

**Physical Facilities Policy for Entering Resident Rooms
(including bedrooms, suites, & apartments)**

Resident rooms are private spaces in which residents are afforded certain rights as spelled out in the Residential Life Housing License. Care must be exercised when entering these spaces so as not to infringe upon these rights and help students feel safe and secure in their living quarters.

1. Types of Work
 - a. **Resident-Initiated:** Once a resident submits a request for University maintenance personnel to repair something in their room, the resident acknowledges that maintenance staff may enter without further notice.
 - b. **PF-Initiated:** For non-emergency work not requested by the resident, contact the appropriate Res Life Area Office and have Res Life staff provide at least 24 hours advance notice of entry to the resident(s), providing specific times they can expect you.*
 - c. **Emergency:** For emergency work, such as situations involving health, safety, or urgent maintenance issues (including significant drops in temperature that may cause damage to University property), authorized University personnel may enter without prior notice.
2. Knock loudly while announcing "Physical Facilities" loudly. Pause to allow for a response, and knock again.
3. If still no answer, go to the Res Life Area Office to request a staff member accompany you. If no Res Life staff is available, another PF staff member may accompany you. For Resident-Initiated or Emergency work, skip this step and go directly to Step #4.
4. Knock loudly again, announce that you will be keying into the room, and then announce loudly that you are entering the room.
5. If a resident answers the door, explain the purpose of your entry. If requested, you must present your University ID Card. If the resident does not give their permission for you to enter, contact Res Life staff or University Police.
6. For all entries:
 - a. Keep the door propped open while you are in the room.
 - b. Staff may not open drawers, closets, & wardrobes, or move personal belongings unless it is explicitly necessary due to the purpose of entry.
 - c. If there was no resident in the room, upon completion of work, make sure work area is cleaned up, lights are off, & doors are secured, and leave a completed Work Response Card on the door handle.

*For the purpose of this policy, scheduled cleaning of suite restrooms is considered work requested by the resident. Additionally, custodial staff may enter rooms alone and do not use Work Response Cards; however, all other provisions of this policy must be followed.