



Northeastern

2010-2011

Moving



to Campus

VALUABLE TIPS ON HOW TO
PREPARE FOR LIFE AT NORTHEASTERN!



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On behalf of Housing and Residential Life staff, we welcome you to campus. Whether you live in one of our traditional residence halls or in an apartment complex, you'll find that our staff works hard to maintain a living environment that fosters both academic success and personal development. As a resident student, you have the opportunity to extend your education beyond the classroom. You can take the concepts and ideas you learn in class and test them out in a supportive environment. In the process, you'll learn more about yourself and those around you.

welcome to Northeastern!

Community and diversity are two key elements of the residential program at Northeastern. Our staff fosters a sense of fellowship in our residential facilities. The resident assistants who live in our undergraduate halls assist you in many ways, from greeting you and making you feel welcome, to planning programs and activities that provide social interaction and opportunities for learning.

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

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

Welcome!

Housing and Residential Life

Moving to Campus

PREPARING FOR YOUR MOVE

HOW DO I GET TO CAMPUS?

The largest number of students move onto campus at the start of fall term. We will send you directions to campus and special opening day parking instructions at the beginning of August. If you are moving here during other terms, call Housing and Residential Life or Public Safety, or visit our Web site at www.northeastern.edu/housing for directions to campus and to your building.

HOW WAS MY ROOM ASSIGNMENT DETERMINED?

If you are a freshman or transfer student, you were assigned a room in deposit-date order. We have made every effort to match your room assignment with the information you provided on the compatibility questionnaire. For upperclass students, either you selected your own room during the room-selection process, or we chose a space for you based on your year of graduation and your random lottery number. For graduate and law students, we used the information provided on the Housing Application Form plus your lottery number to make room assignments.

WHO WILL I LIVE WITH?

Northeastern provides living environments that mirror the diversity of its student body. Soon you will join a residential community where many of your neighbors may have different backgrounds, and you will have many opportunities to learn about and appreciate other points of view.

All students are paired on the basis of gender. If you have a specific roommate request and that person also requests you, we will make our best effort to honor your preference. As a new student, you will receive e-mail addresses of your new roommate(s).

WHEN CAN I MOVE IN?

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

WHAT IF I NEED TO POSTPONE MY ARRIVAL OR CANCEL MY HOUSING ASSIGNMENT?

If you know you will be arriving late, immediately e-mail Housing and Residential Life. This prevents you from being considered a “no show” on opening day and having your room assignment canceled. On the other hand, if you need to cancel your assignment before opening day, please inform Housing and Residential Life by e-mailing housing@neu.edu; or you may complete a cancellation request via e-mailing housing@neu.edu with your NUID number, terms being canceled and a reason or you may complete a cancellation form in person at the Housing and Residential Life office in Speare Commons. You may also contact us at the phone or fax numbers listed below or via e-mail, also listed below.

HOW WILL I RECEIVE HOUSING INFORMATION?

Most information from Housing and Residential Life about housing applications, assignments, and/or deposit-cancellation deadlines will be sent to your MyNEU e-mail address.

WHAT ARE LAUNDRY BUCKS?

Laundry Bucks are cash placed on your Husky ID for use in the residence hall laundry rooms on campus.

WHO GETS LAUNDRY BUCKS?

Any undergraduate, graduate, or law student living in Northeastern University's on-campus housing.

HOW MANY BUCKS WILL I RECEIVE?

You get \$45 per semester, which equals 15 washes and 15 dries, or any combination. Be sure to use them by the end of the semester because they will not roll over.

QUESTIONS



HOUSING AND RESIDENTIAL LIFE SPEARE COMMONS

617.373.2814 (voice)
800.240.7666 (voice/outside Boston area)
617.373.8794 (fax)
617.373.4019 (TTY)
housing@neu.edu (e-mail)



WHAT TO BRING

HOW ARE THE ROOMS FURNISHED?

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

If possible, you and your roommate(s) should decide in advance whether one of you will bring amenities (like curtains, rugs, etc.) or whether you would like to buy them after you get to campus. No furniture of any kind may be brought into a residence hall. This includes but is not limited to: mattresses, futons, and so on. For a list of suggested items, please visit:
<http://www.northeastern.edu/housing/firstyear/whattobring.html>.

MAY I BRING A CAR?

Yes. However, first-year students are not eligible to purchase an overnight parking permit. Upperclass students in classes may be denied overnight parking due to limited availability. Please be aware that the city of Boston has a residential parking-permit program and resident students living on campus do not qualify. Overnight parking spaces on the streets of Boston that don't require a residential permit are extremely limited.

In addition, overnight parking in a garage off campus is expensive. Handicap parking is available campus-wide for residents with disabilities. You will be required to purchase the appropriate parking permit and your vehicle must display a state-issued handicap license plate, placard, or hangtag.

FIRST DAYS ON CAMPUS

AFTER I UNPACK, WHAT SHOULD I DO?

Make sure you have your student identification card (Husky Card). Your Husky Card is issued to you at Orientation and provides you access to campus, including your residence hall, meal plans, Husky Dollars, and more. You may obtain a new or replacement card at Student Central in 120 Hayden Hall during opening week. You will need to present a picture ID, such as a state driver's license or passport, to obtain a Husky Card. There is a replacement fee of \$15 for lost cards. For more information visit www.northeastern.edu/registrar.

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

WHERE DO I FIND MORE INFORMATION ABOUT MEAL PLAN OPTIONS AND REQUIREMENTS?

The University offers many meal plan choices to be used at Irving M. Levine Marketplace, Stetson West Eatery, International Village, and OutTakes at Stetson West. Please refer to the University housing license agreement or the Meal Plan Web site at:
www.northeastern.edu/registrar/husky-mealplan.html for meal plan options, applicable restrictions, and deadlines.

Contact the Student Accounts office at 617.373.2270 or studentaccounts@neu.edu if you have any questions. To change or enroll in a meal plan, please complete the online form at www.myNEU.neu.edu.



For more information about parking, contact the Cashier's/Parking Office at 617.373.2366, or visit www.northeastern.edu/parking. The Nonresident Student Vehicle Information Form can be found at <http://www.mass.gov/rmv/forms/registration.htm>.

WHAT IS RESNET?

ResNet is our computer network program and is provided jointly by Housing and Residential Life and the Information Services Customer Service office. This service connects your room to the University's network, providing access to Snell Library resources, e-mail, and the Internet, 24 hours a day, seven days a week. To be eligible for ResNet service, you must live in a ResNet-equipped residence hall, be a current student in good standing, and have a personal computer that meets the ResNet hardware requirements. ResNet provides a list of suggested minimum computer configurations for the academic year. Please visit ResNet's Web site at www.neu.edu/resnet. ResNet staff members are available throughout the year to assist with network service hardware repairs and to troubleshoot most common computer issues.

The ResNet Resource Center is the centralized operations area of the program, and is located in the heart of the residential community. The center provides computer support to walk-ins and over the telephone. From this center, students working as senior residential computing consultants can also be dispatched to resolve connection issues in the rooms, if required.

Please note: ResNet Internet service is not available in leased properties except Northeastern @ the YMCA. From these properties, you may access Northeastern's e-mail and Internet services through a local ISP such as Comcast.

For more information, contact the Help Line at 617.373.4357 or www.infoservices.neu.edu

Speare Commons
617.373.7967 (voice)
617.373.8974 (fax)
www.infoservices.neu.edu
(Select "Services for Students")

IS CABLE TELEVISION AVAILABLE ON CAMPUS?

Yes. HuskyCable, Northeastern University's cable television service, is available in all Northeastern University-owned residence halls and Northeastern @ the YMCA. HuskyCable offers 80-plus broadcast and premium channels (including seven HBO channels) to students in residence halls without a monthly cable bill. There is no need to sign up or register for HuskyCable, and cable boxes are not required. To access HuskyCable, students will simply need a coaxial TV cable and a cable-ready television. Many residence hall rooms will have multiple cable ports, but in the event that a room only has one port, a splitter will be necessary for multiple TVs in a room to receive HuskyCable.

There are many brands of coaxial cable, and splitters that fit our requirements; the NU Bookstore and ResNet will carry the kind you need. If you have questions about splitters, coaxial cable, or the HuskyCable service, please stop by the ResNet office, or contact ResNet at 617.373.7967 or call the IS Help Line at 617.373.4357 (xHELP).

If you are living in a leased property or non-Northeastern-University-owned apartment, Northeastern University has partnered with Comcast to offer students an annual rebate program on selected services. For details about this program, visit the "Community" tab at www.myNEU.neu.edu.

MAY I GET A JOB ON CAMPUS?

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

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

MAY I SMOKE ON CAMPUS?

All residence halls are smoke-free. Smoking is not allowed in public or private areas in any building on campus.

All leased properties (with the exception of Douglass Park and Northeastern @ the YMCA) allow smoking in designated individual rooms, with your door(s) closed and subject to your roommate's agreement.

WHAT IF I HAVE PROBLEMS WITH MY ROOM ASSIGNMENT OR ROOMMATE?

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

Housing staff at Speare Commons direct and support the management-information systems network that is vital to efficient service delivery to resident students. In addition, they are able to help you with many administrative matters, including review of student housing petitions and assistance with the application and room-deposit process. They can also provide you with information about room assignments and billing.

IF I CHANGE ROOMS DURING THE ROOM-CHANGE PERIOD, HOW ARE BILLING ADJUSTMENTS HANDLED?

Your residence director will have you complete and sign a Room Change Authorization form. This form is given to one of the housing coordinators at Speare Commons, who does the online adjustment to your account. If there is a difference in the rate between the two rooms, you are charged a prorated fee for the number of days you are at each location.

Addressing your Concerns

RESIDENCE HALL OFFICES

Burstein and Rubenstein Halls
and 407 Huntington Avenue

Davenport Commons A and B
and 768 Columbus Avenue

International Village

Kennedy Hall

Levine Hall and 106, 110, and
116 St. Stephen Street

Loftman Hall and
144 and 153 Hemenway

Melvin and Kerr Halls

Smith Hall

Speare Hall

Stetson Hall East

Stetson Hall West

West Village A

West Village B and C

West Village E

West Village F

West Village G and H

White Hall

Willis Hall

10 Coventry Street and
780 Columbus Avenue

Light Hall and
319 and 337 Huntington Avenue

Northeastern @ the YMCA

OFFICE ADDRESS AND TELEPHONE

458 Huntington Avenue (Burstein)
617.373.8991

696-700 Columbus Avenue
617.373.5489

1155 Tremont Street

119 Hemenway Street
617.373.2826

337 Huntington Avenue
617.373.2571

157 Hemenway Street
617.373.3515

90 The Fenway
617.373.8152

129 Hemenway Street
617.373.5272

10 Speare Place
617.373.2573

11 Speare Place
617.373.2570

10 Forsyth Street
617.373.2537

500 Parker Street
617.373.8989

460 Parker Street, Rear
617.373.8101

10 Leon Street
617.373.7218

40A Leon Street (F)
617.373.8604

450 Parker Street (G)
617.373.7324

21 Forsyth Street
617.373.2535

50 Leon Street
617.373.3949

780 Columbus Avenue
617.373.3539

337 Huntington Avenue
617.373.2571

337 Huntington Avenue
617.373.2571

***LEASED PROPERTIES**

Leased Properties Office

106 St. Stephen Street (basement)
617.373.8510

331 and 335 Huntington Avenue
97, 109 and 115 St. Stephen Street

650 Columbus Avenue
(Douglass Park)

(*subject to change)



RESIDENCE HALL AND DINING LICENSE AGREEMENT

WHEN DO I SIGN THE LICENSE AGREEMENT?

Students who applied for housing online through www.myNEU.neu.edu were required to accept the terms and conditions of the license agreement in step one of the application process. If your assignment letter indicates that you have not yet signed your license agreement, you must do so immediately, online at <http://www.northeastern.edu/reslife/policies/la.html>.

This must be signed online by any students who will be living in University-sponsored housing. By signing the license agreement online, in person at Housing and Residential Life, or by accepting keys to your room/apartment, you have officially acknowledged and accepted the terms and conditions of this contract. Students agree to live in University housing under any and all rules and regulations established by Housing and Residential Life. However, signing the agreement does not guarantee you a space in University housing. Failure to sign and return the license agreement may result in loss of housing privileges.

All students must conduct themselves in a manner consistent with the University's expectations, as stated in *A Guide to Residence Hall Living*, the *Student Handbook*, the Residence Hall and Dining License Agreement, and any and all other applicable school policies, procedures, and regulations.

IF I MOVE OUT BEFORE THE END OF THE TERM, DO I PAY FOR THE FULL TERM?

Read the Residence Hall and Dining License Agreement for specific information about your financial obligation to the University.

Students are charged the cancellation/termination fee outlined in the license agreement. If you experience a significant change in academic, co-op, or financial circumstances after you move in, you may submit a written petition with supporting documentation to the associate director for on-campus housing (or designee). The petition should explain the nature of and the reason(s) for the request for a waiver of the cancellation fee.

INTERSESSION, MOVE-IN, AND MOVE-OUT DATES

WHEN SHOULD I MAKE INTERSESSION PLANS?

The period between academic terms is known as intersession. Although residence halls officially close between terms at 7:00 PM on the last day of University examinations, all freshman and transfer students are required to leave housing 24 hours after their last exam and no later than the final day of the exam period. Students with a late exam on the final day of the exam period may leave no later than noon the following day. We encourage you to make your intersession travel plans early, as the end of the fall term coincides with one of the nation's busiest travel times. Official move-in and move-out dates for the 2010–2011 academic year are below.*

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

SEMESTER	MOVE-IN	MOVE-OUT
Fall 2010	September 2 – 5, 2010 (Specific times/date will be assigned)	December 17, 2010
Spring 2011	January 9, 2011	April 29, 2011
Spring Break	Leave February 25, 2011	Return March 6, 2011

*Dates are subject to change.

NOTE: Residents with continuing contracts who are moving from their Spring 2011 assignment to a different assignment for the Summer I 2011 term will move when their new space is available. These residents should not leave for intersession nor confirm travel plans before arranging their move with their residence director.

ResMail

QUESTIONS



RESMAIL, SPEARE COMMONS

617.373.5108 (voice)

617.373.4019 (TTY)

Hours:

Monday—Friday, 8:00 AM–8:00 PM

Saturday, 10:00 AM–4:00 AM

Closed on Sundays and major holidays

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

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

MAIL DELIVERY

WHEN WILL I RECEIVE MY MAIL?

After USPS makes its delivery to ResMail, the mail is sorted by building and typically delivered to your mailbox with the next scheduled mail delivery.

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

WHAT SHOULD I DO IF I HAVE A MAIL SERVICE PROBLEM?

Our staff is committed to the efficient and secure handling of your mail. If you experience problems with any of our services, please notify ResMail immediately.

ADDRESS REQUIREMENTS

I'M KNOWN BY MY NICKNAME. IS THAT A PROBLEM?

Yes. Different spellings or nicknames may be rejected by our computerized system and the mail will be returned to sender, so be sure your family, friends, and business contacts do not use nicknames in your address. Our database searches for and recognizes the same name you gave the registrar. For example, mail addressed to "Skip Somebody" may not be accepted if the registrar has him listed as "Richard Somebody."

HOW SHOULD MY MAIL BE ADDRESSED?

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

Your Name	MAY B. ANYBODY
Mailing Address, Mailbox	10 FORSYTH ST, #116
Boston MA 02115	BOSTON, MA 02115

More tips on addressing your mail:

- If you live on Columbus Avenue, your ZIP Code is 02120 or 02118; see page 9.
- Do not include Northeastern University in your address, as it will cause delays.
- If you are living in a building that is delivered by ResMail, address your mail by box number, not room number.
- Do not mail any packages to yourself at Northeastern until one week before the start of the term.

DO I HAVE TO INCLUDE MY FULL NAME IN THE RETURN ADDRESS?

Absolutely. We have no way of knowing where to return the mail without your full name and University address.

MAILBOX POLICIES

WHERE IS MY MAILBOX?

In most cases your mailbox is located in your residence hall. Mailbox assignments and combinations will be available move-in weekend at www.myNEU.neu.edu. This information may also be picked up at ResMail. Mailboxes use a standard right-left-right combination formula.

WHAT ARE MY RESPONSIBILITIES?

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

WHAT IF I WANT TO MAIL A PACKAGE?

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

MAY I SEND MAIL FROM MY RESIDENCE HALL?

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

WHAT IF I MOVE TO ANOTHER RESIDENCE HALL?

You can stop by ResMail to pick up your new mailbox assignment or find it at www.myNEU.neu.edu. If you fail to notify people of your new address, your mail may be delayed.

PACKAGE DELIVERY

HOW SHOULD PACKAGES SENT TO ME BE ADDRESSED?

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

HOW WILL I KNOW THAT A PACKAGE HAS ARRIVED?

ResMail accepts packages for resident students from USPS and all major couriers. We will send a package notification to your MyNEU e-mail once the package is entered into our computer system. If you have not received a package notification and believe your package has been delivered to ResMail, you can stop by ResMail to check at any time, or call the office at 617.373.5108.

HOW DO I CLAIM MY PACKAGE?

You must come to ResMail at Speare Commons and present a photo ID. It is not necessary to bring a package notification, but it may expedite the process. A cart is available to assist you in taking large packages to your residence hall. Also, students with mobility concerns may have larger packages delivered to their residences by making arrangements with the ResMail manager. For students living in Davenport A, Davenport B, 780 Columbus Avenue, International Village, and 10 Coventry Street, package pickup is in the basement of 716 Columbus Avenue.

WHAT IF I DON'T CLAIM MY PACKAGE?

If your package is unclaimed seven days after the package notification has been sent, you will receive a second notice. If seven more days pass, a third notification will be sent to you, giving you 10 additional days to pick up your package. If you still have not claimed your package at the end of this final 10-day period, it will be returned to the sender. In cases of perishable items, ResMail reserves the right to expedite the return process.

WHAT ABOUT EMERGENCY DELIVERIES?

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

FORWARDING MAIL

WHAT SHOULD I DO IF I PLAN TO MOVE OFF CAMPUS?

Before you formally check out of a residence hall to move off campus or to move home, come into ResMail with your Husky Card and ResMail will update your address. Then notify your family, friends, and business contacts of your new address as soon as possible. Next, you must verify your home address with the registrar before leaving campus. If the University lists your current on-campus address as your home address, you must change it with the registrar or your mail will be returned to the sender.

WILL MY MAIL BE FORWARDED AFTER I MOVE OFF CAMPUS?

Yes. ResMail has a computerized forwarding address system that enables us to forward your mail for up to nine months after you withdraw from campus housing.

WILL ALL OF MY MAIL BE FORWARDED?

We will forward all first-class mail, periodicals, and nonregistered USPS packages for up to nine months. All other packages will not be accepted by Resmail and are subject to the courier's policy for final destination. Please note that there are two kinds of bulk-rate mail: "endorsed bulk rate" and "unendorsed bulk rate." Only endorsed bulk-rate mail will be forwarded. It usually includes a phrase such as "Forwarding postage guaranteed," indicating that the sender will pay to have it forwarded. If the bulk-rate stamp is not followed by a phrase like this, your mail will not be forwarded.

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

DELIVERED BY RESMAIL

Building Location	Mailing Address	ZIP Code
Burstein Hall	458 Huntington Avenue	02115
Davenport Commons A	700 Columbus Avenue	02120*
Davenport Commons B	696 Columbus Avenue	02120*
The Fairwoods (319)	319 Huntington Avenue	02115
The Fairwoods (337)	337 Huntington Avenue	02115
International Village	1155 Tremont Street	
	Roxbury Crossing	02120*
Kennedy Hall	119 Hemenway Street	02115
Kerr Hall	96 The Fenway	02115
Levine Hall	122 St. Stephen Street	02115
Light Hall	81–83 St. Stephen Street	02115
Loftman Hall	157 Hemenway Street	02115
Melvin Hall	90 The Fenway	02115
Northeastern @ the YMCA	319 Huntington Avenue	02115
Rubenstein Hall	464 Huntington Avenue	02115
Smith Hall	129 Hemenway Street	02115
Speare Hall	10 Speare Place	02115
Stetson Hall East	11 Speare Place	02115
Stetson Hall West	10 Forsyth Street	02115
West Village A North	500 Parker Street	02115
West Village A South	510 Parker Street	02115
West Village B	460 Parker Street	02115
West Village C	480 Parker Street	02115
West Village E	10 Leon Street	02115
West Village F	40A Leon Street	02115
West Village G	450 Parker Street	02115
West Village H	440 Huntington Avenue	02115
White Hall	21 Forsyth Street	02115
Willis Hall	50 Leon Street	02115
780 Columbus Avenue	780 Columbus Avenue	02120*
10 Coventry Street	10 Coventry Street	
	Roxbury Crossing	02120*
153 Hemenway Street	153 Hemenway Street	02115
407 Huntington Avenue	407 Huntington Avenue	02115
106 St. Stephen Street	106 St. Stephen Street	02115
110 St. Stephen Street	106 St. Stephen Street	02115
116 St. Stephen Street	106 St. Stephen Street	02115

DELIVERED BY U.S. POSTAL SERVICE

Street/Mailing Address	ZIP Code
Douglass Park	
(650 Columbus Avenue)	02118*
768 Columbus Avenue	02120*
144 Hemenway Street	02115
331 Huntington Avenue	02115
335 Huntington Avenue	02115
97 St. Stephen Street	02115
109 St. Stephen Street	02115
115 St. Stephen Street	02115

Please follow your name and the appropriate street address with: BOSTON, MA 02115 (or BOSTON, MA 02120 for most Columbus Avenue addresses).

*Please note different ZIP Code for these addresses

Please refer to www.northeastern.edu/housing for adjustments/alterations to ResMail policy and procedures.



Facilities Management

QUESTIONS



**FACILITIES CUSTOMER
SERVICE CENTER**
140 CULLINANE HALL
617.373.2754 (voice)
617.373.5362 (fax)
Hours: Open 24 hours,
seven days a week

REPAIR AND WORK ORDERS

HOW DO I REQUEST MAINTENANCE SERVICES, ROOM REPAIRS, AND EXTERMINATION SERVICES?

Student requests for residence hall maintenance, repairs, and services should be made online at www.workreq.neu.edu. However, requests of an urgent nature that require immediate attention should always be made by calling the Facilities Customer Service Center at 617.373.2754.

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

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

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

ROOM CONDITION FORMS

WHAT ARE THESE FORMS?

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

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

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



QUESTIONS SHOULD BE DIRECTED
TO YOUR RESIDENCE DIRECTOR.

Residence Safety and Security

QUESTIONS



RESIDENTIAL SAFETY OFFICE
SPEARE UPPER LOBBY
617.373.5547 or 617.373.3499
617.373.8794 (fax)
617.373.4019 (TTY)
Hours: Open 24 hours,
seven days a week

SECURITY IN UNIVERSITY BUILDINGS

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

WHAT SECURITY DO RESIDENCES HAVE?

Northeastern University–owned Residence Halls:

Northeastern University–owned residence halls and Northeastern @ the YMCA feature building proctors or secured entryways 24 hours a day. Anyone who enters a residence hall must be a resident or an identifiable guest of a resident. Proctors staff the front entry of most residence facilities to ensure that others do not gain access.

Leased Properties:

There are no building proctors or card-activated entry access points in leased properties. Security is maintained via key access to the apartment building and the individual apartment. You are responsible for carrying your apartment keys at all times. If you are locked out, go to the Residential Safety Office located in the upper lobby of Speare Commons.

WILL PROCTORS ACCEPT DELIVERIES OR TAKE MESSAGES?

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

MAY I BECOME A PROCTOR?

Yes. If you are interested in the position, applications are available at the Residential Safety Office (Speare Commons). Ads appear periodically in the *Huntington News* and the residence halls, and the job is also listed on the Student Employment Web site. First-term freshmen and first-term transfer students may not apply. Applicants will be contacted on a rolling basis.

USING YOUR STUDENT ID/HUSKY CARD

HOW DO I GAIN ENTRANCE TO MY RESIDENCE HALL?

Your student ID card, known as a Husky Card, has a magnetic strip with encoded information indicating your clearance to enter your residence hall. You must present your Husky Card to the proctor each time you enter your hall. Your Husky Card will be swiped through a reader; if you are a member of the residence hall, a green light will signal your ability to enter.

International Village; Kerr Hall; Light Hall; Melvin Hall; Smith Hall; Speare Hall; Stetson East; Stetson West; West Village F, G, and H; White Hall; 153 Hemenway, Kennedy, and 10 Coventry have keyless locks installed on room and apartment doors. You gain access to your room by using your Husky Card and a four-digit PIN number. You will receive more detailed instructions upon arrival to campus.

WHAT IF THE ENCODED INFORMATION ON THE MAGNETIC STRIP IS LOST OR IF I LOSE MY HUSKY CARD?

All proctor stations have printed rosters of building residents. If your Husky Card does not work, a proctor can look up your name on the roster and permit entry based on that information. However, you must have a photo ID to prove your identity to the proctor. You may replace a lost Husky Card at the Customer Service Center, 120 Hayden Hall, or the Residential Safety Office (see below for details on hours of availability).



HUSKYCARD REPLACEMENTS:

A replacement card can be obtained at 120 Hayden Hall, Monday through Thursday (8:00 AM to 7:00 PM) and Friday (8:00 AM to 4:30 PM).

On Saturday and Sunday, replacement cards can be obtained at the Residential Safety Office (10:00 AM to 2:00 PM).



CAN I ENTER MY RESIDENCE HALL WITHOUT A PHOTO ID?

A staff member will discuss the circumstances with you and verify your residence in the facility.

IF I DON'T HAVE AN ID, MAY I USE ANOTHER ENTRANCE?

No. All other entries into the residence halls are locked and alarmed. Many of the alarms immediately alert the Public Safety Division; these alarms are located at emergency exits. Tampering with or using exits in nonemergency situations may result in judicial action by the University.

IF I FORGET MY ROOM KEY AND MY ROOMMATE HAS LOCKED THE DOOR, HOW CAN I GET INTO MY ROOM?

Proctors monitor the front door entry. The proctor will refer you to the staff office for assistance during business hours and from 7:00 PM to 9:00 PM nightly. If no one is in the office during normal business hours, you may contact the residence director for your area. A resident assistant is on duty and available by pager from 7:00 PM to 7:00 AM, Monday through Friday, and 24 hours a day from 7:00 PM Friday through 7:00 AM Monday.

WHAT IF I NEED TO GAIN ACCESS TO THE STAFF OF A RESIDENCE HALL OTHER THAN MY OWN?

Proctors will assist you in calling the staff office. As long as you call during the posted office hours, a staff member will greet you at the proctor station, sign you in, and then escort you to the staff office. Residential Safety Office supervisors can also assist with paging staff and can be reached at 617.373.3499.

ADMITTING GUESTS

CAN SOMEONE WHO DOES NOT LIVE IN MY RESIDENCE HALL VISIT MY ROOM?

Yes. You may sign in and host no more than three guests in your room. Each guest must have some form of photo ID. As the host, you must present your ID and that of your guest(s) to the proctor. If one of your guests is a minor and does not have a photo ID, you must receive your residence director's authorization for this visitor 24 hours in advance. You are responsible for the actions of your guests, and you must escort them at all times. Guests younger than age 16 may not stay overnight.

HOW DO I SIGN IN FAMILY MEMBERS?

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

WHY DO PROCTORS REVIEW THE SIGN-IN BOOK PRIOR TO ADMITTING GUESTS?

Northeastern's residence community is not open to everyone. People who have caused problems for our resident students or the University are restricted from entry. The proctor checks to be sure that the guest has not been restricted. This measure is for the safety and security of everyone in the residence hall.

WITH THE PROCTOR SYSTEM, WHY DO I NEED A RESIDENCE HALL KEY?

In most residence halls, front doors, and/or wing doors are locked at certain times. This added security measure prevents nonresidents from attempting to run past the proctor and create problems for residents.

WHAT CAN I DO TO MAINTAIN SECURITY IN MY RESIDENCE HALL?

Safety and security are everyone's responsibility. As a member of the residence community, you can help ensure its security by:

- Locking your room, suite, and/or apartment door each time you leave
- Complying with the policies and procedures of the safety system
- Carrying your student ID with you at all times
- Taking responsibility for any guests you sign in

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

The Center for University Life Speare Commons

hours

RESNET RESOURCE CENTER

The ResNet Resource Center at Speare Commons is available to assist all students with their computing and HuskyCable needs. The ResNet Retail Store offers computer-related products as well as cable television splitters and coaxial cables.

MAIL, LAUNDRY, AND DRY CLEANING

A place for students to pick up mail and packages, and drop off or pick up laundry and dry cleaning.

HOUSING AND RESIDENTIAL LIFE

Support for all housing-related questions and concerns, including assignments, billing, and residential life.

OFF-CAMPUS HOUSING SERVICES

A resource for students preparing to live off campus. This office, located in 226 Curry Student Center, provides information about realtors, tenants' rights, city resources, and much more.

CO-OP CONNECTIONS

A resource center to keep students connected with campus programs and activities while they are away on co-op, and to facilitate transitions in and out of co-op, including assistance with out-of-state housing and information on deadlines related to returning to classes.

8:30 AM TO 7:00 PM, MONDAY-THURSDAY
8:30 AM TO 5:00 PM, FRIDAY
SUMMER HOURS (MAY 10-AUGUST 13)
8:30 AM TO 7:00 PM, MONDAY & THURSDAY
8:30 AM TO 5:00 PM, TUESDAY, WEDNESDAY, FRIDAY
OFFICE CLOSED ON MONDAY, JULY 5, 2010.
ALL TIMES ARE SUBJECT TO CHANGE.

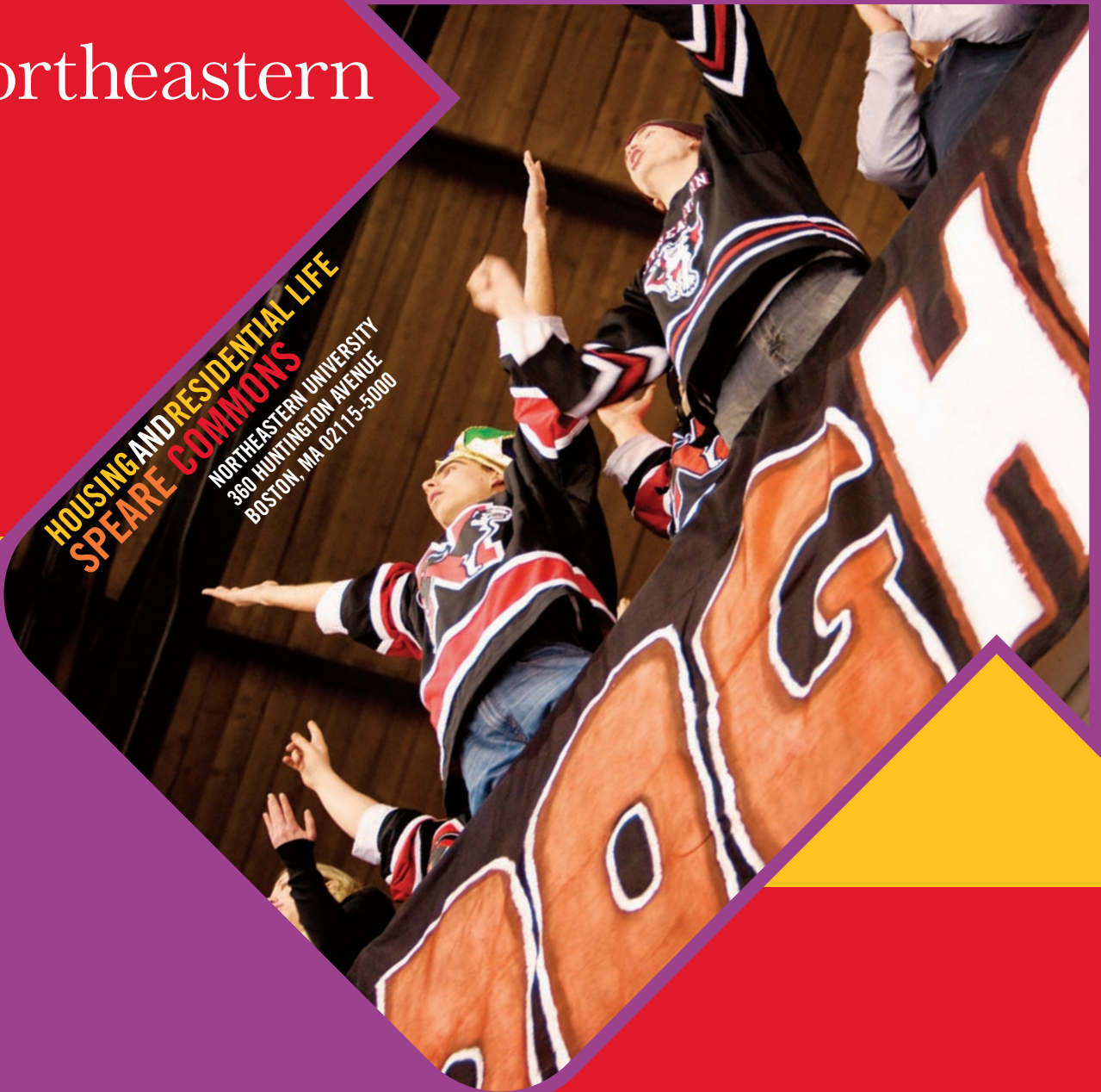




Northeastern

HOUSING AND RESIDENTIAL LIFE
SPEARE COMMONS

NORTHEASTERN UNIVERSITY
380 HUNTINGTON AVENUE
BOSTON, MA 02115-5000



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