



# Residence Life Handbook

**DigiPen Housing and Residence Life 2025-2026**

**DigiPen Housing LLC**

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DigiPen Housing LLC (“DHL”) works to provide a living and learning environment that supports the academic and social goals of DigiPen Institute of Technology (“DIT”). To that end, DHL has created policies and procedures to support a community that influences high academic achievement, respect, and safety of all members within and outside of the Residential Community. By signing a DHL Housing Agreement, Residents of DHL agree to abide by and support the policies and procedures found on DHL’s website and in the DHL Residence Life Handbook (“Handbook.”)

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## Section 1: Premises & Community Facilities

### 1-A: Right of Entry and Search

1. DHL staff members, property staff members, and other authorized parties have the absolute right to enter any Unit and/or Bedroom without limitation to perform repairs, renovations or make improvements, to address maintenance concerns, conduct routine health and safety checks, provide viewings of the space, and initiate Unit/Bedroom searches.
2. DHL staff may conduct periodic inspections of the Unit/Bedroom in order to ensure compliance with housing policies, health and safety codes, and to identify any maintenance or repair needs. DHL may provide at least 24 hours' notice before conducting an inspection, except in cases where a violation of policies is suspected, when there is an immediate threat to health and safety, or prior notice is impractical.
3. If maintenance has been requested DHL Staff & Property Staff or other authorized personnel may enter the unit without prior notice to attend to the issue.
4. Student acknowledges and understands that Student has no expectation of privacy in Common Areas, and DHL, DIT, Property Staff or its designee may enter these areas to enforce the Community Standards and other policies. DIT and DHL also may provide law enforcement access to Common Areas to investigate possible criminal activity.

### 1-B: Furnishings, Unit Interior and Equipment

1. Furnishings provided by DHL can only be removed from a unit or bedroom by DHL Staff in order to accommodate a medical or special needs request approved in writing by DHL in conjunction with the Disability Support Services Office (DSS). If furnishings are removed from a Unit or Bedroom without approval, a resident may be charged a replacement fee for the removed items as detailed in the Apartment Condition Forms (ACF) filled out after Move In.
2. Residents may not alter, destroy, or affix anything to the furnishings and appliances provided. No bunk beds may be un-bunked, bunked, deconstructed, lowered, or raised without written permission from DHL.
3. Residents may not place, store, display or hang any items on or outside windows, roofs, outside ledges, stairwells, landings, hallways or any other community area.
4. Residents may not vandalize, destroy, damage or tamper with or move from their designated locations materials posted by or the property, DHL, DIT, contractors or vendors.
5. Residents may not install, alter or remove any fixtures, mechanisms, or locks on DHL premises/community property. This includes, but is not limited to, removing windows or screens, installing shelves or hooks, damaging walls, painting or paneling surfaces, removing doors, removing drapes or blinds, replacing light fixtures or tampering with the heating system.
6. Residents are not allowed to paint or write on any wall or surface found inside and/or outside their Apartments.
7. Residents are only allowed to use non-damaging wall-hanging methods. (Examples include: 3M strips, Blu-Tack, poser putty, painters' tape, etc) All wall-hangings must be removed at the end of each Term. Residents are not allowed to use any other method when hanging items, including, but not limited to: nails, staples, tacks, etc.

8. Balconies and Patios: shall be kept neat and clean at all times. No rugs, towels, laundry, clothing, appliances or other items shall be stored, hung or draped on railings or other portions of balconies or patios. No misuse of the space is permitted, including but not limited to, throwing, spilling or pouring liquids or other items, whether intentionally or negligently, over the balconies or patios.
9. In-Sink Garbage Disposal: Residents are allowed to use the garbage disposal in their units for food waste. Residents should not put any non-food items down the garbage disposal, such as plastic, glass, metal, or paper. Residents also should refrain from putting certain food items down the disposal; such as coffee grounds, animal bones, seeds/pits, oils/grease, etc. These items can damage the blades of the disposal and cause it to malfunction.
10. Clothes Washer and Dryer: Residents should clean the lint filter in the dryer after each use to prevent the risk of fire. If the washer is not left clean, residents may be held responsible for any damage or harm caused by their negligence. Residents should not put any non-washable items in the washer or dryer, such as shoes or other items that may cause damage to the machine. Residents must not over-load the washer or dryer, and are only approved to use High Efficiency (HE) laundry detergent.
11. Dishwasher: Residents should rinse off any excess food or debris from their dishes before placing them in the dishwasher. The dishwasher should be cleaned and maintained in accordance with manufacturer instructions to ensure proper operation. Residents should not put any non-dishware items in the dishwasher, such as plastic bags or other items that may cause damage to the machine.
12. Microwave: Residents should keep the microwave clean after each use to avoid attracting pests or causing unpleasant odors. Any spills or messes should be cleaned up promptly. Residents should not put any non-microwavable items in the microwave, such as metal or plastic containers that are not labeled as microwave-safe.

## 1-C: Community Facilities/Areas

1. Community passageways may be used only for entry or exit.
2. Residents agree to keep all passageways and community common areas free of obstructions such as trash, storage items, and all forms of personal property. No person shall ride or allow bikes, skateboards, or other similar objects in the passageways.
3. Any swimming pools, saunas, spas, tanning beds, exercise rooms, storerooms, laundry rooms, and similar areas must be used with care in accordance with apartment rules and posted signs. Glass containers are prohibited in all community common areas.
4. Residents are prohibited from going on or into or storing any items in or on the apartment roofs, (except to evacuate during emergencies), and crawl spaces above ceilings, or any area not designated for such use.
5. Objects of any kind may not be thrown, dropped, propelled, or poured from a Unit, Apartment, and/or building windows, balconies, ledges, landings, or stairwells.
6. Property Owners and DHL may additionally regulate: (1) the use of patios, balconies, and porches; (2) the conduct of furniture movers and delivery persons; and (3) recreational activities in common areas.

## 1-D: Pest Control

1. Resident agrees to inspect all personal belongings for signs of bedbugs and other insects or vermin prior to bringing personal belongings into the unit and further agree not to bring into the Premises any belongings which Resident suspects may be infested with bedbugs, insects or other vermin.
2. Resident agrees to maintain the Premises in a manner that prevents the occurrence of an infestation of insects and vermin, including bedbugs, and comply with Rules and other policies relating to the prevention of infestations. Resident further agrees to report any signs of bedbugs, ants, fleas, roaches, or other insects or vermin immediately to DHL.
3. If Resident allows individuals or items carrying bedbugs, fleas, roaches or other insects or vermin into the Premises, or has an infestation that cannot be traced to another source, such infestation will be deemed damage to the Premises and Resident will be responsible for all costs of treatment to the Premises, their personal belongings and surrounding units as necessary to eradicate the infestation (*costs including but not limited to lost rents, pest control services, and tenant relocation*). The choice of treatment shall be at the discretion of the property owners.
4. Resident acknowledges that pest or insect infestations may occur from time-to-time through no fault of the DHL and DHL does not guarantee a pest or insect free environment. DHL shall not be liable for naturally occurring conditions which might attract pests or insects, and Resident releases and waives, to the greatest extent allowed by Washington State law, any right to sue DHL for claims resulting in any physical injury, illness or economic loss which Resident may suffer as a result of or incidental to pests or insects at or near the Property. Resident agrees to timely cooperate with all pest control efforts at and within the Premises and the Property.
5. Resident shall follow all instructions from DHL and/or pest control companies with respect to treatment and eradication whether infestation is in Resident's unit, another unit or elsewhere on the Property at Resident's sole expense. Residents shall make arrangements to dispose of any furniture or other items infested with pests. Such items may not be disposed of at the Property. If the Resident fails to cooperate in a timely manner, Resident may bear additional responsibility for the cost associated with treating neighboring residents, and Resident's tenancy may be terminated.
6. Residents are required to report, in writing, any suspected infestations to DHL immediately after discovery. Residents shall immediately report any signs of any infestations, including, but not limited to any household member experiencing any bites, seeing any insects or other vermin within the Premises or seeing any feces or other detritus relating to insects.

## 1-E: Cleaning & Trash Disposal

1. Residents must keep their assigned Room and Common Areas clean, orderly, and free of excess trash, garbage, and other debris at all times, and must comply within 24 hours with any DHL prescribed corrective action.
2. Residents must dispose of trash weekly in appropriate receptacles in accordance with local ordinances.
3. Residents will be responsible for any charges that result from failure to keep their assigned Room or Common Areas to the specifications above.

4. Residents have a duty to take preventative measures to keep their unit free of mold. Preventative measures are as follows:
  - a. Regular vacuuming, mopping and use of a household cleaner to clean hard surfaces.
  - b. Regular laundry/cleaning of towels, floor mats, shower curtains, bedding and other fabric.
  - c. Immediate removal of moldy food or items.
  - d. Removal of visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible.
  - e. Use of exhaust fans in the bathroom and kitchen when moisture is created
  - f. When showering/using the bathrooms:
    - i. Keep the shower curtain inside the tub or fully close the shower doors.
    - ii. Wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor
    - iii. Leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated
    - iv. Hang up towels and bathmats so they will completely dry out.
5. Report to DHL staff with any signs of water leaks, water infiltration or mold.
6. Residents have a duty to report any significant damage or cleanliness issues that arise to DHL staff, so that the issues may be addressed if necessary.

## Section 2: Emergency and Safety Procedures

### 2-A: FERPA (Family Educational Rights and Privacy Act)

1. DHL follows all of the guidelines outlined in the *Family Educational Rights and Privacy Act* (FERPA). Residents can choose to allow others to access their records and information retained by DHL as they deem appropriate. This access is also termed as “FERPA Proxy”.
2. Residents are able to provide and revoke FERPA Proxy via the Housing Portal. Residents can submit a new form at any time if they wish to change any or all of the permissions they have granted to others.
3. Persons granted FERPA Proxy may contact DHL on behalf of the student and receive information retained by DHL (*such as current assigned housing address, application status, etc*), and in limited cases – act on behalf of the student.
4. DHL reserves the right to contact the designated emergency contacts of Residents at any time it deems necessary to address disciplinary violations or emergencies.

### 2-B: Illness/Injury or Missing/Unresponsive Residents

1. DHL staff does not provide emergency medical care and is not responsible for illness or injury to residents or their guests while on DHL property/premises.
2. Any reports of a missing, or unresponsive resident should be directed to DHL Staff or the DIT Student Affairs Department.
3. DHL staff may contact the Resident’s designated emergency contacts at any time during the Term if deemed necessary.

### 2-C: Security - Doors, Locks and Keys, Entrances

1. To prevent the intrusion of unauthorized persons, and for the safety of the occupants, Unit doors should be locked at all times.
2. Access to the Unit is granted to Property Owners, DHL Staff, Authorized Personnel and Residents.
3. Residents will not tamper with or interfere with the operation of security systems, locks, elevators, unlock doors designated to be locked or prop any door open.
4. Residents will not obstruct any walkway, hallway, stairwell, door or any part of the premises.
5. Residents who have compromised their unit access (lost keys, or shared code) are responsible for alerting DHL Staff, who may change the unit locks/code at a cost to the Resident, or Unit. For incidental charges, please see the DHL Housing Agreement Section 1-E.
6. Residents acknowledge that shared unit keys, such as the mail key, or community access fob/card/key are the shared responsibility of all unit occupants. These shared keys will be issued to the first unit occupant to pick up their keys, and shared keys must be kept in an agreed-upon location in the unit for all residents to access, unless in-use.
7. Residents acknowledge that they may not copy, duplicate, or give any keys issued to others not assigned by DHL Staff to reside in their room/unit. For incidental charges, please see the DHL Housing Agreement Section 1-E.



## 2-D: Fire Prevention

1. All Units are equipped with smoke detectors and have access to a fire extinguisher as provided by the property.
2. Residents are required to report any smoke detector or fire extinguisher that is not operating correctly. Failure to report may result in charges for any damage/injury that may arise.
3. Actions including, but not limited to the following are strictly prohibited:
  - a. Misuse or tamper of fire safety equipment (*including but not limited to fire extinguishers, sprinkler system, smoke detectors, pull station, etc.*)
  - b. False report of a fire
  - c. Use of fireplace/open flame anywhere on premises without written approval from DHL staff
  - d. Setting fire to Unit, Building or Community premises
  - e. Failure to follow emergency protocol
  - f. Hanging items from pipes or fire equipment/sprinklers
  - g. Flammable items (*such as drapes, bedlinens, couches, or wood*) within 2 ft of heating elements and heating vents

## 2-E: Emergency Protocol

1. Severe Injury, Overdose, or Life-Threatening Event:
  - a. Call 9-1-1, then (425) 785-1608.
2. Mental Health Crisis, Suicidal Ideation, or Suicidal Intent:
  - a. Call 9-8-8, then (425) 785-1608.
3. Fire:
  - a. Use fire extinguisher provided, if safe to do so. Evacuate the apartment and call 9-1-1. Call (425) 785-1608 then call the emergency maintenance line for your community. Do not re-enter the apartment until it is cleared by the fire department.
4. Flood:
  - a. If the water is coming from inside the apartment, turn off the source, if possible. Contain to the best of your ability, and as is safe, and then call (425) 785-1608 & emergency maintenance line for your community. Do not remain in standing water, if possible.
  - b. If the water is coming from outside the apartment, seek highest ground safely available and call (425) 785-1608 then call the emergency maintenance line for your community.
  - c. If injured or trapped, call 9-1-1, then call (425) 785-1608 & emergency maintenance line for your community.
5. Earthquake:
  - a. Seek shelter under a doorframe, sturdy table, or desk. Protect your head and neck and wait until the shaking stops. If injured or trapped, call 9-1-1, then call (425) 785-1608 & the emergency maintenance line for your community.

**6. Power Outage:**

- a. Determine if power has been lost in all areas of the apartment, if so, check the Puget Sound Energy Outage Map online, and then call (425) 785-1608 & the emergency maintenance line for your community.
- b. If power has been lost in one area of the apartment, check the circuit breaker & re-set any that have "flipped", if to your ability.
- c. If not, then call (425) 785-1608 & the emergency maintenance line for your community.

**7. Active Threat:**

- a. Refers to a stalker, armed person, or other person who may cause you harm.
- b. Lock all doors and close all windows/blinds. Secure yourself behind another locked door if possible, and call 9-1-1 immediately, then contact (425) 785-1608.

**8. Snowed-In:**

- a. If there is a lack of essentials (*food, water, adequate heating*), and it is unsafe to leave your apartment to obtain essentials - contact (425) 785-1608.
- b. If you are unable to exit your apartment, immediately call (425) 785-1608 then call the emergency maintenance line for your community.

**9. Locked Out:**

- a. Residents locked out of their Unit/Room may contact a DHL Staff Member for assistance by calling (425) 785-1608.

## Section 3: Resident Conduct Code

### 3-A: Applicable Policy & Disciplinary Action

1. Resident agrees to abide by all regulations, policies and standards of DIT and DHL. DHL may take disciplinary action against the Resident pursuant to the Student Code of Conduct as detailed in the Residence Life Handbook, Housing Agreement, DIT Student Handbook and any other formally documented conduct processes.
2. Residents are responsible for being informed about DIT's Code of Student Conduct, Student Handbook, and DHL's Residence Life Handbook & Housing Agreement. DIT and DHL reserve the right without prior notice to change the rules, policies, or information. New policies will be enforced 24 hours after notification of the change to students through email.
3. Residents are beholden to all Property rules and regulations. Property Staff/Ownership reserves the right without prior notice to change the rules, policies, or information.
4. Residents may find the documents listed above on the [DigiPen website](#), and are additionally available by request to DHL Staff.
  - a. DIT Student Handbook & Code of Student Conduct
  - b. DHL Housing Agreement and Residence Life Handbook
5. Should a resident be suspected or reported for misconduct/breach of applicable policy
  - a. DHL may initiate the conduct process detailed in DIT Student Handbook & Code of Student Conduct, including but not limited to:
    - i. Requesting information from involved parties
    - ii. Conducting formal mediations with involved parties
    - iii. Conducting formal conduct meetings with involved parties
    - iv. Assessing Sanctions to involved parties
6. Failure to comply with the Student Conduct Process may constitute a Breach of Agreement with DHL. (See DHL Housing Agreement, Section 13)

### 3-B: Solicitation

1. Door-to-door solicitation or distribution of promotional materials by anyone not approved by DHL in writing is prohibited.

### 3-C: Communication

1. Residents are expected to regularly check DHL main communication methods – such as their DigiPen Email, and Microsoft Teams Account.
2. Residents are responsible for reading the information DHL may send to their mailbox, post to their unit door, send by email to their DigiPen email account, or message/post to applicable Microsoft Teams Channels. Residents are encouraged to keep notifications ON for their Microsoft Teams account.

3. DHL may send important correspondence to applicants and residents via their DigiPen email accounts. Be aware that if your email is forwarded to a different account, it may be filtered, refused or treated as spam.
4. DHL is not responsible for emails not received. To ensure delivery of emails from DHL to your email inbox, add [housing@digipen.edu](mailto:housing@digipen.edu) to your email address book or list of approved contacts. Residents may also receive emails from other DHL Staff Members, such as an RA.
5. Property Staff/Ownership may also post notices or mail notices to the Unit. Residents are responsible for following all directions contained in notices as applicable.
6. Residents acknowledge that Notice to, Report to, or Informing/Notifying DHL Staff is defined as Residents using their DIT assigned email to communicate with [housing@digipen.edu](mailto:housing@digipen.edu), or other approved method, such as a designated online form. Communication from personal emails, or communication via phone is not accepted as official notice.

### 3-D: Guests & Visitors

1. The entertaining of guests or visitors on DHL property is permitted as long as such visitation does not infringe upon the privacy and space of their roommate(s), and other DHL Residents of the Unit.
2. At all times, residents are responsible for their guests. Guests are required to conform to all DHL policies and procedures while visiting. All guests of residents must carry photo identification, or their DigiPen Student ID.
3. Individual guest visitation may not exceed three (3) days in a ten-day period.
  - a. Guests are allowed to stay overnight only if all occupants of the Unit/Bedroom agree to the visit. Residents must ask for and receive their written permission from all other occupants of the unit prior to having a guest stay in their assigned Room and provide this permission to DHL staff.
4. Total number of persons may not exceed: 7 in a 2-bedroom unit, 9 in a 3-bedroom unit, and 5 in a 1-bedroom unit.

### 3-E: Alcohol and Controlled Substances

1. Consumption of alcoholic beverages, regardless of a student's age, is strictly prohibited on DigiPen property, DigiPen campus, and DigiPen Housing unless approved to take place in a university sanctioned gathering/event. It is strictly prohibited for Students to purchase for or provide alcohol to minors.
2. Regulations pertaining to the possession, use, misuse or distribution of controlled substances within or on grounds immediately adjacent to DigiPen campus, include the following:
  - a. Unlawful manufacture, distribution, dispensing, possession, use, misuse or sale of, or the attempted manufacture, distribution, dispensing, or sale of controlled substances, identified in federal or state law is prohibited. The use of marijuana, including medicinal, is illegal under federal law and is prohibited. In addition, the use of any prescribed medication or over the counter drugs in an abusive manner is prohibited.

- b. Possession or use of drug-related paraphernalia is prohibited. Inability to exercise care for one's own safety or the safety of others, and/or any damage caused to DigiPen property due in whole or in part to being under the influence of alcohol and/or a controlled substance is considered a violation of this policy.
  - c. Accordingly, under WAC 478-121-115, 478-121-127, and 478-124-020 (2)(f), DigiPen also prohibits the unlawful possession, use, distribution, or manufacture of alcohol or controlled substances that are illegal under federal, state, or local law on DigiPen Campus and in DigiPen Housing. Violations of this policy can result in university sanctions, in addition to any criminal sanctions provided by federal, state, and/or local law.
- 3. Alcohol and Controlled Substances & paraphernalia are not permitted, even as decorations, in units.
  - a. All prohibited items may be confiscated/disposed of or at the discretion of DHL Staff. Residents found responsible will be held to the DIT Student Code of Conduct Disciplinary Process and Procedures.

## 3-F: Smoking

- 1. DHL property is 100% smoke-free - that is, smoking of any substance through any medium (including hookah and E-Cigarette) is strictly prohibited anywhere on or within DHL Property, or community premises. If Residents choose to smoke, they must leave DHL property or community premises to do so.

## 3-G: Residential Use of Premises

- 1. Conducting any kind of business in DHL property/premises is prohibited— except that any lawful business conducted “at home” by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to the Unit/Room for business purposes.

## 3-H: Prohibited & Limited Items

- 1. The following items are not permitted within DHL property/premises. All prohibited items may be confiscated/disposed or at the discretion of DHL Staff.
  - a. Halogen lamps
  - b. Space heaters
  - c. Air conditioners
  - d. Any item capable of creating an open flame (*i.e., candles, candles without wicks, oil lamps, etc.*) or intended to burn: incense, herb “smudges”, cones, or other similar items.
  - e. Open-coil appliances (exceptions: conventional toasters, toaster ovens)
  - f. Bidets or water spray hoses
  - g. Antennas and satellite dishes
  - h. Waterbeds, or other water-filled items

- i. More than one extension cord per outlet, or “chained” extension cords/outlet extenders (*i.e. extension cords plugged into one another*)
  - j. Wall-Hangings or items (*i.e., signs, posters, photographs, paraphernalia, etc.*) that represent or promote drug and/or alcohol products, represent or promote acts or beliefs of violence, racism, hate or are sexually explicit.
  - k. Hazardous Materials (*examples include: fireworks, smoke bombs, ammunition, explosives, flammable liquids, propane, other compressed gases, spray paint*)
  - l. Athletic or Recreational Equipment (*examples include: treadmills, weight-lifting sets, dumbbells heavier than 20lbs, basketball hoops, ping-pong tables*)
  - m. Weapons and Hunting Equipment (*examples include: rifles, shotguns, handguns, ammunition, air powered guns (e.g., BB guns, pellet guns, paint guns, etc.), bows/arrows, mace, swords, and non-culinary knives with either blades longer than three inches or a blade that projects or swings into position by force of a spring (i.e., switchblade)*)
2. Although the following items are not prohibited, these items should be discussed with other Unit occupants before being brought in, as they may take up a large amount of shared space & electricity.
    - a. Personal Appliances (*minifridge, toaster, blender, etc.*)
    - b. Musical instruments (*piano, keyboard, cello, etc.*)
    - c. Any Large Electronics (*TV’s, gaming consoles, PC computers, projectors, speakers, etc.*)
    - d. Additional Furniture (*desks, desk chairs, beanbags, etc.*)
    - e. Athletic Equipment (*snowboard, bike, scooter, etc.*)

### 3-I: Quiet and Courtesy Hours

1. Quiet hours are from 10 p.m. to 8 a.m. every day.
2. During quiet hours, residents must refrain from making noise that can be heard beyond the boundaries of their room or unit.
3. Courtesy hours are in effect 24-hours a day. Residents should approach fellow residents or roommates creating a disturbance, with a polite request to keep the noise level down. If assistance is still needed, the resident should contact DHL Staff to mediate the situation or take action.
4. DHL does not provide or guarantee a noise-free environment. Living in a community means that it is likely Resident will be able to hear sounds common to a community environment while inside the Premises.
5. While DHL & Property Ownership may attempt to enforce quiet hours, the provision of such quiet hours shall not be deemed a guarantee of any kind that Resident will not be exposed to common community noise while on the Property/on DHL Premises.

### 3-J: Personal Vehicles, Bikes & Scooters

1. Reserved Car, Bike, or Scooter parking is not guaranteed for all residents. Residents must abide by the parking rules and regulations held by the property in which they are assigned. Units may be assigned reserved “Covered” spaces at the discretion of DHL staff.

- a. “Covered” parking is considered assigned parking at each community. With exception for their unit’s assigned parking space, if applicable - Residents are otherwise not permitted to park in “covered” parking and must find “free” parking in un-covered, un-marked parking spaces within the community.
2. Personal vehicles, bikes & scooters cannot be stored in units, with exceptions:
  - a. If the personal vehicle is stored in the unit outdoor closet
  - b. If the personal vehicle does not obstruct apartment entrances or walkways
  - c. If the personal vehicle is prevented from causing damage to unit walls, carpet or floors
3. Unit damage or cleanliness attributed to authorized personal vehicle storage will be charged to the responsible resident.
4. Bikes cannot be stored in hallways, stairwells, balconies, hubs or in areas that may block doors or windows.
5. Residents may be additionally required to register their bicycles upon request. Failure to comply with requests to register a bicycle within 48 hours of the request may result in the removal or disposal of the bicycle from the premises at the cost of the resident.
6. DHL is not liable for any damage to or theft of any personal vehicles, bikes, scooters or items in or attached to vehicles parked on community premises. Residents and guests park in community parking lots at their own risk, and should take any necessary steps to secure their vehicles.

### 3-K: Pets, Service Animals, or Emotional Support Animals

1. No pets of any kind are allowed to reside on DHL property/premises. If you require a service, emotional support, or therapy animal as an accommodation for a documented disability, please see the [Requesting Housing Accommodations](#) page or contact the [Disability Support Services Office](#) (DSS) for information about required documentation, policies, and requesting this accommodation.
2. Only DSS approved service, emotional support, or therapy animals are allowed to reside in, or visit DHL premises.

### 3-L: Mail & Packages

1. USPS provides a central mailbox for each unit to receive mail. Residents must use their assigned mailbox to receive mail. Mailboxes should not be shared with other residents.
  - a. Residents are expected to notify DHL Staff if they receive mail or packages marked for “DigiPen” “DigiPen Housing”, official mail from the property owners, or utility service.
  - b. If mail arrives to the unit that is not addressed to any current DigiPen Residents or DigiPen affiliation, it is the Resident responsibility to return the mail piece back to the mail stream (by leaving it in a USPS Collection Box or other mail receptacle) with the notation “Not at this address” marked on the envelope. Destroying mail that was not intended for the individual may be prohibited by US laws.

2. DHL and Property owners are not responsible for lost, stolen, or damaged mail or packages. Residents are responsible for ensuring that their packages are properly addressed and shipped. Any claims for lost, stolen, or damaged packages must be directed to the shipping carrier.
3. If a package locker, or other package receptacle is available in the community, Resident may choose to utilize the locker at their discretion, in accordance with applicable community policy. DHL and Property Ownership are not responsible for associated package loss, applicable package fees, or other incurred charges.
4. Residents are expected to change their address and/or forward their mail to their new address by completing USPS paperwork, and update Colleague

### 3-M: Provided Network Use

1. Access: The network is provided for academic and personal use by DHL residents only. Guests and visitors may not be provided access to the network. Residents are responsible for ensuring that their devices are secure and protected from viruses and malware.
2. Bandwidth: The network is a shared resource of the unit, so residents must use it in a responsible manner. Streaming and downloading large files, such as movies or games, can slow down the network for other users. Therefore, residents should avoid excessive use of bandwidth-intensive applications. Usage overages may be charged back to the unit occupants at DHL Staff discretion.
3. Prohibited Activities: Illegal or inappropriate activities are strictly prohibited on the network. This includes but is not limited to, hacking, spamming, and downloading copyrighted material without permission.
4. Personal Wireless Routers: The use of personal wireless routers is not allowed on the network as they can interfere with the network's performance and security. Residents may only use the wireless routers provided by DHL.
5. Security: Residents must take all necessary precautions to secure their devices and accounts. Passwords must be strong and kept confidential. Residents are prohibited from sharing their login credentials with anyone not assigned to their unit. Residents are prohibited from changing or altering their network name, or login credentials.
6. Reporting: Residents are encouraged to report any suspicious network activity to DHL staff. This includes any unusual pop-ups, error messages, or slow network performance.
7. Consequences of Violation: Any resident found to be in violation of this policy will be subject to disciplinary action, which may include suspension or termination of network access for the remainder of the term for all residents of the unit.

### 3-N: Maintenance Reporting

1. Residents are expected to report maintenance as needed to DHL Staff, who will coordinate the completion of the work. Residents may be responsible for costs incurred if damage is sustained or worsened due to failure to notify DHL of needed repairs.
2. DHL Staff, Property Staff or other authorized personnel may enter the unit without prior notice to attend to the maintenance requested.
3. Maintenance Reports are split into two categories: Non-Emergency, and Emergency Requests.
  - a. Examples of non-emergency requests include: Clogged Drain\*, Clogged Toilet\*, Broken Appliances (Microwave, Stove, Washer/Dryer), Dead Light-Bulbs, Broken Furniture\*, and



Mold/Mildew. *\*If the issue significantly impacts basic needs or safety (ie: your only toilet has been clogged), the issue is considered emergency maintenance.*

- b. Examples of emergency requests include: Broken Window, Door, or Lock that impacts safety, Refrigerator power lost, No heat when temperatures are below freezing, No running water, or electricity and Broken CO2 or Smoke Detector.
- 4. Residents may be expected to contact “On Duty” DHL Staff, or the Property Emergency Maintenance Line to report an Emergency Maintenance Issue so that the issue can be addressed in a timely manner.

### 3-O: Break Periods (Fall, Winter and Spring Recess)

- 1. Residents are not required to vacate their assigned spaces during these periods, however, may choose to do so. Residents who vacate their unit for 3 or more consecutive days are expected to complete the following before leaving:
  - a. Lock your unit: Before leaving the unit, make sure to lock your room and close all windows.
  - b. Unplug appliances: Unplug all appliances, such as computers, televisions, and microwaves, to conserve energy and prevent fire hazards.
  - c. Dispose of perishables & trash: Dispose of any perishable items, such as food or plants, to prevent odors and pests in your unit.
  - d. Check out with DHL Staff: Notify DHL staff that you will be leaving and provide them with your expected return date. DHL staff may set up a response-collection method, such as a form for you to complete this notification.
  - e. Take important items with you: Take any important items with you, such as your laptop, phone, and any medications you may need. Do not leave these items behind in your room.
  - f. Turn off the lights: Turn off all lights in your room and common areas to conserve energy and reduce the risk of fire.

### 3-P: Roommate Agreements & Conflict Mediation

- 1. Roommate Agreements
  - a. At the beginning of the Agreement term, the assigned RA for a unit may offer the option to facilitate a Roommate Agreement and document the mutual expectations of roommates with DHL. This Roommate Agreement in no way supersedes any terms or provisions listed within the DHL Housing Agreement, Residence Life Handbook, or DIT Student Handbook.
  - b. If a student who may have DSS approved Housing Disability Accommodations resides in the unit, it is at the sole discretion of the student to disclose their disability to their roommates and request/communicate applicable expectations in relation to their disability.
  - c. Staff Assistance in navigating request and communication of expectations for students with Disabilities, or students living with those who receive Housing Disability

Accommodations can be requested to DHL and the *Disability Support Services Office* (DSS).

## 2. Conflict Mediation

- a. Residents are expected to resolve roommate conflicts in a respectful and constructive manner. Residents should try to communicate openly and honestly with their roommates and work together to find solutions to any issues that arise. DHL Staff and RA's are available to provide mediation and guidance when requested or deemed necessary.
- b. If a resident has made a reasonable attempt to resolve conflicts with their roommate and feels that a room change is necessary/desired, they may submit a room change request to DHL Staff. Room changes will be considered on a case-by-case basis and are subject to availability and eligibility.
- c. Reasonable attempt to resolve inter-roommate conflict is defined as
  - i. Residents have spoken (in-person) with the roommate, or roommates they conflict with, about the source of conflict.
  - ii. Residents have tried to hear the other party's concerns and voice their own in a respectful, calm manner. Residents have attempted to find common ground or find mutual compromise with the other party.
  - iii. Resident has contacted the RA (Resident Assistant) to assist between the parties in conflict, and/or re-evaluate the Roommate Agreement on file. DHL may require the re-evaluation & documentation of the Roommate Agreement at this stage.
  - iv. Residents have applied conflict mediation tactics as suggested by the RA, or DHL Staff.
  - v. Residents have requested formal mediation by DHL staff between parties in conflict.
  - vi. Residents have completed the mediation process in good faith and with proven intent to resolve conflict.

## Section 4: Resident Conduct Agreements

1. I will respect the rights, privileges and property of other members of the DHL community and visitors to campus/DHL premises.
2. I will refrain from any conduct that would interfere with DHL operations or endanger the health, welfare or safety of other persons, myself or animals used by persons with disabilities.
3. I will refrain from any conduct that, in the DHL's sole judgment, would violate any city, county, state or federal laws.
4. I am subject to the Student Conduct Code for DIT, which may be found at <https://www.digipen.edu/student-portal/forms-and-documents>
5. I am subject to all policies listed above in this document, and within the DHL Housing Agreement.
6. I will comply with the directions of DIT & DHL Staff and their authorized agents acting in the performance of their duties.
7. I will not provide false information to or withhold material information from any DHL staff member or agent acting in the course of their duties.
8. I and my guests will present DIT Identification Cards or other identification to authorized DHL staff upon request.

9. I will not commit any act of dishonesty including, but not limited to, personal misrepresentation, knowingly furnishing false information to DIT/DHL, forgery and the alteration or fraudulent use of documents including electronic documents or instruments of identification (e.g., misuse of electronic mail systems and computers including unauthorized/illegal access to college-owned Ethernet connections).
10. I will not use language or engage in other behavior that is threatening and that is directed toward any person.
11. I will not participate in any action or situation involving physical or mental abuse, harassment, bullying, cyber-bullying, intimidation, hazing, pranks and/or other conduct that recklessly or intentionally endangers or threatens the health, safety, or welfare of any person or results in damage to DHL property.
12. I will not use my Roommate's possessions without their prior consent.
13. I will not use my Room or any other DHL/community facility for commercial purposes or financial profit.
14. I will not operate, park or store motorcycles or motorized scooters inside any building, or on stairwells, patios, porches, walkways, terraces or decks.

## Appendix A: Word Bank

- **Resident(s)/Student(s):** DIT student who enters into agreement with DHL by signing the DHL Housing Agreement and DHL Resident Handbook. May be referred to as "I" or "Me" for the purposes of this agreement.
- **DIT:** DigiPen Institute of Technology
- **DHL:** DigiPen Housing LLC, also known as DigiPen Housing and Residence Life
- **DHL Staff:** Staff members of DigiPen Housing LLC.
- **Resident Assistant (RA):** Student-staff members of DigiPen Housing LLC
- **"On Duty" Staff:** DHL Staff and RA's who serve in a 24/7 "On-Duty" rotation to attend to resident issues. The phone lines to reach these staff are provided to residents upon occupancy.
- **Premises/Property/DHL Communities:** Units leased by DHL, and apartment communities at which DHL leases units.
- **Property Owner(s)/Property Management Team:** The ownership and/or management of the property at which DHL leases units.
- **Apartment/Unit:** An apartment leased by DHL and assigned to a group of residents.
- **Bedroom/Room:** A room within a unit, and assigned to specific residents to reside within.
- **Common Area(s):** The living room, dining area, kitchen, bathroom(s), patio, hallways of a unit.
- **Community Facilities:** Any facility or area on the property for resident use. (Pool, Gym, etc)
- **Community Passageways:** Stairwells, hallways or main walking pathways for residents to access community facilities, or their units.
- **Emergency Maintenance Line(s):** Phone lines for each property in which the property management team can be reached for emergency maintenance issues. These phone lines are provided to residents upon occupancy.
- **Colleague Self Service:** is an important portal that allows students to access their academic and financial information while enrolling and attending DigiPen. Students can use CSS to register for classes, view grades and classroom information, track financial aid and scholarship progress, and more. CSS is only available to incoming students and students currently attending DigiPen.  
<https://www.digipen.edu/student-portal/for-incoming-students/registration/managing-css-and-using-colleague-self-service>
- **DHL Housing Portal/Application:** DHL's proprietary application and housing management software, on which a resident is able to view Housing Information, and place applications.  
<https://housingapp.digipen.edu/Housing/>
- **Check In, Move In, Occupancy:** When the resident obtains keys to their assigned unit from DHL, or is otherwise provided access/permission by DHL to occupy after or on Agreement Term Start.
- **Check Out, Move Out, Vacate:** When the resident returns keys of their assigned unit as specified by DHL
- **Occupancy Period:** The number of days in an Agreement Period in which the Resident has access to and possesses keys to their assigned unit.
- **Agreement Termination, Terminate:** Ending the Agreement after Agreement Term start, or Occupancy Period start, whichever is sooner.
- **Application Cancellation, Cancel:** Ending the Agreement before Agreement Term Start, or Occupancy Period Start, whichever is sooner.
- **Apartment Condition Form:** The form provided by DHL used to identify the condition of Rooms and Common Areas, filled out by the Resident within 48hrs of Move-In/Occupancy.

- **Health and Safety Checks:** Inspections conducted by DHL Staff to assess the current condition of the unit & identify potential risks/agreement violations.
- **Roommate Agreement:** Informal written agreements conducted by DHL staff per term between occupants of a unit to establish "house rules" and expectations for roommates - relating to quiet hours, guests, sharing of personal items, etc.
- **Single Room:** A room within a unit assigned to (1) Resident
- **Double Room:** A room within a unit assigned to (2) Residents
- **Triple Room:** A room within a unit assigned to (3) Residents
- **Incidental Fees:** Cost assessed by DHL in response to a violation of terms set forth in the DHL Housing Agreement, or DHL Residence Life Handbook. May be deducted from Deposit at end of Agreement Term or charged to student account during Agreement Term.
- **Daily Room Rate:** Cost of assigned room per day (total term room rate/# of days in *Agreement Term*)
- **Term Room Rate:** Cost of assigned room for *Agreement Term* Period, not including incidental fees

# Approval and Signature

Student DigiPen Email: \_\_\_\_\_ Colleague ID: \_\_\_\_\_

## Student's Signature (if the age of 18 or over)

By signing below, Student is certifying and agreeing to the following: Student has read and understands this Agreement, and Student is at least the age of eighteen (18). This Agreement expresses the complete understanding of the parties, and Student consents to its terms and conditions.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Student's Signature (if under the age of 18)

By signing below, Student is certifying and agreeing to the following: Student has read, understands, and consents to this Agreement. Student has asked Student's parent/guardian to sign this Agreement below, and Student hereby consents to the DigiPen Housing LLC & DigiPen Institute of Technology releasing Student's records related to Student's occupancy and use of DigiPen Housing LLC as well as information from those records to Student's parent/guardian who has signed below, for the purpose of Student's parent/guardian fulfilling their obligations pursuant to this Agreement.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Parent/Guardian Consent (if student is under the age of 18)

By signing below, I am certifying and agreeing to the following: I am the parent or guardian of (student name) \_\_\_\_\_, who is under the age of eighteen (18), and who meets the eligibility criteria for student housing as detailed above.

I have read and understand the terms and conditions of this Agreement. As the parent/guardian of the above-named student, I have the legal right to consent to and I do consent to the terms and conditions of this Agreement. I also agree to guarantee and pay for all applicable charges, fees, and debt, as well as perform all terms and conditions of this Agreement, should the above-named student fail to abide by or perform the terms and conditions of this Agreement:

Parent/Guardian Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_