).

Emergency requests (such as loss of electricity, gas leak, water problem, or heat problem) should be called in to 76-FIXIT if it is during regular hours (Monday-Friday, 7:30 am-4:00 pm). For *after-hours emergency services only*, call the University Plant Operations Call Center at 647-2059. Emergency situations are defined on the FIXIT Web site.

When You place a FIXIT request You are granting permission for maintenance/facilities personnel to enter Your Apartment if You are present or not. FIXIT personnel will leave a notice showing that they have responded and indicating whether the problem has been resolved.

FIXIT staff will respond to non-emergency requests within 24 hours when possible. Most responses to routine requests take place Monday-Friday, 7:30 am to 4:00 pm, although occasionally they will take place in the evening. Responses to

emergency requests are made as soon as possible after the request is received.

You are responsible for the initial handling of these common maintenance problems:

- Lighting pilot lights on the kitchen stove or oven. A pilot igniter is available in all units.
- Plunging clogged toilets. Plungers are provided in all units.
- Unclogging garbage disposal. Residents are provided with a wrench and instruction card under the kitchen sink.
- Replacing burnt-out light bulbs (refrigerator, stove, or ceiling).

If Your efforts to resolve these problems are not successful, You should submit a service request by contacting FIXIT. Other concerns such as condition of furniture and appliances, grounds or snow removal problems, parking issues, lock-outs, cable TV, and questions concerning programs and services should be directed to the Community Center during regular business hours.

Electrical System

Some electrical outlets are controlled by wall switches. If an outlet does not appear to work, make sure the plug is securely in the electrical socket then turn on the wall switch. If the outlet still does not work, check the circuit breaker panel. This is located in the closet by the kitchen. If a circuit breaker is off and You can switch it on, the circuit is working. When a circuit breaker cannot be switched to the on position, the circuit may be overloaded. Unplug some appliances and try the breaker again. If the problem persists contact 76-FIXIT.

Heat

The boilers which provide heat to the Apartments in Northwood III are turned on in the fall when temperatures below 45°F (7°C) are predicted for several evenings. This usually occurs in early October, but will vary slightly from year to year. These Apartments have hot water heat. Keep areas around heating units clear and radiators dusted to allow maximum heat circulation. Central controls turn the heat off when the outside temperature reaches 60°F (15°C). In most Apartments, slight individual adjustments may be made using a control valve.

Missing Persons

If circumstances arise which indicate that a resident is missing from University Housing, Professional Staff employed by University Housing will conduct a preliminary investigation to obtain an explanation for the absence. If a reasonable explanation cannot be obtained or if the investigation suggests possible danger for the individual, the Department of Public Safety will be contacted and they will make contact with the confidential contact who was identified by the resident upon check in. For more information related to missing persons procedures and protocols, please contact the Community Center.

Parking and Motor Vehicle Operations

Driving or parking motor vehicles on lawns, walks, or areas other than streets, roadways, or parking lots is expressly prohibited. Charges will be assessed if damages occur. Also, You should not park any vehicle in an area designated as "No Parking" and must observe all parking regulations. Vehicles parked in lots without permits are subject to citations and may also be in violation of the Contract. All lots require parking permits. Northwood III students may apply for one parking permit. Parking spaces are limited, and students on a nine-month contract will be awarded parking permits through a lottery. Applications will be drawn randomly until all available permits are awarded. To apply for the Northwood III parking permit lottery go to https://sitemaker.umich.edu/housing.parking/start_here. Students on a 12-month Contract are not required to enter the lottery system and may purchase a permit at any time. The Northwood III parking permit fee is noted on the Housing website and will be charged to Your University Account.

You are required to register Your vehicle in accordance with the laws of the state of Michigan, and to maintain insurance coverage on any automobile parked in Northwood Community Apartments parking lots. The University assumes no liability for theft or damage to a vehicle parked in University-owned and operated parking lots.

All vehicles are required to have a current license plate, vehicle registration, and must be registered in the student's name or to the student's permanent home address. Permits will be assigned to a specific lot. The permit does not guarantee that a parking space will always be available in the specified lot. If no space is available in an assigned lot, vehicles with permits may be parked in other Northwood lots, subject to the same rules. All vehicles displaying parking permits must be in operable condition (no flat tires, not on blocks, etc.), and must be used on a regular basis (at least once every two weeks).

Selling Your permit(s) to other people is a Contract violation and could result in Contract termination with responsibility for full payment of Contract.

Temporary Vehicles

All temporary vehicles used by residents, such as those which are rented or on loan, are required to have a temporary permit. These permits are available at the Community Center with proper documentation

Guest Parking

Guests may park in designated visitor parking spaces or with a guest permit. Guest permits are available at the Community Center and can be issued for a maximum of ten days. LICENSE PLATE NUMBERS ARE REQUIRED FOR GUEST PERMITS. Guest permits, which must hang from the rear view mirror, authorize parking in non-visitor spaces only.

Motorcycles

Motorcycles may park without charge or permit in "Motorcycle Only" areas. However, if parked in a regular automobile space, rules for regular vehicles apply.

Personal Property and Liability Protection

Renters Insurance

The University and University Housing does not assume any liability for loss, theft or damage to the personal property of residents in any University Housing Apartment or residence hall location including parking lots. You are strongly encouraged to maintain appropriate insurance coverage on Your personal property, including automobiles (see *Parking*.) Any claim by You for reimbursement of damaged personal property is reviewed by the University's Risk Management Office, <http://www.umich.edu/~riskmgmt/> with a strong presumption of no liability as stated above. It is highly recommended that You secure renter's insurance that specifically covers damage or loss due to flooding or fire.

Pets

The presence or possession of birds, cats, dogs, reptiles or other animals or rodents in any Northwood Apartment or public space is not permitted, except as described below. You are permitted to keep fish in the Apartment under the following conditions:

- Fish tank size cannot exceed 30 U. S. gallons.
- Flesh-eating species (e.g., piranha) are not permitted.
- All Contract holders in a shared apartment agree to have a fish tank.
- You must ensure that the electrical connection to the fish tank is safe, and that other potential hazards have been properly accounted for.

Generally, pets are not allowed. However, certified service animals that assist people with disabilities are permitted as required by law. Documentation regarding the need for a service animal, as well as what services/tasks they perform, is required when making such an accommodation request. Please contact the Housing Information Office (734-763-3164) to obtain information on the review and approval processes that must be completed prior to bringing such animals into any Northwood Apartment or public space.

Phones

Your phone service is provided by the University's Information Technology Communications (ITCom). This service is active upon move-in. Your phone number is printed on your Contract. Telephone instruments are provided. Telephone service includes unlimited campus and local area calls. To make long distance phone calls, You will need to obtain a unique long distance authorization code (authcode). To get your authcode log on to the ITCom Web site <http://www.itcom.itd.umich.edu/telephone/reshalls.html>.

Charges for long-distance calls made with your authcode will be included in your monthly University Account. These charges must be paid in full each month. Additional information regarding second lines, voice mail, and other services offered by ITCom can be downloaded at www.itcom.itd.umich.edu/telephone/reshalls.html.

Recycling

The community and the University of Michigan are dedicated to protecting the environment, preserving natural resources, conserving energy, and recycling. Small recycling bins for mixed containers and mixed paper are provided in Your Apartment and larger bins are located in the parking lots near the solid waste containers. Visit the recycling Web site at <http://www.recycle.umich.edu>.

Safety and Security

As part of its compliance with the Federal Campus Security Act of 1990, the University of Michigan annually publishes a Campus Safety Handbook. The handbook includes important information about campus safety policies, crime prevention services available to students, and crimes statistics for the previous year. Copies of the handbook are available from the Department of Public Safety, (734) 763-3434, or online at www.umich.edu/~safety.

General Security

- Lock Apartment doors and windows when leaving Your Apartment even for a short period of time.
- Do not climb on windows and/or push on window screens. Screens are primarily intended to keep pests out. They are not designed to withstand the weight of a person.
- When You will be away for an extended period of time ask Your Community Aide to withhold delivery of flyers and newsletters and notify DPS by submitting an Absence Notification form found at http://housing.umich.edu/northwood/absence_form.html.
- Promptly report non-working parking lot and street lights to the Community Center front desk at 764-9998.
- Report all suspicious activity to the Department of Public Safety.
- Keep vehicles locked at all times and store valuables out of sight.

Fire Safety

Every Apartment is furnished with a fire extinguisher and at least one smoke detector. Periodically check the fire extinguisher gauge to be certain that it is fully charged. Engage the test button on the smoke alarm monthly to be sure that the detector is operating properly. If either the fire extinguisher or smoke detector needs service, request it by visiting the Web site at <http://www.housing.umich.edu/fixit/index.php> or by calling 76-FIXIT.

- Dial 911 to report a fire or other emergency.
- Always turn the stove or oven off when not in use or when no one is in the Apartment.
- Do not use stove or oven as heat source.
- Do not leave burning candles unattended.
- Unplug electrical appliances when they are not in use.
- Always use UL approved extension cords, appliances and electronic equipment.
- Do not run extension cords under carpets, hang them from nails, or staple them to walls, and never run them outside.

- Do not bring natural cut trees into an Apartment.
- Do not use charcoal burning grills inside the Apartments and do not empty charcoal ashes into the trash dumpsters until they have completely cooled.
- Torchiere-style halogen lamps are prohibited. However, torchiere lamps with compact fluorescent bulbs are permitted.

Smoking

All areas of Northwood Community Apartments are designated nonsmoking. Smoking in or immediately outside an Apartment, by You or Your guests, is prohibited. Smokers are strongly encouraged to be respectful of nonsmokers who may be allergic and/or who may want to minimize their exposure to the health risks of second-hand smoke. When smoking in outside public areas You are asked to be considerate of others to ensure that smoke does not enter Apartments through open windows or doors. You or Your guests who smoke are asked to do so a reasonable distance away from any buildings and outdoor gathering areas such as benches and picnic areas, children's play areas, and courtyards, so that smoke does not disturb neighbors. All cigarette and cigar butts must be disposed of appropriately.

Littering with smoking materials, such as cigar or cigarette butts, is unacceptable

See Community Living Standard 3.6 *Smoking* for more information.

Snow Removal

Snow is removed after major snowfalls from the main connecting walks and parking lot driving lanes. Individual Apartment steps and walks are Your responsibility. Shovels are available for use at the Community Center front desk. Call the Northwood Community Center front desk staff at 764-9998 with any snow removal concern or questions.

Storage

All storage areas are for resident use only. Termination of the Contract also terminates Your right to use storage area and mailboxes. The University is not liable for any loss or damage to any stored property. Northwood III storage area is located at 2150 Cram Place, 2261 Hubbard, and 2204 Cram Place.

The Apartments in Northwood III have one storage unit per Apartment that is managed and maintained by the Contract Holder. You must supply Your own padlock for Your storage unit. If there is more than one Contract Holder in the Apartment, You are jointly responsible for setting up guidelines for sharing the storage space. All storage rooms and closets are susceptible to possible, unpredictable water from sources such as broken pipes, clogged drains, and foundation cracks. It is highly recommended that You maintain appropriate insurance coverage on Your personal property. Personal property left in the aisles of storage areas is considered a potential safety hazard, and will be removed at Your risk and expense. You are not permitted to store combustible or hazardous items in the storage units. The University is not liable for any loss or damage to any property stored.

Surveys

Individuals or organizations wishing to conduct survey and/or research activities with Northwood residents must have prior approval from the University's Institutional Research Board (IRB), as well as from the University Housing Research Office. More information is available on the Housing Web site, <http://www.housing.umich.edu/general/hro/>.

Utilities

The University shall pay all normal or routine charges or costs for gas, water, heat, electricity, garbage removal, and local

University telephone service. You shall pay for any additional charge or cost resulting from Your extraordinary demand or use of these services.

Vacation and Break Periods

Northwood III remains open during Thanksgiving, between fall and winter breaks and spring break. You do not need to vacate Your Apartment during these times.

Building a Community through Individual Responsibility: Northwood III Community Living Standards

The Statement of Student Rights and Responsibilities and Northwood III Community Living Standards (NIIICLS) is an integral part of the University of Michigan academic community and, in many respects, the greater Ann Arbor community. We are committed to providing an environment conducive to the educational, psychological and social development of our residents. We nurture this environment by encouraging respect for the rights of the individual balanced by the rights and interests of the community as a whole. Given the diversity of the populations in the Northwood community, we expect that all members of the apartment community--residents, staff and visitors--act in a manner that demonstrates respect and consideration for those around them.

The Statement of Student Rights and Responsibilities and the Community Living Standards described in this electronic document have been developed to help promote such behavior and to ensure a civil environment for everyone.

All students at the University of Michigan are obligated to adhere to the Statement of Student Rights and Responsibilities. The Statement outlines specific behaviors that contradict the values of the entire University Community, and consequently, are prohibited. In addition, all Northwood III residents, visitors and their guests are expected to be familiar with and abide by the NIIICLS.

The University of Michigan and University Housing believe strongly that each member of the University Community must take ownership of the Statement of Student Rights and Responsibilities and the NIIICLS. Supporting and defending these standards means that students must accept them and act in good faith to see that all members of the community adhere to them. Community members are expected to report violations of the Statement and the NIIICLS, whenever and wherever they may occur. Community members must also act in good faith at all times to ensure that they and others are not placed in situations that contradict the spirit or letter of these standards. These standards are not merely guidelines, but rather constitute part of the legally binding contractual agreement between the resident and the University.

Residents who choose to act in ways that may violate the Statement and the NIIICLS will be subject to a conflict resolution process. Residents will also be held responsible for the behavior of their guests. Non-resident students who engage in inappropriate behavior in the apartments may be referred to the Office of Student Conflict Resolution (OSCR). The conflict resolution process for Statement violations can be found on the OSCR Web site at <http://www.umich.edu/~oscr/>. Any question of interpretation regarding the NIIICLS shall be referred to the Director of Northwood Community Apartments or designee for final determination.

Although the Statement is administered by the Office of Student Conflict Resolution, any case involving a resident can be released to the Northwood Student Conflict Resolution Process except for cases that might result in the sanction of suspension or expulsion from the University of Michigan.

Behaviors that contradict the values of the University community and that are subject to action under the Statement of Student Rights and Responsibilities are listed and lettered A through T. They are followed by the Northwood III Community Living Standards, numbered 1.1 through 7.3 which are specific to conduct in the apartments.

Northwood III Contract Holders, as well as their guests and visitors, are required to comply with the following regulations which are hereby incorporated as part of the Contract.

Violations of the University Statement of Student Rights and Responsibilities

The following behaviors contradict the values of the University Community, and are subject to action under the Statement:

- A. Physically harming another person including acts such as killing, assaulting, or battering
- B. Sexually assaulting another person
- C. Sexually harassing another person (as defined in "Definition of Sexual Harassment" in *Policies for Students: University of Michigan* <http://www.studentpolicies.dsa.umich.edu>).
- D. Hazing*
- E. Stalking or harassing another person
- F. Possessing, using, or storing firearms, explosives, or weapons on University-controlled property or at University events or programs (unless approved by the Department of Public Safety; such approval will be given only in extraordinary circumstances)
- G. Tampering with fire or other safety equipment or setting unauthorized fires
- H. Illegally possessing or using alcohol
- I. Illegally distributing, manufacturing, or selling alcohol
- J. Illegally possessing or using drugs
- K. Illegally distributing, manufacturing or selling drugs
- L. Intentionally and falsely reporting bombs, fires, or other emergencies to a University official
- M. Stealing, vandalizing, damaging, destroying, or defacing University property or the property of others
- N. Obstructing or disrupting classes, research projects, or other activities or programs of the University; or obstructing access to University facilities, property, or programs (except for behavior that is protected by the University's Policy on *Freedom of Speech and Artistic Expression*)
- O. Making, possessing, or using any falsified University document or record; altering any University document or record, including identification cards and meal cards
- P. Assuming another person's identity or role through deception or without proper authorization. Communicating or acting under the guise, name, identification, e-mail address, signature, or indicia of another person without proper authorization, or communicating under the rubric of an organization, entity, or unit that You do not have the authority to represent
- Q. Failing to leave University-controlled premises when told to do so by a police or security officer with reasonable cause
- R. Conviction, acceptance of responsibility or acceptance of sanctions for a crime or civil infraction (other than a minor traffic offense) in state or federal court if the underlying behavior has a serious impact on the University community
- S. Misusing, failing to comply with, or jeopardizing Statement procedures, sanctions, or mediated Contracts/agreements, or interfering with participants involved in the resolution process
- T. Violating University computer policies

* Some common definitions of hazing currently in use at the University can be found at www.studentpolicies.dsa.umich.edu/hazingpol.htm. See <http://umich.edu/~nohazing/whatis/html> for more about hazing.

Northwood III Community Living Standards

The Northwood III Community Living Standards (NIICLS) 1.0 through 7.3 are additional expectations that apply to behaviors that violate the values of the Northwood community. All Northwood III residents are responsible for adhering to and upholding the NIICLS as well as all tenets of the Statement of Student Rights and Responsibilities.

NIICLS 1.0 Community Responsibility

1.1 General Laws Standards

You must be in compliance with all federal, state, local, and University laws, ordinances, and regulations on conduct, health, safety, and other matters concerning activities on or conditions of the Premises and common areas.

1.2 Involvement in Infractions

You must act in good faith and remove Yourself from and report situations that may violate the Community Living Standards and the Statement of Student Rights and Responsibilities. It is prohibited to facilitate a violation or to remain present while a violation occurs

1.3 Failure to Comply

Failure to comply with verbal, written or published instruction by Housing staff members, when they are working within the appropriate performance of their duties, is prohibited. Abusive language or other behavior which is threatening and directed toward University staff, including resident staff, is prohibited and subject to disciplinary action. Additionally, You are required to present proper University identification to University staff in a cooperative manner when requested.

1.3a Failure to Respond to a Notification

Failure to make contact with Housing officials or resident staff, when requested to do so, is a violation. Requests for responses will most likely be communicated in the following ways: a letter through US mail or placed on the residents Apartment door clip, e-mail message to Your umich account, telephone call and/or voice mail message.

1.3b Failure to Meet

Failure to maintain an appointment with Housing staff regarding an investigation of alleged violations of the Community Living Standards and/or the Statement of Student Rights and Responsibilities is prohibited. You are expected to contact Housing staff and reschedule if a conflict occurs. Failure to meet with staff will not preclude the continuation of the conflict resolution process. Failing to meet constitutes a separate violation from the original.

1.3c Failure to Fulfill a Sanction

Failure to comply with sanctions imposed by University Housing or the Office of Student Conflict Resolution is prohibited.

1.4 Supplying False Information

It is a violation to supply staff with false or misleading information deliberately, when information is needed for an official purpose.

1.5 Non-Acceptance of New Roommate

Refusing to accept a roommate or impeding University Housing's effort to make an assignment to a vacant space is prohibited.

1.6. Possession of Stolen Goods

The possession of stolen property is prohibited both indoors or outdoors in Northwood Community Apartments and on University property.

2.0 Safety in Apartment Communities

2.1 Obstruction of Grounds

Entrances, sidewalks, passages, stairways, landings, vestibules, and planter areas, as well as all other common areas of the grounds, may not be obstructed or used for storage of personal property, particularly when it jeopardizes ingress, egress, University property, or the health and safety of the community. The University reserves the right to remove personal property left in public areas, at Your expense, if in violation of this requirement. Personal possessions should be stored in areas specifically designated for storage, such as storage bins and closets. Outside clotheslines, whether temporary or permanent, may not be installed by residents.

2.2 Housekeeping and Pest Control

In order to reduce fire hazards, prevent insect or rodent infestation or other health concerns, and increase the longevity of the facilities, You are asked to maintain high standards of housekeeping and cleanliness. The Apartment and furnishings must be kept clean and sanitary. To avoid fire or attracting pests, do not wrap kitchens walls, cabinets, or stoves with foil or other coverings. Garbage should not be placed in stairways, breezeways, vestibules, patios, storage lockers, or anywhere other than in the dumpsters located adjacent to the parking areas throughout Northwood Community Apartments. You are expected to call 76-FIXIT promptly if insect or rodent activity is discovered and cooperate fully with the University's prevention and/or treatment program for the elimination of pests on the premises.

2.3 Creating an Unsafe Environment/Endangerment

Any behavior or practice that is injurious to the Apartment or the University, can cause injury, harm, or an unreasonable disturbance to others, is prohibited. Any behavior or action that inadvertently causes or could reasonably cause life-threatening physical injury or serious property damage is prohibited. Pranks that create a safety hazard are not permitted. The use of laser pointers in residential locations with the purpose or result of causing irritation, injury or anger is not permitted.

2.4 Fireworks, Explosives or Dangerous Chemicals

Transport, possession, manufacture, use, sale or distribution of fireworks, ammunition, explosives, flammable liquids and all other hazardous materials is not permitted. You are forbidden to possess potentially hazardous materials to conspire to damage the sanitary and safe environment of the Apartment or Northwood community or to engage in activities that do so.

2.5 Throwing or Hanging Items from Building or Attaching Items to Outside of Building

The throwing, dropping, propelling, pouring or hanging of anything from windows, balconies, ledges and landings is strictly prohibited. Nothing may be attached or installed to or hung over any part of the outside of the building.

2.6. Fire Safety/Hazards

All members of the community are expected to be conscious of the welfare of others at all times and may not knowingly or recklessly set a fire, tamper with any fire alarm or fire safety device, falsely report a fire, or fail to report a fire.

2.6a Failure to Report a Fire

Failure to report a fire is in violation of the NIICLS.

2.7 Prohibited and Regulated Items

- The use of air conditioners requires authorization from the Community Center.
- Mercury thermometers are prohibited.
- Gasoline, propane tanks, highly flammable substances, fireworks, explosives of all kinds, waterbeds, halogen lamps and cut trees are prohibited.
- Possessing, using, or storing firearms or weapons that may serve as collector items such as swords, machetes, bow & arrows etc., anywhere in Northwood Community Apartments is prohibited, unless approved by the Department of Public Safety. Such approval will be given only in extraordinary circumstances.
- Clothes washers and dryers may be installed in Northwood I, IV, and V only.
- Pianos and organs are permitted in all Northwood units with the exception of Northwood II two-bedroom units.
- Freezers, dishwashers and additional refrigerators are allowed in Northwood IV and V townhouses only.
- Additional locks, latches, or similar devices may not be installed on any Apartment entrance door or interior doors. No keys other than those provided by University Housing shall be made or used.
- Other items may be excluded or regulated, which in the reasonable judgment of University Housing, present a danger to persons or property. (Notice will be provided to residents.)

2.8 Violence

The University of Michigan is committed to creating a community free from violence, which is a serious violation. This includes, but is not limited to, physical assault, sexual assault or harassment, dating violence, domestic violence, stalking, threats, reckless endangerment to others, intimidation, and indecent exposure, whether against family members, visitors, or other residents, and whether conducted in person, via telephone, cell phone, hand written or text message, FAX, or computer transmissions.

2.9 Pets

The presence of animals in the Apartments is forbidden, including visiting pets, except as required by law or fish as described below. When an unapproved animal is known to be in a unit for any period of time, the resident(s) will be required to promptly remove the animal(s).

Aquarium non-carnivorous fish in a 30 gallon tank or smaller are permitted. Care must be taken to ensure that the electrical connection to the fish tank is safe and that other potential hazards have been properly accounted for. Owner must ensure the maintenance of the fish and tank. In shared Apartments, all residents must agree on placement of tank if in common areas.

3.0 Alcohol and Other Drugs in the Northwood Community Apartments

All University Housing facilities and their residents are required to be in compliance with state and local law regarding alcoholic beverages and all federal, state and local laws regarding illegal drugs will be strictly enforced. In addition, the federal "Drug-Free Schools and Communities Act Amendments of 1989" require the University to have a specified alcohol and drug policy. The University's Student Policy on Alcohol and Other Drugs (www.studentpolicies.dsa.umich.edu) became effective on September 1, 2000, and serves as the overarching document on this topic. It is the University's and University Housing's goal to educate members of the University community about the health risks associated with the use

and abuse of alcohol and other substances, and about the campus and community resources available for counseling and therapy.

Because of the special nature of alcohol and other drugs, violations involving these substances may receive special attention. For example, cumulative infractions receive progressive sanctioning; that is, if You violate the University's alcohol policy, You will receive increasing attention from University officials for each additional infraction. Also, if a resident is in physical danger from using alcohol or drugs, University officials may intervene. Under a provision of an amendment to the federal Higher Education Act which went into effect in October 1998, University Housing, as an agent of the University, may directly contact the parents or legal guardians of any resident under the age of 21 who is transported to a medical facility due to alcohol poisoning, drug overdose or any emergency situation related to alcohol or drug use that requires emergency transportation and hospital medical treatment.

3.1 Events and Alcohol

Advertising that implies or explicitly cites the availability of alcohol at any function or party, private or otherwise, is expressly forbidden. Advertising a cover charge to be collected at the event or an admission payable in advance is also prohibited. Sale of cups and mixers to be used for alcohol is prohibited anywhere in Northwood Community Apartments.

3.2 Residents over the Age of 21

If You are 21 years of age or older You may bring small amounts of alcohol for personal consumption into Your own Apartment. **Alcohol may not be used in public areas of the Apartments including courtyards, parking lots, breezeways, stairwells, laundry rooms, recreational, picnic or grassy areas or anywhere else in the community.** Residents who choose to use alcohol legally are expected to do so in a responsible manner. Irresponsible and inappropriate behavior, where alcohol is a contributing factor, will not be tolerated. Intoxication is never an excuse for misconduct or infringing upon the rights of others.

Kegs or other common sources of alcohol are not permitted in the Apartments, even when residents are over the age of 21.

It is the intent of University Housing to encourage individual, responsible decision-making regarding alcohol by stressing moderation, safety and individual accountability for those who choose to drink, and fostering an atmosphere free of coercion for those who choose not to use alcohol.

3.3 Prescription Drugs

Prescription drugs must be taken by patients only for the intended use and in the prescribed manner as directed by a medical professional. **Selling or giving prescription drugs to non-prescribed individuals is illegal and a violation of the Statement.**

3.4 Inhalants

All chemicals, substances or other products that have mood-altering capabilities are prohibited except for their singularly and legally intended use.

3.5 Drug Paraphernalia

Possession of drug-related paraphernalia (e.g., bong, roach clip, hookah/water pipe, hash-style pipe) is prohibited.

3.6 Smoking

The University of Michigan is a smoke-free campus. Smoking in or immediately outside an Apartment, by residents or their guests, is prohibited under the terms of the Contract. You are asked to be considerate of others when smoking outside to ensure that smoke does not enter Apartments through open windows or doors. Smokers are strongly encouraged to be attentive and respectful of non-smokers who may be allergic and/or who want to minimize exposure to the health risks of second-hand smoke. You or Your guests who smoke are asked to do so a reasonable distance away from any buildings and outdoor gathering areas such as benches and picnic areas, children's play areas, and courtyards, so that smoke does not disturb neighbors.

4.0 Gambling

Gambling in Apartments in violation of federal, state and local laws is prohibited.

5.0 Noise and Quiet Hours

You are asked to observe the academic nature and close quarters of the community and should not make or permit excessive noise to emanate from Your Apartment. Specifically, You should not play any musical instrument, radio, stereo,

television, or create/permit other noise loud enough to be heard in surrounding Northwood Community Apartments between the hours of **9:00 p.m. and 9:00 a.m.** every day, including weekends. You are also asked to be considerate within reason of disturbing noise levels at other times when requested by neighbors.

Due to the close nature and shared walls of the Apartments, normal activities such as walking across floors or up and down stairs, talking on the phone, taking showers, and children crying or playing are some examples that do not constitute noise violations. Many residents residing in Apartments have varied academic or professional lifestyles and schedules that may result in various living noises. Some residents may find these living conditions either inconvenient or disturbing at times. Therefore, neighbors are strongly encouraged to contact and discuss noise differences in a respectful and civil manner with each other.

6.0 University Services and Property

6.1 Cable Television

All Apartments are wired to receive cable at an additional per resident subscription fee. It is a violation of city, state and federal statutes, as well as NIIICLS, to tamper with cable equipment, line connections or hook-ups in resident Apartments, corridor equipment closets or building equipment closets.

6.2 Keys

Unauthorized use, possession or duplication of Apartment keys is strictly prohibited. Additional locks or locking devices attached to Apartment doors and windows are not permitted.

6.3 Property

Respect the property of others. You may not damage or endanger the property of others, or, without authorization, remove or be in possession of property of others. The unauthorized entry into any University facility is also prohibited.

6.4 Plumbing Care

Toilets, sinks, and other plumbing fixtures may not be used for any purpose other than those which they were designed for; no sweepings, rubbish, ashes, matches, razor blades, grease, automotive fluids, paints, or other improper substances should be placed in them.

6.5 Environmental Responsibility

Northwood Community Apartments and the University of Michigan are dedicated to protecting the environment, preserving natural resources, conserving energy, and recycling. As a result, all residents are requested to conscientiously participate in all energy conservation and recycling efforts and to refrain from unnecessarily polluting the environment. This includes, but is not limited to, depositing garbage anywhere other than in dumpsters, depositing recyclable items anywhere but in the appropriate containers; no disposing of oil, grease, gasoline, or other automotive fluids on the grounds, in storm drains, or in plumbing receptacles.

6.6 Solicitation in Northwood Community Apartments

Northwood Community Apartments serves a primary purpose of providing an atmosphere conducive to study and academic pursuit while also providing a comfortable, safe, and supportive living environment for residents, their spouses or partners, and children. Solicitation and electoral and non-profit canvassing of residents is permitted under the following terms and conditions:

- Solicitors must agree to abide by all applicable laws and University ordinances and regulations while on University Housing grounds.
- Commercial companies, non-profit organizations, candidates or elected officials, and other organizations are permitted to send representatives door-to-door in Northwood apartment areas from 10 a.m. – 7 p.m. only. This requirement is to help ensure the maximum possible level of personal safety for children and adults living in Northwood Community Apartments, especially after dark.
- Researchers interested in surveying residents as part of an ongoing research effort are required to obtain prior approval from the Housing Research Office, 1500 Student Activities Building, 647-3785, before conducting any research activities involving Northwood Community Apartments residents. Requests to conduct any kind of research or survey require a two-week advance submission and are not automatically approved.

- If You do not wish to have contact with any solicitor, place a “NO SOLICITATION” decal on Your outside door. These decals are available at the Community Center front desk free of charge. All solicitors are expected to adhere to this “NO SOLICITATION” posting and not make any contact with the residents of a unit with such a posting.
- You are encouraged to contact either the Community Center or the Department of Public Safety to report potential violations of this policy. Any individual or organization soliciting within Northwood Community Apartments grounds who violates any term or condition of this policy may be ordered to leave, or be escorted from the premises by Public Safety.
- Individuals or organizations who violate these policies and expectations while on Northwood Community Apartments grounds may be prohibited indefinitely from further activity and may be subject to other actions as applicable under law. Individual residents or groups of residents may invite a commercial vendor to their Apartment for purposes of a commercial solicitation, project demonstration, show, or similar event. Any such solicitation is subject to the Michigan Home Solicitation Act, MCLA 445.111, et seq. With this type of solicitation, sales may not be consummated at the demonstration site or on the assigned date of the event; residents interested in making purchases may make appointments with sales representatives to do so in their own Apartments at a later date. Residents must be guaranteed three business days to cancel their order with full refund.

6.7 Operating a Business

You agree to use the Apartment in a quiet, peaceable, and lawful manner for residential purposes only. However, use of the Apartment to conduct a business or commercial enterprise shall be permitted, provided that: a) the Apartment is used primarily as a living place; b) advertisements or signs are not placed on any portion of the inside or outside of the building or related areas which are not reserved for notices; and c) conduct of the business does not result in the violation of any other Community Living Standard or University regulation.

7.0 Guest Policies

7.1 Guests and Behavior

Guests are defined as family members, friends or other persons related to or affiliated in any way with You. You are responsible for the behavior of Your guests and must inform them of University Housing policies. You are not permitted to host any individual who has an active trespass restriction prohibiting entry into Northwood Community Apartments.

7.2 Guests and Roommate Rights

It is expected that roommates discuss their preferences with respect to all visitation in the Apartment. Visitation of one roommate should not infringe on the rights of other roommates. The duration of stay for the guest is not to exceed 10 days and the roommate(s) must be in agreement with the visitation.

7.3 Occupations of Resident Apartments

Resident Apartments are to be occupied only by those assigned to the Apartment by University Housing and are not to be occupied by or loaned to other residents or non-residents.

Northwood III Student Conflict Resolution Process

Even with the guidance of the Statement of Student Rights and Responsibilities and the Community Living Standards in place, conflicts will occur in the apartment community. Though challenging, these conflicts present an opportunity for learning, in keeping with University Housing’s mission. The diverse environment of apartment living allows the Housing community to take advantage of this opportunity. When working to resolve conflicts within the community, we promote the balanced participation of all parties involved. We strive to empower all affected community members to be part of the process, and to help students who have violated the Statement or the NIIICLS to make better choices in the future.

The Northwood III Student Conflict Resolution is designed to protect the interests of individuals who are injured or victimized, as well as the interests of the community at large. It is intended to encourage understanding and appreciation for the Statement and the NIIICLS, reinforcing the fact that residents must take responsibility for their own actions and for

their part in actions of a group. We recognize that each situation is unique and conflicts will be handled on a case-by-case basis.

Mediations, administrative sanctions and formal appeals conducted as part of the Northwood III Student Conflict Resolution Process are not courts of law, but outcomes for education. Therefore, it would be inappropriate to apply many of the rules of civil or criminal hearings; however, a resident in violation of not only the NIIICLS, but of the law as well, will also be accountable to both civil authorities and the University. The Northwood III Student Conflict Resolution Process and the University processes will normally proceed notwithstanding any civil or criminal hearing.

Although the Statement is administered by the Office of Student Conflict Resolution (OSCR), that office may release the handling of any case to University Housing, except cases that might result in the sanction of suspension or expulsion from the University of Michigan.

Documentation of Possible Violation(s)

When possible violations of the Northwood III Community Living Standards and the Statement of Student Rights and Responsibilities are observed they may generally be reported by residents, staff members and/or Housing Security or Department of Public Safety officers.

Review of Incident

The Assistant Apartment Manager for Northwood Community Apartments reviews the allegation or report and determines how the case will be handled. The Assistant Apartment Manager may decide to dismiss the case without further action, to direct the case further through the Northwood III Student Conflict Resolution Process or to refer the case to the Office of Student Conflict Resolution (OSCR).

When appropriate a mediation process will be offered as the first and fairest method to resolve conflict situations. Structured dialoguing, conflict resolution alternatives and community response may be utilized in this process. Mediation is an interactive problem-solving process in which an impartial person facilitates communication between parties to promote reconciliation, settlement or understanding among them. A successful mediation process typically results in a written agreement that may become a binding portion of the Housing Contract for those involved. It will also likely eliminate the need for further action.

Unresolved Incidents at End of Term

Incidents that result in alleged violations must be addressed before students depart from Housing at the end of any academic term. Students who fail to respond to outstanding conflicts may be denied the opportunity to return to Northwood Community Apartments for the next term. Students involved in such incidents, and who are not planning to return to the apartments will have their cases referred to the Office of Student Conflict Resolution.

Violations allegedly committed by non-residents who are University of Michigan students will also result in a referral to OSCR.

Emergency Housing Removal

If the Director of Northwood Community Apartments or designee determines that a resident's actions indicate that the resident's continued presence in the Apartment poses an imminent danger to persons or property, the Director or designee may take emergency action by serving the resident with a notice to vacate the Apartment immediately and not return, pending further investigation. University Housing reserves the right to change the door locks in order to reinforce this action. Before, or within 24 hours after such emergency removal is imposed, the resident shall be given an opportunity to meet with the Director or designee, or the Resolution Coordinator at the Office of Student Conflict Resolution if the resident is a student.

At such time, the resident may make a statement and present information related to the alleged violation. If the emergency removal is continued, the resident is entitled to formal arbitration (the process by which the party(s) to a violation submit their differences to the judgment of an impartial person selected by mutual consent). Every effort will be made to have the arbitration occur within seven calendar days or as soon as possible after the accused resident is prepared to participate in arbitration. If the facts that support emergency removal could lead to a sanction greater than Contract termination, in cases that involve students, the OSCR Resolution Coordinator will handle **the case**.

Resident Notification of the Information Report

The resident will be notified of the information report and the disposition of the situation (recommendation for mediation or referred to OSCR). Every effort will be made to notify the resident within 10 working days of receipt of the report. The resident will be requested to meet at a specific time and place with the appropriate staff member regarding the alleged violation(s). The request may come in a variety of forms including e-mail, a phone call or a formal letter that is sent to the apartment. Failure to respond to the request does not stop the conflict resolution process from going forward. The case will be resolved in the resident's absence if there is no response to the request. The resident will receive information explaining the Northwood III Student Conflict Resolution Process and residents rights and responsibilities within the process.

Interview with Staff Member

The Assistant Apartment Manager or designee will privately interview the resident or residents and review the circumstances of the alleged violation(s). The resident will have the opportunity to ask questions, respond to any informational reports of the possible violation(s) and give additional information or insight. The interviewer will then determine if the situation should be recommended for mediation. If the case has been referred to OSCR, an OSCR staff member will meet with the resident or residents. In addition, other individuals with relevant information may be interviewed as necessary.

The notification will include the following criteria:

- Brief description of the incident to the resident.
- Review of the standard(s) directly related to the possible violation(s).
- An opportunity for the resident to respond.
- Review of the NWIII Student Conflict Resolution Process.

The resident will have the opportunity to ask questions, respond to the report of the possible violation(s) and give the interviewer additional information and insight. From the interview and from other sources of information, the interviewer will determine if the situation should be recommended for mediation.

Outcomes of Interview

The possible outcomes of the interview may include case dismissal, mediation and arbitrated resolution.

Case Dismissed

If the interviewer determines that it is not likely that a violation has occurred, the accused resident and the complainant as appropriate will be notified that the complaint has been dismissed.

Mediation

As described earlier, mediation is an interactive problem-solving process in which an impartial person facilitates communication between parties to promote reconciliation, settlement, or understanding among them. The meeting empowers both the accused resident and the complainant to reach a mutually acceptable resolution by coming to an agreement regarding future action and behavior. A mediated agreement may include sanctions. The agreed upon outcome will be put in writing and monitored by the Assistant Apartment Manager or designee. An agreement created as part of the mediation process becomes a binding portion of the resident's Contract.

If mediation is successful, the Northwood III Student Conflict Resolution Process will be finished. If it fails, the case will be referred to the Assistant Apartment Manager or sent to arbitration to be conducted by an arbitration officer.

Resolution

An arbitrated resolution may be reached informally or formally, as described below:

Informal Resolution

The preliminary interviewer proceeds to an informal meeting, in which the interviewer and the resident discuss information pertinent to the incident. The interviewer and the resident work together to reach a resolution to the situation and the resident agrees to abide by the decision of the interviewer in this case, including accepting educational or other formal Housing sanctions. A resident may prefer this option when the facts of the incident are not in dispute.

Formal Arbitration

The resident chooses arbitration by an administrator. The arbitration officer is a professional staff member in University Housing.

Informational Meeting to Explain Formal Arbitration Process

If the resident has chosen formal arbitration, then the interviewer or the Assistant Director will explain the process outline the resident's rights and responsibilities within the process and give the resident an opportunity to accept or deny responsibility for the possible violation(s).

Resident's Rights in Formal Arbitration

The resident's rights under the process include, but are not limited to the following:

1. The right to be informed in writing of the violations, in time and with enough detail, to ensure the resident the opportunity to adequately prepare for the process.
2. The right to decline to participate in the process. Such action will not be interpreted as an indication of responsibility for the alleged violation; however, the process and the arbitration will continue.
3. The right to decline appearance at the arbitration. Such action will not be interpreted as an indication of responsibility for the alleged violation; however, the process and the arbitration will continue.
4. The right to present information on one's own behalf.
5. The right to request information from any member of the community who has direct knowledge of the incident, unless the Assistant Director or designee determines that the information would be irrelevant, immaterial, redundant, or would violate legal privilege.
6. The right to see all information presented and to question all people who appear before an administrative arbitration officer.
7. The right to be counseled by an advisor who will be permitted to attend, but not allowed to participate.
8. The right to challenge the objectivity of the administrative arbitration officer.
9. The right to receive a timely written decision.
10. The right to an appeal.

Resident's Responsibilities in Formal Arbitration

It is the resident's responsibility to respect the process. The following are considered actions that misuse the process and can be considered additional violations of the NIIICLS:

1. Falsifying or misrepresenting information during the arbitration.
2. Disruption or interference with the orderly conduct of the arbitration.
3. Making a false accusation.
4. Attempting to influence the impartiality of a member of an arbitration body prior to and/or during the course of the arbitration.
5. Harassment and/or intimidation of a complainant, a member of an arbitration body or of a witness prior to, during and/or after an arbitration process.
6. Influencing or attempting to influence another person to present false information or file a false complaint.

Outcomes of Arbitration

Arbitration is conducted to determine if the resident has violated the NIIICLS or the Statement and if so, to issue a sanction appropriate for the violation.

Findings

After review of the available pertinent information and meeting with the resident and any other involved persons, the arbitration officer will decide to dismiss the case, find the resident not responsible for violation of the NIIICLS or the Statement, or find the resident responsible for the violation. If the resident is found responsible for the violation, a sanction commensurate with the violation may be issued. The resident will be provided with the finding(s) and sanction(s), if any in writing. Finding(s) and sanction(s) if any will be provided in writing to the resident(s) involved.

Sanctions

If a resident is found responsible through the Northwood III Student Conflict Resolution Process for violating the NIIICLS or the Statement, sanctions may be issued. The sanctions are determined during and after the resident's meetings and conversations with the Assistant Director or other interviewer designee and the Northwood Community Apartments Director. The sanctions are meant to be educational and to provide the resident with the opportunity to repair harm to the affected community. Sanctions are geared toward helping the resident understand the consequences of the behavior in question, and to assist the resident in making more responsible decisions in the future. Given the individual nature of each situation, sanctions are assigned on a case-by-case basis. Repeated violations will result in progressive sanctioning.

Possible sanctions include, but are not limited to, those listed below, or a combination thereof:

1. Warning
A verbal or written warning that advises the resident that future behavior that violates the NIIICLS or the Statement may result in further action.

2. **Behavioral Contract**
A written Contract that gives the resident an opportunity to correct or change inappropriate behavior by meeting certain conditions for a specified period of time. The behavioral Contract becomes a binding portion of the resident's Contract. Failure to fulfill the Contract may result in further sanctions.
3. **Educational/Community Service**
An educational or community service assignment that is to be completed within a specified period of time. The assignment will be designed to provide an opportunity for the resident to become better educated on a topic related to the behavior which violated the NIICLS, to better understand the harm that the behavior caused the community, and or to provide a service beneficial to the community.
4. **Restitution**
Repayment for actual loss in the case of property damage, theft or lost revenue.
5. **Removal of Prohibited Items**
An instruction to remove items that are listed as prohibited, according to the Northwood III Community Living Standards.
6. **Restriction of Privileges**
Limitation of or withholding services to the Contract Holder or their dependents, guests or visitors may also be instituted. Restricted participation in programs and services in a way related to the specific violations or the Statement.
7. **Prohibition of Entry into University Housing Facilities**
Resident's guests or others who violate University Housing and/or University regulations may be prohibited from entering University of Michigan owned or operated housing units in the future. In the event that trespass restriction is issued, the violator becomes ineligible to return to Northwood Community Apartments or any University of Michigan property even as a guest of a resident. Violation of this restriction may subject the violator to the provisions of the Michigan Trespass Statute.
8. **Apartment Transfer**
Relocation to a different Apartment in order to remove the resident from the environment that facilitates or allows the unacceptable behavior. This removal is for the benefit of both the resident and the community.
9. **Termination of Housing Contract**
If a resident and or their dependents, guests or visitors has violated the standards and values of Northwood Community Apartments to the extent that he or she can no longer be a successful member of the community, the housing Contract will be terminated.

In such a situation, the University shall have the right to re-enter and take possession of the premises with the Contract Holder remaining liable of all housing payments for the full term of the Contract and for additional damages, subject to the University's duty to minimize losses. Students who have their Contract terminated by Northwood III Student Conflict Resolution Process may be held responsible for any or all fees and other costs incurred by the University.

Grounds for Appeal

Grounds for filing an appeal are limited to the following:

- Procedural error has resulted in violation of the residents' rights as defined in this policy.
- The sanction was not appropriate for the violation.
- Significant and relevant new information that was not available at the time of the initial meeting.

Response to Appeal

Response to the appeal is limited to one of the following actions:

- Reversal of the original decision concerning the violation of the policy and dismissal of the complaint.
- Affirmation of the original decision, setting aside the administrative sanctions and establishing other sanctions not greater than those originally imposed.
- Affirmation of the original decision and resulting administrative sanction(s).

Generally, administrative sanctions will not be enforced until a decision has been made regarding an appeal; however, situations involving behavior that is significantly disruptive to the community or pose an imminent threat to the safety of themselves or others may dictate that a sanction be enforced preceding a decision on an appeal.

Other Possible Responses to Inappropriate Behavior

The Contract is a legal, binding Contract to which parties have pledged fulfillment. As per the terms of the Contract, You are expected to keep current with rental payments, comply with the directives of University personnel and comply with Northwood Community Apartments parking regulations and pest control efforts, among other expectations. If You are found for the first time to be in non-compliance with the Contract, You are typically given seven days to become compliant. However, for the protection of the community, the Contract allows the University to unilaterally terminate a Contract on twenty-four (24) hours written notice, whenever it believed there is a preponderance of evidence indicating any of the following circumstances:

- Behavior which significantly endangers life, limb or property;
- Unlawful manufacture, delivery, purchase, possession with intent to deliver or possession of a controlled substance or illegal drug, on or about the Contract premises;
- The manufacture, possession, or use of explosives, flammable liquids, fireworks, or firearms;
- Physical or sexual assault.

Certain conduct may also be subject to civil or criminal prosecution. Prosecution does not preclude parallel disciplinary action by the University, including actions based on violations of the NCACLS, the Statement of Student Rights and Responsibilities, or a breach of the Contract.

Records

Records about actions resulting from the Northwood Community Apartments process will be maintained by the Assistant Director for Northwood Community Apartments. Confidentiality of the records will be maintained to the extent required by law, including the federal Family Educational Rights and Privacy Act (FERPA).

Interpretation

Any questions or interpretation regarding the Northwood Community Apartments Community Living Standards Conflict Resolution Process shall be referred to the Director of University Housing or designee for final determination.

Legal Proceedings

Arbitration or appeals conducted as a part of this process are not courts of law and are not subject to many of the rules of civil or criminal hearings. However, because some of the violations of the Statement or NIICLS are also violations of law, residents may be accountable to both civil authorities and to either University Housing or the University for their actions. The Northwood III Student Conflict Resolution Process and University processes will normally proceed notwithstanding any civil or criminal proceeding.

Lead Based Paint in Northwood Community Apartments

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling as required by U.S. law. Contract holders must also have a federally approved pamphlet on lead poisoning prevention available to them. This pamphlet, *Protect Your Family from Lead in Your Home*, is viewable by you at <http://www.epa.gov/lead/pubs/leadpdf.pdf>.

University's Disclosure

Specific locations in Northwood I, II, III, IV and V units have been found to contain lead-based paint or lead-based paint hazards as documented in the survey summaries provided by Nova Environmental, Inc., and are viewable by you at <http://housing.umich.edu/services/facilities/leadbasedpaint.html>. Complete copies of all reports are available for review during business hours at the Housing Information Office and the Northwood Community Center.

Residents are required to read and sign a *Lead Based Paint Disclosure* when keys are obtained. By signing this document you acknowledge that you accept receiving the aforementioned documents via the Web site links provided above.