

Housing & Residential Life Procedures

Administrative Withdrawal for Non-Academic Reasons

The growth and development of students at Webster University is central to our goal of maintaining an environment conducive to student learning, academic achievement, individual responsibility, and respect for the rights and privileges of others. One aspect of this mission includes the availability of Counseling, Health Services, educational programs, and policies to foster health and safety.

Addressing Health and Safety and Emergencies

At times, emergency situations may occur that require immediate response and continuing support. Emergency situations may include:

- Destructive or other inappropriate behavior
- Drug and alcohol abuse
- Eating disorders
- Suicidal ideation or action
- Any behavior that points to possible imminent danger, foreseeable danger to oneself, or another member of the University community

In these emergency situations, the University may take actions in order to assess the situation and better support a student experiencing an emergency:

- i. Consult with and refer the student to a mental and/or healthcare facility or provider (the University's Office of Counseling and Life Development, Health Services, an area hospital, or licensed mental health or healthcare professional).
- ii. Refer the student to the University student conduct process - if the student's behavior has violated any rules, policies, or procedures.
- iii. Contact Public Safety and/or law enforcement to respond to situations, which threaten the health and safety of the student in crisis and/or the campus community.
- iv. Contact emergency medical services to respond to physical or mental health emergencies

In some cases, these situations will result in a hospitalization, or the student leaving campus for a period of time. After the emergency situation is resolved, the Dean of Students Office, Health Services, Counseling, and other campus resources are available to assist with the student's transition back into the University community.

Involving Essential Parties

Webster University reserves the right to notify the parents of the student and appropriate University Officials who have a need to be informed of the emergency in order to better support the student.

Returning to Campus

Prior to returning to campus, the student is strongly encouraged to meet with the Dean of Students, Director of Housing & Residential Life, or their designee to ensure that the student's transition back to campus proceeds smoothly. This is an important meeting during which the student will discuss the resources available on campus to support members of the University community and learn helpful information, including names and contact information for Residential Life Staff Members and other key administrators. The student may also receive referrals to resources on campus, including:

- Student Health Services
- Academic Advising
- Student Counseling
- Academic Resource Center
- Public Safety
- Title IX Office
- Etc.

Abandoned Property

Any personal property that is abandoned on the premises of the housing complex (including but not limited to exterior spaces, hallways, stairwells, lounges, laundry rooms, and formerly occupied rooms) will be subject to the following:

- If the owner of the abandoned property can be identified, Housing & Residential Life staff will contact the individual to claim the item(s) from the Housing & Residential Life Office or Public Safety Office within a set period of time.
- If the owner does not claim the property within 14 days from provided notice, the item(s) will become the property of Webster University and will be subject to transfer/disposal of surplus property.
- Should the owner of the abandoned property be unidentifiable, the property will be immediately subject to transfer or disposal.
- Fines for removal of any and all abandoned belongings may be assessed by Housing & Residential Life staff when necessary.

Academic Requirements for Residing in University Housing

Undergraduate residents must maintain 13 hours per semester and graduate students must maintain 6 hours per semester to remain in campus housing. The Director of Housing & Residential Life may grant exceptions to this guideline. Students interested in requesting an exemption should contact the Director of Housing & Residential Life.

Advertising and Posting Notices

Postings

All postings must be approved by the Housing & Residential Life Office, located in West Hall. The Housing & Residential Life Office will display the postings in the residential communities. Postings

include any type of publicity, flyer, signage, etc. to be placed on the walls, floors, or ceilings within the residential communities. Only postings for Webster University events will be approved.

All postings must have the following:

1. Contact information
2. Name of the event
3. Name of the organization and/or department sponsoring the posting
4. Time, date, and location of the event

The Housing & Residential Life Office will accept 28 flyers for Webster University events. These flyers will be distributed to:

- 11 flyers will be given to the East/West RA mailboxes to be posted on their floors.
- 1 flyer will be placed in the display case next to the mailboxes in West Hall.
- 1 flyer will be placed in the display case at the entrance to East Hall.
- 6 flyers will be placed in the WVA RA mailboxes to be posted on their buildings.
- 4 flyers will be placed to the Maria RA mailboxes to be posted on their floors.
- 1 flyer will be placed on the bulletin board at the front desk entrance in Maria Hall.
- 1 flyer will be placed in the WVA Clubhouse Laundry Room.
- 1 flyer will be placed in the display cases at the WVA Mailboxes.
- 1 flyer will be placed in Glen Park & Big Bend each.

Staff will only post information in these locations.

Flyers for non-Webster sponsored events will not be accepted. People wishing to advertise non-Webster sponsored events will be directed to the University Center, which has space specifically allocated for non-Webster event advertising.

Mailbox Stuffers

We do not accept mailbox stuffers of any kind.

Door Tags

Door tags are considered to be any form of going door-to-door and leaving something with each room, whether it is taped to the door, hanging from the door handle, slid under the door, etc. Door Tags are prohibited by any organization outside of Housing & Residential Life.

Outdoor Advertising

Outdoor advertising includes sidewalk chalking, staked signs, display boards, and leaflets on car windows.

Sidewalk chalk and staked signs advertising events are permitted around campus housing at the following locations:

- the sidewalk between Maria and Webster Hall

- the sidewalk along the west wall of Maria Hall
- the sidewalks around the WVA Clubhouse and the WVA mail kiosk
- the sidewalk surrounding the circle drives at East and West Halls.

Display boards can be placed outside the residence halls and apartments—please contact the Housing & Residential Life Office for acceptable locations.

Solicitation Policy

It is prohibited for anyone, group or organization, to go door-to-door soliciting, selling, or other door-to-door behavior – this includes attaching to or sliding items under doors. Individuals found to be soliciting will be escorted out of the building by a Housing & Residential Life staff member, Public Safety, or the Webster Groves Police Department.

Failure to Comply/Removal

Failure to comply with any of the processes as outlined above may result in advertising privileges being revoked and result in involvement with the student conduct process. In addition, individuals may be charged for any damage to facilities for items that were displayed incorrectly. Questions about this advertising policy should be directed to the Housing & Residential Life Office. All postings will be taken down two weeks after being posted.

Building Entry and Security

To provide a safe and secure living environment, the exterior entrances to East, West, and Maria Halls will be locked 24 hours per day. Residents of these halls are able to enter the building by using their ID card with the electronic reader. Residents should use the main entrances into the residence halls. The side doors should be reserved for exiting the building only.

Secured exterior doors may not be propped open. Additionally, residents are not permitted to enter through or allow others access to the building through the side door.

Should a resident forget their ID, or if their ID is not properly encoded to access the building, the resident should contact the front desk attendant to gain access to the building in which they live. The first two times that a resident is granted access to the building without an ID are free. Starting with the third “no ID” incident, residents will be fined \$10.00 each time thereafter. After a resident has accumulated \$30.00 in “no ID” fines, they will be referred to the student conduct process. All fines/fees are billed to the students account.

Residents living in University-owned or -leased apartments are expected to lock their individual apartments and bedrooms.

Checking In and Checking Out

Room condition and damages are the responsibility of each resident. Upon moving into the residence halls or apartments, a Unit Condition Report (UCR) is completed via [the Housing Portal](#). This form records the condition of the space as the resident receives it. It is important to make any additions to this form accurately as it will serve as a guide for comparison of the room's condition when the resident moves out. Additional notes to the UCR must be provided to the resident's RA within 48 hours of the resident checking into the space. After the 48 hour period, the student will be responsible for any additional damages found in the room during checkout.

All damages to a room should be reported to a staff member immediately so that the necessary repairs can be arranged. Each resident will be held financially accountable for those damages which have occurred during the resident's stay and are assessed by a staff member to be above and beyond normal wear and tear.

Additionally, students checking into the Glen Park or Big Bend will need to secure an occupancy permit from the Webster Groves City Hall prior to moving into the space.

Upon check out, residents are also responsible for cleaning all room and bathroom areas. Failure to clean appropriately may result in a cleaning fine for each space (room, bathroom, kitchen, common area, etc.). Keys not returned upon check out will result in a charge to the resident to re-core the door lock for the next occupant. East, West, and WVA mailbox keys not returned will also result in a charge to the resident to re-core the lock at the expense of the resident. All checkout times must be scheduled with a staff member no less than 24 hours in advance of the desired checkout time unless the student is approved to do an express checkout. Individuals who do not complete the checkout process may be assessed an Improper Checkout fine.

Students with questions regarding the checkout process are encouraged to contact their Resident Assistant, Assistant Community Director, or the Housing & Residential Life Office.

Clubhouse Use

WVA residents will have access to the Clubhouse laundry area.

Common Area Damages

Living in a community necessitates a common concern regarding the living environment. If a common area space or furniture is damaged, the entire community can be affected. If common area damages occur, staff members within the Housing & Residential Life Office will work to determine the individual or individuals responsible for the damage. Individuals with knowledge of the situation are encouraged to speak with a member of the Housing & Residential Life staff. If staff members are not able to determine who is responsible for the damages, the office may charge the floor/building.

After the damage is reported and if staff members are not able to determine who is responsible, the floor/building affected will be notified with an Intent to Bill notice. Residents will have three (3) days to identify the individual(s) responsible for the common area damage. If responsibility cannot be

determined within the three (3) day grace period, the floor/building will be held responsible. If this occurs, residents will be notified and the amount listed in the Intent to Bill notice will be divided by the members of the floor/building and charged to each student's account at the end of the month. The charges will appear on the regular monthly statement. All payments should be made directly to the business office in a manner similar to how tuition and room charges are paid.

Confiscation of Illegal and Prohibited Items

Housing & Residential Life staff members may confiscate items including drug paraphernalia, alcohol or alcohol containers, candles, and certain appliances, that are in the possession of students and in violation of housing policies during health and safety inspections or when they are viewed by staff members at other times. Certain items, including alcohol, alcohol containers, drugs, drug paraphernalia, and candles will not be returned to students; other items will be returned in accordance with procedures established by the Director of Housing & Residential Life.

Consolidation

At different times during the academic year, students may find themselves without roommates due to cancellation or withdrawal. To fill an open space in University housing, one of three options may be available:

1. Consolidate with another student who is also without a roommate
2. Receive a roommate as assigned by the Housing & Residential Life Office
3. Pay a higher adjusted rate for the double accommodations as a single. In the case of a housing shortage, this option will not be offered.

When consolidating, Housing & Residential Life staff will provide all affected residents the most feasible options available at the time. As room changes are made due to consolidation, residents will follow typical room check-in and checkout procedures. Situations in which a resident with a vacancy discourages the moving in of another resident or prospective student may result in the involvement of the student conduct process.

Contract/Lease Termination

The housing contract/lease for the residence halls is for the full academic year. Students must petition to terminate their contracts or leases. The [Request for Termination form](#) can be completed via the [Housing Portal](#). Please follow the instructions listed on the application, in order to provide documentation to supplement your request.

All requests for termination are subject to requests for appropriate documentation. Contract and lease breakage fees will apply if the request is granted. Please reference the [request for termination](#) of contract/lease for information on specific charges. You can view reasons for termination, along with accepted documentation on the [Housing & Residential Life website](#).

Note: Termination differs from cancellation, please be sure to refer to the correct information.

Decorating

All decorations should be of a temporary nature so as not to permanently deface or damage the finishes in the student's room or apartment. Use of duct tape, mounting tape, and/or poster putty is not permitted. Painting walls in any way is not permitted. Students may not hang or display any kind of decoration in or from the windows or that are visibly resting in windows. Entrance doors, bedroom doors, and closet doors as well as cabinet and furniture surfaces shall remain free of nails, stickers, tape, or any other additions to the original surface. All University-provided furniture must remain in the room into which it was originally placed.

Per St. Louis Country fire code, decorations on exterior room doors cannot exceed coverage of ½ of the door's total space. Additionally, decorations may not jut away from the surface of the door, past the space allotted by the doorframe. No exterior decorations are to be placed on hallway or apartment building walls. While decorating, please note the solicitation policy if you wish to place items on an exterior facing door.

Residents shall not hang any items from or draped above the fire sprinkler heads. Damage to the sprinkler heads could result in flooding and excessive water damage for which the resident may be held responsible.

Emergency Procedures

In the event of an emergency, all residents have a responsibility to follow University-outlined protocol. Webster University Public Safety has protocols for general evacuation and relocation, tornadoes, fires, bomb threats, hazardous materials, evacuation for persons with disabilities, earthquakes, civil protests, explosions, and active shooters. Each resident is responsible for knowing these protocols and should review them on [Webster University Public Safety's webpage](#).

Emotional Support and Service Animals

Students who have an emotional support or service animal should contact the Academic ADA Coordinator by email (disability@webster.edu) or by phone (314-246-7700) to set up an initial meeting pertaining to the animal's presence on campus.

Guests/Visitors

In order to provide a safe and secure residential area, residents and their guests are expected to follow the University Guest Policy and Procedures. A resident is defined as a student who is currently assigned a bed space in campus housing at Webster University-Webster Groves Campus. A guest is defined as an individual who is not assigned to the host's residential space and is visiting the host resident. Hosts are responsible for the behavior/actions of their guests.

Please refer to the Housing & Residential Life policies for more information on Guest expectations.

Health & Safety Checks

Housing & Residential Life staff may conduct health and safety inspections during fall, winter, and spring breaks. These inspections help to ensure students enjoy a safe living environment as well as to help address any facilities concerns. Upon the completion of the inspection, Housing & Residential Life staff members will provide the resident with a note indicating the status of the inspection as well as any follow up action that may need to be taken. Students with questions are encouraged to contact the Housing & Residential Life Office or their respective Community Director.

Housing During Breaks

During break periods, except for summer and winter break, the residence halls remain open for those who wish to stay on campus. To inquire about Winter Break housing, students will need to email housing@webster.edu during the Fall 2 term. Winter break housing is reserved for University-related obligations. Not all Winter break requests will be accepted as there is limited staff working during this time. All apartment options will remain open over the course of winter break. Only students residing in West, East, or Maria Halls need inquire about winter break housing.

Students interested in summer housing will need to submit the Summer Housing Application. This application will be posted on the Housing & Residential Life Office website during the Spring 2 term.

ID Cards

All Webster University residents must carry their student ID card at all times and must present it to any University official upon request, including Housing & Residential Life and Public Safety staff members. Lost or stolen cards should be reported immediately to a member of the Housing & Residential Life staff. For residence halls, ID cards should be validated each semester (upon registration) by obtaining an appropriate validation sticker from the Housing & Residential Life Office. Access to residential facilities is terminated upon expiration or release from the housing contract or apartment lease.

Insurance

All resident students are required to provide proof of health insurance (or be enrolled in the University Health Insurance plan), as well as provide an Emergency Contact form, and be up-to date with required immunizations prior to receiving keys. Students with questions regarding this process are encouraged to contact Health Services at (314) 968-6922 for specific information and a complete health packet.

All international students are required to enroll in the University's student health insurance plan.

Personal property or renter's insurance is highly recommended for your personal belongings. In the event of a fire, flood, theft, or other emergency, the University does not cover students' personal items. Policies can be very affordable and may be included with parents', homeowner's, or renter's policies.

Internet, Streaming & Gaming Devices, and Residence Hall Cable Access

Our system is set up so that East/West/Maria residents are able to watch television through the internet on a laptop or desktop computer. This can be done through the use of an Ethernet cable which enables the user to access our online cable TV platform. Please note that for this option, it is required that the device be connected to an Ethernet port in the resident's room. Students will need to provide their own Ethernet cord for this option.

For those students who prefer to use online streaming networks to access entertainment options (e.g., Hulu, Netflix, Vudu, etc), these will be available for your use through normal laptop, desktop, or tablet use via the "Webster-wifi". Login to the Webster WiFi is available by using your Connections username and password. If you encounter difficulty logging on to the "Webster-wifi" network, please contact the Help Desk at (314) 246-5995.

For those students bringing Smart TV's, gaming device, or other streaming device, you will need to register these items on the Webster "WU_Res_Gaming_&_Device" wireless network by submitting a [work order](#), including the device's MAC address. Instructions for registering these will be available during move-in, and your RA will be able to assist you with set-up on this wireless network.

For students who wish to bring a TV to access cable, please anticipate accessing cable via Smart TV functions or through an additional device plugged into the TV to access the internet. Students should anticipate streaming cable via Ethernet, gaming devices, or through a Smart TV

If you encounter any difficulty with accessing cable services, please contact your RA and/or the Housing & Residential Life Office. If you need assistance for any other device, please contact the IT Help Desk at (314) 246-5995.

Isolation/Quarantine Spaces

Students who are identified as a positive COVID-19 case, a contact, or an individual whom is presenting symptomology consistent with COVID-19 may be placed in isolation or quarantine. Students who are placed in isolation/quarantine will be provided with information related to classes, meals, laundry, and other services. Expectations will be provided for students related to behavioral conduct and the limiting of all exposure to other individuals. *Failure to comply with isolation/quarantine expectations will result in an individual's immediate removal from campus.*

Students whose permanent address is within close proximity to the university are encouraged to spend their isolation/quarantine period at this address, in order to receive additional levels of care from family.

Please note that in the event a student a student in or outside of isolation/quarantine demonstrates symptoms related to: a fever above 100.4 degrees Fahrenheit, severe abdominal pain, or breathing difficulty – the university will notify emergency medical services for a determination regarding a medical transport.

Key Replacement

Students should carry their keys at all times and should be conscientious about their personal safety by locking their doors when they leave their rooms and at night. Keys must not be duplicated or lent to other people. If a student loses their key, they should notify the Housing & Residential Life Office immediately so the lock can be re-cored. The cost of the re-core will be billed to the student who lost the key and is not refundable if the key(s) are found at a later date. Replacement of a bent or broken room key costs may result in a key duplication charge.

Lock-Outs

If a resident is locked out of their assigned space, a Housing & Residential Life staff member can let them back into the space.

Residents who have been locked out of their assigned space should contact the Housing & Residential Life Office during business hours for re-entry (West Hall Office: Monday – Friday 8:30AM-5:00PM). A staff member will check-out a spare key to the room to the resident, the resident will complete the lock-out, return the key to the staff member (within 10 minutes), and the staff member will document the lock-out on the resident's lock-out card.

During non-office hours, residence hall residents should call the front desk of their building. WVA, Glen Park or Big Bend Apartments residents should call the Resident Assistant on call at 314-565-9146 or Public Safety at 314-968-7430. A staff member will then assist the resident to access the room. The staff member will document the lock-out on the lock-out card.

On-Campus Residents

The first two lock-outs for the academic year are "free;" after the second lock-out, residents living in WVA, West Hall, East Hall, or Maria Hall will be charged \$20 for each subsequent lock-out during the academic year. After the first billable lock-out, the lock-out tracking card will be given to the Assignments & Billing Coordinator to add the charge to the resident's student account.

Off-Campus Residents

The first lock-out for the academic year is "free;" after the first lockout, residents living in Glen Park or Big Bend Apartments will be charged \$40 for each subsequent lock-out during the academic year.

After the first billable lock-out, the lock-out tracking card will be given to the Assignments and Billing Coordinator to add the charge to the resident's account. All lock-out charges will be placed on the resident's account.

Residents will be asked to verify their identity in order to gain access to the room or to be issued a lock-out key. If the resident's ID is locked in the room with the keys, the resident will be asked to verify their information on the lock-out card.

Loft Kits

Loft kits are available for rental through the Housing & Residential Life Office. Residents interested in renting a loft kit will need to complete the Loft Kit Rental form that will be posted on the Housing & Residential Life website during the summer.

There are a limited number of loft kits available. Loft kits will be assigned on a first-come, first-served basis. Individuals who have been assigned a loft kit will be notified in late-July, early-August. A \$100 rental fee will be billed to the students account. Residents who are not initially assigned a loft kit may be placed on a wait list should a loft kit become available and will be notified via email.

Residents are not permitted to build their own lofts or make use of any loft without the permission of Housing & Residential Life.

Parking Areas & Permits

All campus residents' vehicles must display a current parking permit. All parking permits are purchased through [the Department of Public Safety](#). The Department of Public Safety is located at 536 Garden Avenue.

Students residing in the residence halls are able to purchase permits to park in the Garden Parking Garage.

Students residing in the Webster Village Apartments are able to park in the parking lot in the WVA complex. Students residing in Glen Park or Big Bend are able to park in the parking lot in their assigned apartment complex.

Students with additional questions should contact the Department of Public Safety.

Residency Requirement

All freshmen enrolled at the St. Louis main campus are required to live on campus for their first two years at the University. Exceptions to this requirement are granted for freshmen living with their parents within a 35-mile radius of the main campus in Webster Groves.

Undergraduate International transfer students are also required to live on campus for their first year enrolled in classes at the main campus.

Additionally, all study abroad students (undergraduate and graduate) who study abroad at any of the St. Louis Metro campuses are required to reside in on-campus housing for the duration of their study abroad experience. All site transfer students are required to reside on-campus for their first year enrolled at the Webster Groves campus.

Students may request an exemption from this requirement. The exemption form is located on the Webster University Housing & Residential Life [website](#). Request for exemptions are not guaranteed.

Room Changes

Students interested in a semester space change should complete the following process; however, not every room change will be approved. Room changes are made based on need and availability.

All residents must follow this procedure when requesting a room change.

1. Notify your RA of the reason(s) you wish to change spaces. If it is a room/suite-mate conflict and there has been no previous attempt to solve the problem, then your RA will sit down with you and your roommate and attempt to find a solution to the situation. This initial step must **always** be taken.
2. To request a room change you must turn in the room change request form to the Housing & Residential Life Office. All space changes requested by the student will result in a space change processing fee. Residents can obtain this form by meeting with their Community Director.
3. Once a decision is reached regarding the request, a Housing & Residential Life staff member will contact all involved parties. If a room change request is granted, a \$75 room change fee will be placed on the students account.
4. The resident changing spaces will need to arrange a time to check out of their current space with their RA. Everyone who changes rooms must complete a new unit condition report (UCR) for the new space and complete the checkout portion of the UCR for the current space.
5. All room changes need to be completed in a 3-5 day period as agreed upon by the Community Director approving the move. Failure to complete the move and all paperwork in this time frame may result in Improper Room Change fees.

Improper Room Changes may result in a fine and a hold on all room changes until the situation is corrected. Improper room changes include, but are not limited to, failure to complete all check-in materials, failure to complete all check-out materials, failure to check out with the RA, and/or failure to complete the space change process in the time allowed.

Independently switching keys and moving in is not permitted. If this occurs, an improper room change fee may be assessed and each resident will be required to return to their original space. Room changes may not take place during midterm exams or final exams.

Searches, Inspections and Entry

Residents have a right to privacy while living in campus housing. However, in some specific situations, it may be necessary for University staff to enter a resident's living area or room.

The University reserves the right to enter a room for the purpose of inspection, repair, inventory, or to correct a hazardous, disruptive, or life-threatening situation. Housing & Residential Life staff members may enter facilities if they believe a University policy or civil or state law may be being broken, or if they believe a person is in danger or needs assistance. Staff will also enter facilities during fire alarms

or for noise violations if there is no response from the resident. Students are not required to be present for staff to enter unless a staff member specifically requests the student's presence. *Please note that due to COVID-19, students may be asked to step out of the space in the event that university personnel need to occupy it.* Any items found in plain view, which violate University policy or local, state, or federal law, will be confiscated and students may become involved with the student conduct process. Please refer to the housing contract or apartment lease and to the policy on Health and Safety Inspections. All of these form can be found on the Webster University housing [website](#).

Security

It is not possible for any housing (residence halls, houses, and apartments) operator to assure “security.”

For the convenience of our residents, many benefits such as deadbolt locks are provided. University Public Safety officers provide regular patrol, but residents should not assume the constant presence of these patrols. Residents agree to first notify Public Safety regarding any incident of theft, vandalism, or unsafe conditions, and whenever possible, provide detailed information, such as a description of the offender, time and day; make, color of car, license plate number, etc. Please call Public Safety (24 hours at 314-968-7430 or, in the event of a current emergency, dial 314-968-6911 or 911) to report any criminal activity.

Trash Disposal and Recycling

Students are responsible for the proper disposal of their trash and recyclable items. Public trash cans and recycling bins are located on every floor in the trash rooms in every residence hall. There are trash dumpsters along the length of the parking lot, and recycling bins are located outside next to the WVA buildings 2 & 3 and next to building 4. There are also recycling bins in the laundry room of the clubhouse. Recycling is available for the following items: cardboard, boxboard, paper, plastic (except #6), glass, aluminum (cans, trays, and foil), and steel cans and tins. Do not try to recycle containers for motor oil, insecticide, herbicide, or hazardous chemicals. Students found placing landfill items in the recycling containers may be subject to the student conduct process.

The University provides for trash removal from these designated areas only. WVA residents must have garbage contained in tightly closed plastic bags, which should then be deposited in dumpsters provided at the property. Do not deposit trash between the dumpsters and the fence.

Residents in Glen Park and Big Bend have trash receptacles located in the parking lots of their complex. Students assume responsibility for taking out and disposing of trash properly. Any trash found outside of apartment doors or adjacent to dumpsters will result in fines to the resident.

Residents who leave trash outside of their assigned space or elsewhere on campus may be subject to a fine and/or the student conduct process.

Work Orders

Routine maintenance requests for both the residence halls and apartments can be submitted online. To submit a work order, residents must visit the [“Work Order & Incidents” webpage](#) on Webster’s website. Additionally, students are welcome to contact a Housing & Residential Life staff member for assistance

East, West, Maria, and WVA Work Orders

For any work order related to maintenance and facilities, residents should click the “Submit a Maintenance Request” button. First-time users should register using their Webster email on the homepage by filling out their contact information and creating a password. Note that to complete registration, residents must complete and submit their first work order request. After clicking the “Register” button, residents should start on Step 2. East, West, Maria, or WVA residents should select the location as “Webster University Home Campus”. Residents should then select their respective building and the area as “Dorm Room.” In the “Area/Room Number” field, the resident should type the room number of their residence. On Step 3, residents should select the problem that best describes the issue that needs to be resolved. Residents should only click the “Maintenance Emergency” button if the issue is a crisis situation, such as a broken toilet or a broken A/C unit. Residents also must call Public Safety (314-968-7430) for any maintenance emergency. On Step 4, residents should describe their problem or request. To submit the work order, residents need to type “password” into the field. After clicking the submit button, residents will be notified receipt of their requests, when the request is assigned to a technician, and when the request is completed.

NOTE: Unless the work order is a maintenance emergency, maintenance will resolve the issue on business days during regular business hours.

On-Campus Technology Work Orders

For any work order that is technology related, the residents should click the “Submit a Technology Request” button. Then, the resident should click login on the upper-right corner of the page and use their Connections username and password to login. Next, the resident should choose a service and category from the options on the page to report an issue or make a request. Then, the resident should choose the appropriate subcategory and click the “OK” button. On the next webpage, the resident should provide their contact information and the department, building, and area/room where the service is needed. Residents living on campus should select “Other/Not Listed” as the department. In the box at the bottom of the screen, the resident should describe the issue/ request. The resident should accurately answer the questions at the bottom of the webpage and then click the “Submit” button.

Big Bend and Glen Park Work Orders

For residents in Big Bend and Glen Park Apartments, the resident should call the Housing & Residential Life Office (314-246-4663) during normal business hours or email the Housing & Residential Life Office (housing@webster.edu). Residents residing in either one of these apartments will also be provided a phone number at the beginning of each term for emergency maintenance.

West Hall Kitchen Policy

Availability

The West Hall Kitchen is available to active Webster University students who reside in on-campus housing. The kitchen will be open 7 days a week from 11:00AM – 11:00PM. The key will not be checked out later than 10:00PM. The kitchen must be vacated and cleaned by 11:00PM, without exception.

In order to utilize the kitchen space, residents must complete the kitchen policy agreement form when residents check out the key for the first time from the Housing & Residential Life Office. Once that is completed, residents can check out the kitchen key from the West Hall front desk. Kitchen usage is available on a first-come, first-serve basis. Students who wish to check out the kitchen key must have a valid student ID with them at the time of key checkout. Students will leave their student ID with the Desk Attendant (DA) on duty in exchange for the kitchen key. Once the student returns the key, their ID will be returned. DAs will check to ensure that the kitchen has been thoroughly cleaned. Damages not accounted for will be charged to the individuals whose IDs were logged prior to the check. Please be respectful of the space we provide. Lending the kitchen key to other students is a breach in contract and will result in the loss of kitchen privileges.

Please keep in mind that students are expected to always observe 24-hour courtesy hours. During courtesy hours, individuals should maintain a respectful volume so as not to disturb residents who may be studying or resting. In addition, students using the kitchen must be receptive to feedback from individuals/groups who are in the Multipurpose Room or the West Hall Classroom. Failure to comply with requests to lower the noise level from the kitchen will result in the loss of kitchen privileges.

Cleaning & Cooking

Cleaning is the responsibility of those who use the kitchen. You are responsible for cleaning all surfaces of the kitchen as well as taking out the trash and recycling. Always clean up messes and spills to prevent falls. All groups/individuals will be assessed charges for extra services, including but not limited to housekeeping, kitchen inventory replacement, and any additional maintenance expenses brought about by the use of the facilities.

We cannot guarantee or monitor an allergen-free, Kosher, or gluten-free environment. Please take this into consideration when using this space.

Do not leave food cooking unattended. Any damage to the kitchen will be the responsibility of the individual/s whose IDs are logged with the desk attendant at the time of the damage. Do not pour cooking oil, grease, or fats into the sink or toilet bowl. Cooking oil, grease, and fats are to be disposed into the specified oil, grease, and fats container in the kitchen. Use paper towels to remove oil and grease residue from cookware prior to washing. Alcohol of any kind is not permitted in the kitchen.

Due to the limited space and demand for the kitchen, prepared meals are prohibited from being eaten in the kitchen.

Kitchen Amenities

Cookware, utensils, appliances, and cleaning supplies have been provided in the kitchen.

If bringing your own cookware into the kitchen, please label your items and keep them with you at all times. Any cookware or appliance left in the kitchen will be considered a donation to the kitchen.

Damages

The organization, its officers, and/or any individual using the space are responsible for the condition of the facilities and the use to which they are put during the time of use. The organization and such persons shall be responsible for all damages or misappropriation by any guests, invitees or attendees. The organization or individual shall reimburse the University for any such damage or loss.

No organization/individual other than the reserving organization/individual may use the facilities reserved. Excess housekeeping charges will be forwarded to the reserving group; charges are incurred at the discretion of the Director of Custodial Services.

Miscellaneous

1. The kitchen door should be closed while cooking to prevent odors from spreading into the hall.
2. Any food left in the kitchen area will be thrown out at the end of the semester.
3. All garbage must be properly bagged and sealed before it is disposed. If open food is dumped into the trash, it will attract pests and the kitchen will begin to smell.
4. Housing & Residential Life reserves the right to remove food or cooking items from the kitchen that are unsanitary, creating a smell, or that have expired.

Fire:

1. Go to the nearest alarm box (by the kitchen entrance door), follow the instructions printed on the box, and activate the alarm. Evacuate the building immediately. The evacuation location for West Hall is the parking lot to the east of East Hall.
2. As soon as it is safe to do so, call Public Safety (314-968-6911) and give the exact location of the fire, and notify a member of the Residential Life staff.

The Housing & Residential Life Office has the ability to close the kitchen for any reason, at any time.