



2025-2026 Resident Handbook

Did You Know?

**The Nest
Is open 24-hours!**

You can contact the:
Nest Front Desk/On-Call Line

(773) 442-4663 / (312) 720-7913

**There are times throughout the year when the Office may be closed or will have modified hours. During these select times of the year, Residents can still call the Duty Line for assistance.*

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Important Contact Information

The Nest

Front Desk Telephone Number Leasing

773-442-4663

RA On-Call Telephone

312-720-7913

Campus Safety

NEIU Police Department & Escort Service

773-442-4100

University Resources

Campus Information Center

773-442-4636

Vice President of Student Affairs/Dean of Students

773-442-4600

NEIU Equality Opportunity-Affirmative Action and Ethics of Compliance Sexual Harassment Office 773-442-5412

Financial Aid

773-442-5016

Ronald Williams Library

773-442-4400

NEIU Parking

773-442-4117

Office of the Registrar

773-442-4040

Student Health

773-442-5800

Student Counseling Services

773-442-4650

Student Leadership Development

773-442-4660

Student Payment Services

773-442-5165

Student Employment

773-442-5016

Student Disability Services

773-279-4595

Pedroso Center for Intercultural Affairs

773-442-5449

Campus Recreation

773-442-4135

International Program	773-442-4796
Career Development Center	773-442-4680
A 'Viands Catering/Meal Plans	773-442-4630

Community Amenities and Services

Leasing Office The Nest Leasing Office is located on the 1st floor and is available for full professional service from 9:00am until 5:00pm, Monday through Friday. Residents may reach the Leasing Office by visiting us during those hours, emailing property staff via neiu@americancampus.com, or calling (773) 442-4663.

Front Desk The front desk is located on the 1st floor lobby of the property. The front desk offers limited services: guest check-in, equipment checkout, emergency assistance, mail/package retrieval, and general FAQs. The Front Desk is staffed by property staff from 06:00 a.m.- 12:00 a.m., Monday-Friday and from 08:00 a.m.-12:00 a.m. on Saturdays & Sundays. The telephone number to reach the front desk is (773) 442-4663.

*Hours may vary during breaks

Fitness Center The Fitness Center is located on the first floor and is available 24-hours daily. Equipment is available on a first-come, first-served basis. Residents must have key card access to enter, and guests (1 per resident) must always be with their resident.

Academic Success Center The Academic Success Center is located on the 1st floor to the left of the front desk. The center is available 24 hours, 7 days a week, except during weekly maintenance and posted holidays. Residents may request up to 10 sheets of paper per day from the front desk for printing. Should residents need more than 20 sheets, residents will need to provide their paper and inform management prior to printing. Please contact the staff at the front desk with any printer problems such as a paper jam. Please note, The Nest Computer Lab does not connect to the University Computer Network.

For larger print jobs, residents are encouraged to utilize NEIU Print services available throughout campus. Residents can access this service at <https://print.neiu.edu/user>.

Study Rooms Residents will find study rooms on floors 2-6. Study rooms are first-come, first-serve unless you've made reservations 24 hours prior to the intended date/time of reservation. Weekend reservations must be made by 12pm on Friday by reaching out to property staff via

neiu@americancampus.com. Academics take priority over any other use of the study rooms except for the 6th floor classroom.

The Community Center The Community Center is located on the 1st floor. Residents can check out all equipment at the front desk using their student ID. Upon equipment return, residents will receive their ID back. It should be of note that equipment can only be utilized during the front desk's hours of operation. There should be no sitting on any game equipment. Speakers are not allowed within the lobby area, and all televisions should stay at a moderate volume level. Any media played or projected must refrain from inappropriate content.

Laundry Facilities Laundry rooms are located on floors 2-6 of the property. Laundry machines are virtually operated through the CSC go app (located in the App Store of your device) and are available for use by residents only. The Nest laundry room is equipped with wireless internet access. Residents should not leave personal items unattended as The Nest is not responsible for any lost or stolen items. In the event of machine malfunction, scan the barcode on the machine using the app. The list with the app information as well as directions to report a malfunctioning machine is on the wall in each laundry room. Call the RA on-call after scanning the bar code or report immediately to the front desk to notify our staff for service follow-up.

Ethernet/Wireless Internet Service Internet service is provided at no additional charge in each apartment. An Ethernet outlet is provided in each bedroom. Please contact the Front Desk with any issues that arise or call our internet vendor, Velocity, at their 24-hour technical support line--- (877) 408-9997.

Mail Service Mail can only be picked up during the front desk's hours of operation. Letter mail delivered to the property will be received by our front desk and appropriately placed in the mailbox registered to the resident's unit. Each resident is issued one key to their corresponding mailbox. There is one mailbox per unit, and each resident of the unit will share the mailbox. Parcels or packages delivered to the property will also be received by our front desk, but in contrast to letter mail, will be processed through our mail packaging system and securely stored in our packaging room until the resident retrieves the package. Residents will receive email notification when their package has officially been processed through our property system, and residents must visit the front desk and show their ID to the staff member to receive their package.

The following is an example of the mailing address for residents living in The Nest:

Sara Smith

The Nest-Northeastern Illinois University

3659 W. Bryn Mawr Ave. #101A

Chicago, IL 60659

Emergency Locations Blue emergency phones located throughout the property are to be used only in case of an emergency. Emergency phones are linked directly to the Northeastern Illinois University Police. In the event of an emergency, press the button and speak into the microphone to report the emergency. These phones, once activated, monitor callers from a long-range and automatically lets the police dispatcher know which location to send the Police Officer. Emergency buttons are located in each elevator and on each stairwell of The Nest – they connect directly with the University Police Department.

Emergency Notification To receive timely news or instructions for emergency situations, register your contact information with N-Safe, NEIU's Campus Shield services, to be placed on the distribution list for emergency notifications directly from NEIU. Messages can be received both through email and/or text messages. Data and text messaging fees may apply based on your plan with your mobile phone carrier. Learn more about how to register [here](#).

Allied Universal To increase safety and security of the property, on-site trained guards from our partnership with Allied Universal will be monitoring all traffic and residential activity in the lobby between the hours of 08:00 p.m.- 06:00 a.m. from Sunday through Thursday and 06:00 p.m.- 08:00 a.m. on Fridays and Saturdays. Our security guards will have access to an updated roster of the building, an updated list of students who have authorized overnight guest stays, and our Envoy system. **Residents will be required to show their student ID EVERY time they enter the building** and, if applicable, indicate the presence of their guest(s) and appropriately sign them in at our front desk kiosk.

Meal Plans The University offers several convenient and flexible declining balance meal plans accepted at the Golden Eagles Nest Cafeteria. For more information, contact the Student Union, Event and Conference Services office at 773-442-4632 or visit their website at <http://www.neiu.edu/university-life/student-union>. Meal plans are only offered during the fall and spring semester, not during the summer semester.

Facilities and Maintenance

The items in this section concern themselves with the general upkeep of property grounds, including common areas, hallways, units, bedrooms, and all pieces of equipment/machinery therein.

Unit Condition Form At move-in, residents will be required to complete a Unit Condition Form (UCF), which will be the record of the condition of their room at the time of move-in.

- Residents must inspect their room/apartment and be certain the form is completed accurately. The UCF must be returned within 48 hours of check-in.
- When residents move out of their apartment, residents will sign the form again and acknowledge any new damages. The Nest staff will complete a thorough inspection after the move-out process. Once all inspections have been completed, charges will be assessed at that time for any damage or additional cleaning that is needed.
- All keys (key fobs & mailbox keys) must be turned in at the time of move out. There will be a \$30 charge added to a student's account for each key that hasn't been returned.
- **Upon move out, any items of value left behind by residents will be held for 7 days before disposal. The Nest team will attempt to contact the owner via phone call and email for pick up. If the student fails to communicate their wishes regarding their items, the items will be thrown out. Considering the number of items and the state in which the items may have affected the condition of the space, additional cleaning and disposal charges may ensue.**

Any damages, beyond normal wear and tear, that were not previously noted on the form will be assumed to have occurred during residency and will result in a charge. If no resident claims responsibility, all roommates will be billed equally.

Work Orders Should residents require assistance with any facilities related problem in their unit—malfunctions in toilets, sinks, lights, water, furniture, air/heat, etc.—a work order must be completed through your resident portal. The resident portal can be accessed using your log-in credentials from your application: <https://mycommunity.american-campus.com/Signin?pNum=863>. Residents may also call the Front Desk to complete a work order; however, it is expected that residents learn how to navigate their portal to complete their own work orders without staff assistance. Upon work order submission, a full-time maintenance staff will receive the request and address the request within 24-48 hours unless additional work is necessary.

All repairs and facilities work must be completed by a Nest staff member. At **NO TIME** should a resident attempt to complete repairs themselves or hire anyone to complete repairs. In the instance that a resident completes repairs themselves or hires an outside company, they will be charged for the removal and replacement of any repairs completed.

The Nest staff is available and on-call to assist in the case of an emergency at all times. If a resident experiences a facility emergency, residents are expected to contact The Front Desk during operating hours or The Nest staff at the 24-hour on-call phone number (312) 720-7913.

NOTE: The Nest Staff will ALWAYS lock the unit door and bedroom doors behind them when completing work orders.

Key Control The key policy is designed to always provide residents with a safe and secure environment. All keys and fobs issued are specific to both the unit and bedroom assigned to the resident.

KEYS AND FOBS MAY NOT BE DUPLICATED OR TRANSFERRED FOR ANY REASON!

At move-in, residents will receive an electronic access key fob which will provide access to their unit and their respective bedspace. Residents are strongly advised to refrain from switching fobs OR bedrooms, even if there is a vacancy within their unit. Residents must reside in the bedroom assigned to them at move-in. If a resident would like to switch rooms, they must first reach out to Nest Staff. Residents also received a mailbox key which corresponds to the mailbox assigned to their unit. This mailbox key should remain with the resident and never be provided to another resident or guest.

Additionally, residents will be required to head to the Welcome Desk in the Student Union building on NEIU's campus and receive a Student ID card. Once they receive their student ID card, residents will be asked to visit the Nest Front Desk to have their ID card programmed. ID Cards will be programmed within 24 hours of front desk notification. Once programmed, the resident will have access to enter the property at will. Residents will also have access to the amenities within The Nest with ID access (The Fitness Center, all door checkpoints, the elevator).

At no point should a resident give keys and ID to their guest as it is a violation of facilities and guest policy.

Lockout Procedures Should a resident lock themselves out of their room or unit; residents should seek assistance at the Front Desk or call the 24-hour Duty phone number (312) 720-7913. A picture ID is required for a Nest staff member to let a resident back into their unit/room and the resident must fill out a lockout form prior to receiving the new key and/or the lockout. If a resident is currently not in possession of a student/picture ID at the time of the lockout, the resident will be subject to answering identification questions from a Nest student staff member prior to

Each lockout will result in a \$15 charge to a resident's student account. Residents are encouraged to keep their keys with them at ALL TIMES as lockout charges will only be reversed in specific circumstances.

Keys Replacement Costs

Fob key	\$30.00
Mailbox key	\$30.00
Lockout Charge	\$15.00

Facilities Access Access or attempted access to a room in The Nest without authorization is not permitted. Access or attempted access through a window or the stairwell emergency doors is not permitted. Students may not reproduce The Nest FOBs, loan FOBs to another party, manipulate locks or door handles to gain entry without a FOB, misuse a key or electronic lock in any way. Guests are NOT allowed to use a resident's ID to access The Nest at any time. A violation could lead to permanent suspension of guest privileges.

Trash Trash chutes are available for resident use on floors 2-6 of the property. All trash from units must be placed in the designated trash rooms promptly and not left in the premises or any of the common areas, hallways or similar places on site. For larger pieces of trash, residents are expected to use either the trash roll off located towards the back parking lot of the property (if available) or carefully place the trash next to the dumpsters in the back parking lot. Residents found improperly placing or disposing of their trash will be charged \$25 per bag/box/parcel.

Noxious Odors A noxious odor is any aroma of such intensity that it becomes apparent to others. Some examples are perfume, air freshening spray, cooking odors, dirty dishes or large amounts of dirty laundry. When a noxious odor can be localized to a particular room/apartment, the student(s) and/or guests of that unit may be in violation of policy. A service charge of \$25.00 or more will be charged to the student account of the resident(s) responsible for the odor.

Facility or Grounds Alterations The Nest maintains the community facilities and grounds. No additions, alterations, or defacing—temporary or permanent—to the interior or exterior of any door, room, apartment furnishings, hallways, buildings, or the grounds can be made without prior written approval from the Housing Office. Residents may not put up fences or place signs, cultivate plants or make other changes to the grounds. Any projects that alter the appearance or integrity of the facility, or present safety liabilities, are prohibited.

Painting The painting of the exterior and interior of all rooms in every building will be the sole responsibility of The Nest staff. Modifications to an individual room or public/common area rooms are not permitted. Any resident responsible for any unauthorized painting will be charged for the cost of labor and materials to re-paint.

Furnishings Furniture in lounges, living rooms and other public areas are the property of The Nest is for the use of all residents. Moving furniture from public areas to individual rooms or units is considered theft. Window screens, desks, beds, and furnishings assigned to individual apartments or rooms are not to be removed from their designated room and unit. All furniture must be fully assembled and in its proper place at the time of move out.

Cleanliness Facilities Staff cleans and maintains all community areas. However, they are NOT responsible for cleaning resident apartments. As mentioned in The Nest Lease Agreement, residents are expected to maintain a clean, organized living environment. This standard remains at the sole discretion of the Landlord(s)/the Property Manager(s). Residents who fail to abide by the hygienic standards of the property will be issued a warning for their initial notice, informing them that they will have 48 hours to make sustainable and acceptable changes to their space. If there is another failure post-2nd inspection, the resident(s) in question will receive a \$150.00 cleaning fine. If it is a common space, the residents of that unit will split the charge evenly. Continuous failed inspections may lead to University sanctions and an eventual removal from housing.

Upon move-out, the residents must clean their room and EVERY shared area in the apartment. Any cleaning done by maintenance will also result in a cleaning charge.

Pest Control In the event of pest infestation, residents are to complete a work request at the Front Desk. Residents will be notified of mandatory routine preventative pest control maintenance at least 48 hours prior to the service date. Information about products used in the pest control process can be provided upon request. **Residents who do not follow instruction or direction in cooperation with maintenance staff may be responsible for fines and fees for pest presence.**

The Nest Community Standards & Expectations

To uphold the safety, security, and well-being of our residents, all residents are required to familiarize themselves with the following standards and expectations listed in this section. It should be of note that failure to observe any of these standards may result in either financial sanctions, conduct sanctions, probation, and/or dismissal from the property.

Alcohol and Other Drugs: Northeastern Illinois University's Alcohol Policy can be found Page 30 of [The Nest Handbook](#). Residents who are 21 or over may possess or consume alcohol in their apartment or the apartment of another 21-year-old as long as the apartment door to the outside hallway is closed. No underage person may be present at the time that liquor is consumed in an apartment common space (i.e., A 21 year-old resident can be in their respective bedspace and drink responsibly but at no point should the 21 year-old resident and their 18 year-old roommate be in the living room area whilst the 21 year-old is partaking. **Yes, even if the 18-year-old is not consuming any liquor**). Alcohol in the property's common areas such as lounges, study rooms, laundry rooms, hallways, and parking lots is strictly prohibited. Residents who are twenty-one or older may not purchase or provide alcoholic beverages to any resident or guest that is under the age of twenty-one. Alcoholic beverage containers may not exceed one gallon, four liters or one twelve-pack for beer (per resident of legal drinking age). Kegs (or any beverage holding device that exceeds one gallon) are not permitted in The Nest. The Nest staff members may require residents to dispose of alcoholic beverages if the possession of the beverage is a violation of state law, The Nest or University policy.

To avoid disagreements regarding violations of the alcohol policy and health hazards, empty alcoholic beverage containers are not permitted in The Nest: this includes empty bottles used as décor (i.e. “graveyards”). Obvious intoxication is not appropriate in The Nest and will be reported to the Office of Student Conduct.

Drugs that are prohibited by state and federal statutes are not permitted in The Nest. According to the Student Code of Conduct, “Manufacture, delivery, sale, use, possession, or distribution of either narcotics or dangerous drugs, except as permitted by law and University regulations” are prohibited (Page 41). The Nest prohibits the possession of all drug paraphernalia including, but not limited to pipes, hookahs, bongs, rollers, hash pipes, blow tubes, water pipes, etc. If prohibited items are observed in an apartment, the items may be confiscated, and disciplinary action will be initiated. The resident in violation of this rule **WILL** automatically be subject to the Student Conduct Process.

When a drug and policy violation is suspected or detected, the Northeastern Illinois University Police will be called. The police may utilize all parameters afforded by law to assist in their efforts in enforcing Northeastern Illinois University's drug policy. Residents found in violation of the University drug or alcohol may be subject to the cancellation of their housing lease and will face Northeastern

Illinois University conduct action, which may include dismissal from the University. Resident's guests, even if they are not residents of The Nest, are also subject to Northeastern Illinois University conduct action.

In the event of an alcohol or drug-related emergency:

1. Call University Police (773) 442-4100.
2. Get in contact with Nest Staff on duty
3. Remember the acronym **FADED** which is a quick and easy way to help a friend who has had too much to drink: **F**eel for a pulse, **A**ssess for breathing, **D**etermine sleeping status, **E**mergency—call University Police, **D**o not leave alone.

Animals According to the lease agreement, “Pets, including but not limited to, dogs, cats, fish, birds, reptiles, and rodents, owned or visiting, are not allowed in the Apartments or on the Premises at any time, except for approved assistance animals. Approval must be granted prior to an assistance animal entering or residing on the Premises. The following rules shall apply to a violation of this policy:

a. **First violation:** A written violation will be issued to the Resident specifying the complaint, and a \$250.00 per pet charge will be assessed against all Residents and the Landlord may, in its discretion, declare Resident to be in default under the Lease Agreement. Pet must be removed from the Premises within 24 hour written notice by Landlord. Residents will also be responsible for cleaning and/or replacing the carpet and/or any furniture due to any damage resulting from a violation of this requirement. Residents will be charged (and agrees to pay) for flea treatment on the Premises.

b. **Second violation:** Landlord will declare the Resident to be in default under the Lease Agreement, and all Residents will be responsible for all damages caused by the unauthorized pet including but not limited to furniture cleaning and/or replacement and carpet cleaning and/or replacement. Should a second violation occur, Resident will be charged \$500.00 per pet.”

Residents will be responsible for providing professional documentation that indicates the resident's need for the animal in their space as well as (2) updated vaccinations records, (3) a picture of the animal, and (4) a signed pet property agreement. **NOTE: Residents with emotional support animals will be responsible for completing a new pet property agreement for each academic school year they remain in the Nest.**

Cooperation with The Nest and University Personnel Residents and their guests must cooperate with and show respect for The Nest staff and University personnel who are acting in the performance of their duties. Examples of violations of this policy include providing false information, withholding information, interfering with staff while they are performing their duties, noncompliance with verbal or written directives or sanctions, and abusive language or exhibiting abusive behavior towards staff.

Decorations & Electrical Equipment/Devices All decorations must be of non-flammable/fire-retardant materials and may not cover or block exits, exit signs, lights, fire panels or fire extinguishers. Decorations and electrical equipment/devices must not be attached to any fire safety equipment, including sprinklers. No attachments can be made to the exterior of buildings. It is essential that residents observe sense and safety when decorating their apartments. No articles are to be displayed in windows since the public views the facility from the outside. Residents will be charged for damage caused by any affixation of decorations or electrical equipment/devices which mark, deface, or mar the interior or exterior of any building. Seasonal decorations must be of a fire-retardant material. Live cut Christmas trees are prohibited for fire safety reasons. Seasonal lights may not be hung on the exterior portion of an apartment.

Section 2 of the Rules and Regulations portion of The Nest Lease Agreement states:

“Tenants shall not hang or erect anything on or about their interior or exterior of the Premises (Unit) or Northeastern Illinois University Student Housing, nor place nails, hooks, etc. On interior or exterior walls or ceilings of the Premises (Apartment) or Northeastern Illinois Student Housing without the prior written consent of Manager. Tenants are encouraged to use good taste when decorating. The poster should be secured to the walls using temporary adhesives designed for walls. Framed pictures or heavy wall hangings should be secured using proper picture hanging hooks that do not penetrate through the drywall boards. Residents should seek assistance from the Northeastern Illinois University Student Housing maintenance staff with any questions. All interior and exterior doors of the Premises (Apartment) and Northeastern Illinois University Student Housing shall remain free of nails, stickers, or any other additions to the original surface. No posters or flyers are to be posted on exterior building walls, windows, or doors to avoid marring facility.”

Disruptive Behavior Any behavior that disrupts the community is considered disorderly and is prohibited. The Nest staff can ask any resident or visitor to leave the premises if such an action is deemed necessary. This policy applies to, but is not limited to, the following list:

Thrown Objects: Thrown objects including, but not limited to, intentionally casted or propelled balls, rocks, sticks, darts, appliances, food items, personal belongings [shoes, accessories, devices] that may result in physical harm, property damage, and/or an unclean environment are strictly prohibited. At no time shall any article be thrown or

dropped from windows or roof; nor may they be thrown at people, property, or the building itself;

Destruction/Defacing of Property: Please refer to NEIU's Student Code of Conduct (pg. 40).

Water Fights: Water fights, water guns, water balloons, or water "horseplay" are prohibited. These activities may result in human injuries or damages to the facilities and furnishings.

Sports: Sports activities should take place in designated recreational areas on campus only due to the potential for injury, common area damages, and noise disturbance.

Elevators: Residents and their guests should conduct themselves in an orderly fashion when using the elevators. Residents and their guests should also take note of the maximum occupancy number posted within the elevator upon entering — the number of passengers within the elevator should never exceed the posted maximum occupancy number. Residents shall be held responsible for any elevator damage due to misuse and disorderly conduct.

Violence: Residents and guests should refrain from engaging in any sort of physical abuse, battery, or any behavior that infringes upon the health of another resident or guest. This includes but is not limited to coercion, intimidation, harassment, sexual misconduct, and discrimination. Please refer to NEIU's Student Code of Conduct.

Weapons: Knives, blades, guns, toy guns, sabers, nunchucks, explosives, tasers, swords, etc. are strictly prohibited within the property. Discovery of any weapon on premises, particularly if the weapon was used on another party, will lead to the resident/guest being subject to both University and municipal law.

Misuse of Furniture and Equipment: Improperly standing on, defacing, and/or utilizing any property possessions for any other reason besides its intended purpose will not be tolerated.

Emergency Situations If residents encounter an emergency where an individual needs immediate medical attention; call the Northeastern Illinois University Police at (773-442-4100). The police will quickly alert paramedics. If there is an emergency that does not require the police, please contact the Front Desk/24-hour Duty Line.

Fire Safety All residents are required to evacuate during every fire alarm. Entry into the building is prohibited while an alarm is sounding. Use of the elevator is also prohibited during an alarm sounding. It is against The Nest policy, University regulations, and federal and state laws to tamper with any of the following items:

- Fire safety sprinklers
- Door/hardware/closing mechanisms
- Fire alarm systems
- Fire extinguishers
- Sprinkler system drainage systems
- Smoke Detectors
- Elevators
- Fire hoses
- Pull stations

Tampering includes but is not limited to: removing batteries from any alarm system; disconnecting wiring from any alarm system; muffling the sound of an alarm system; falsely activating any alarm system.

The Nest Lease Agreement states: “Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously at all times. In the event of a fire alarm, tenants are to vacate the premises immediately. Tenants will be instructed by The Nest staff when they will be allowed to return to their apartments. Residents who do not vacate their apartments during a fire alarm are subject to disciplinary action including but not limited to student conduct meetings with the Dean of Students and Director of Housing. The intentional sounding of an alarm outside of an emergency is a criminal offense and a material breach of The Nest Lease Agreement. At lease commencement, the Landlord will test the smoke detectors in premises (room) for proper operation and working batteries. Upon notification by the tenant, Landlord will replace batteries. Tenant is responsible for maintaining the smoke detector and keeping it in working condition. Tampering with or altering smoke detectors (or any other fire safety equipment) will result in a \$200.00 fine for each piece of equipment that was tampered with. Any violation is a default under the Lease that would entitle Landlord to declare a default and pursue all remedies provided to Landlord.”

It is important to note the following fire safety regulations:

- Incense, candles, open flames, and fog machines are prohibited on the Nest property.
- No materials shall be placed over light bulbs for any reason.
- All lighting must be UL-approved. Use of halogen lamps is not allowed.
- Flammable/explosive liquids may not be stored on The Nest property.
- No items may touch, obstruct, or be hung from sprinkler heads.
- Hallways and fire exits may not be blocked in any manner.

Appliances Some appliances, such as radios, refrigerators (not exceeding four cubic feet), space heaters, halogen lamps, and other heating devices, present a fire hazard and are prohibited.

- Airsoft products are not permitted at the University and are illegal in the City of Chicago. Airsoft products should not be shipped and brought to any unit.
- Other dangerous items or implements used aggressively or for violent purposes are also prohibited.

Guest Visitation Residents are permitted to check-in two guests at a time; the guest(s) visiting may stay overnight on any day of the week; however, as written in the lease, “**Overnight guest(s) may not visit longer than three (3) consecutive days not to exceed three (3) times in one month, for a total of nine (9) days within a calendar month.**” All guests must sign in at the front desk using our Envoy system, and residents must ensure their guests are signed out and walked out at the front desk. Guests are to sign in using the system and provide a **VALID AND ACTIVE GOVERNMENT-ISSUED ID** (driver’s license, state ID, passport, passport card, etc.) at the time of sign-in. **Guests will be required to fill out each field IN FULL and take a visible, appropriate, fully front-facing picture on EVERY visit.** Failure to do so will result in a guest policy violation attributed to the resident. **For emergency and safety purposes, it is important for our staff to know who is always in The Nest. We monitor both our Envoy and camera system 24/7. No matter how long the stay or frequent guest visits during the day, please remember that you are to escort your guest throughout the property from the moment they enter to the moment they exit.**

At no point are guests permitted to sleep in common areas. Any situation involving disruptive behavior or unauthorized guests will be considered a policy violation and will be addressed and documented by a Nest staff member. Guests who cause disruption or violate policies are the responsibility of their host. **NOTE: The total apartment capacity must not exceed eight people per apartment, including apartment occupants. Gatherings that exceed apartment capacity will be instructed to vacate the unit and The Nest.**

The Nest has the right to restrict building access to specific guests if they have been disruptive or have violated The Nest or University policies. A resident’s guest privileges may be suspended because of the

violation of guest policy, depending on the severity of the violation and/or the frequency of violations during their lease term. All residents are expected to respect the rights of their roommates.

Residents who wish to have a guest stay overnight must receive [verbal] permission from ALL their roommates for said guest. Afterwards, the resident **must** fill out an Overnight Guest Form and receive signed approval from any member of the management team. Once management approves, the resident will be sent a formal authorization from the property email for the guest's approved length of stay. Per the lease, *"overnight guest(s) may not visit longer than three (3) consecutive days not to exceed three (3) times in one month, for a total of nine (9) days within a calendar month."*

For residents who find themselves violating guest policy in any fashion or form delineated in this handbook, the following tiers explain the sanctions that will occur because of said violation. Please keep in mind that an incident report will be completed for EACH violation. The NEIU Assistant Dean of Student Conduct will be establishing correspondence with the resident shortly after documentation is made.

1st Violation: WARNING

- Email and phone call notification from NEST Team

2nd Violation: GPV1

- \$150 fine on student account
- Email notification from NEST Team

3rd Violation: GPV2

- \$250 fine on student account
- Email notification from NEST Team

4th Violation: GPV3

- Interim suspension of guest privileges

The Nest Management team reserves the right to issue the consequences above outside of a resident's given tier based on the nature of the violation and the severity of the consequence. Additionally, the Office of Student Affairs may influence the property's sanctions imposed based on their assessment of the investigation.

Minors Guests who are under the age of 18 are only permitted to visit a resident under the supervision of an adult or guardian with a government-issued/state-issued ID. Minors, except for those who are children of the resident, are not allowed to stay overnight at The Nest. Residents are also prohibited from babysitting at The Nest. For residents who have children, the following process is necessary for The Nest to approve an overnight stay:

1. Contact management (via property email) at least 72 hours minimum prior to your child's overnight stay and provide proof (i.e., birth certificate) that the child staying overnight at The Nest is indeed your child.
2. Once we receive your notification, Nest Management will reach out to Student Affairs with your request.
3. Upon Student Affairs approval, the resident can proceed with an overnight stay. Please keep in mind that these overnight stays still count towards the monthly limit.

Noise and Quiet Hours Quiet hours have been established to support the creation of an environment conducive to sleep and study. Regardless of stated quiet hours, the right to quiet supersedes the privilege to make noise.

The Nest staff members will be responsible for determining whether the noise level is reasonable in the event of a complaint. Any resident may request that any other resident or group cease any activity that is interfering with the ability to study, rest or quietly enjoy their time in The Nest unless it is a pre-approved and pre-publicized event.

The Nest staff encourages residents to first address noise issues on an individual level before requesting staff assistance. Music, musical instruments, television, loud talking, sports equipment, bass, subwoofers, or events that can be heard in another resident's room or apartment can be considered too loud, regardless of the time of day. Residents may not direct stereo speakers or other amplification devices out of open windows.

As stated in The Nest lease, *"All residents shall comply with quiet hours and courtesy hours determined by the community as posted from time to time for the use of the recreational areas."*

Quiet Hours during the academic term and school holidays are as follows:

Sunday – Thursday: 11:00pm-8:00am

Friday & Saturday 2:00am-8:00am

**During Finals Week, 24-hour quiet hours are in effect
beginning Monday through Saturday of Finals Week.**

Posting No posters, banners, or other signage may be attached to the interior or exterior of buildings without permission. Materials posted in non-designated areas will be removed. If someone would like to advertise an event, all posters/flyers/advertisements must be submitted to the General Manager or the Resident Experience Manager for approval and posting. The Nest will not allow the posting of any material deemed offensive or inappropriate. Management reserves the right to determine if the material is offensive or inappropriate for posting. Publicity, photographs or drawings which portray violence, policy violations or other offensive material are strictly prohibited in all common areas and will be removed without notice.

Public Area Responsibility Residents of each apartment share the responsibility for the condition of the common areas in each apartment. This includes:

- Keeping living rooms, hallways, bathrooms, laundry rooms, and kitchens clean and clear of unreasonable clutter, litter, and personal items;
- Being collectively responsible for cleaning all common areas of the apartment. Apartments must be kept in a reasonably clean and sanitary condition at all times. If an apartment is found to be unsanitary to the point of possible risks of health or pest infestation, the residents of the apartment will be required to clean the apartment to meet reasonable standards to continue residency or be subject to fines associated with any cleaning service that must be conducted;
- Using furnishings for which they are designed and keeping them in their original locations;
- Monthly room checks of the apartment will be conducted by Nest staff members throughout the year with at least 48 hours' notice. During these checks, all damages will be assessed accordingly. Residents are responsible for any loss or damage caused to their apartment. Whenever it is not possible to assign charges for damages to common area furnishings, those charges will be divided evenly among the residents of the apartment. Any lease violations found during inspections will result in immediate reporting to the Office of Student Conduct.

Residents of The Nest are also collectively responsible for the condition of the entire building. Please assist in maintaining the condition of the buildings by reporting any vandalism, damage, or misuse to a Nest staff member immediately. Residents found responsible for damage or vandalism to common space will be held financially responsible for repair and replacement. Residents must remember that they may also be held responsible for damage caused by their guests.

Solicitation The Nest does not allow door-to-door solicitation. Also, residents may not operate a business or sell products or services for personal profit from their unit. Please report any solicitors immediately by calling the Front Desk. The solicitation policy applies to all campus organizations and resident groups, as well as off-campus groups, businesses, or individuals.

Theft Respect for the property of The Nest and others in the community is valued. The theft, conversion, damage or destruction of any Nest or others' property while on the premises is not acceptable. In the event of any instance of theft, please contact Northeastern Illinois University Police (773-442-4100) or the Front Desk.

Policies, Rules, and Regulations

Residents are expected to comply with all Northeastern Illinois University rules and regulations, as well as State and Federal Law. The NEIU Student Handbook can be found [here](#). For further clarification regarding any policy in The Nest Lease Agreement or this handbook, please contact a Nest staff member for assistance. For further clarification regarding any policy outlined in the Student Handbook, please reach out to the Office of Student Affairs.

Student Conduct

The goal of establishing policies and procedures as they relate to conduct is to redirect the behavior of students into acceptable patterns and to protect the rights of all residents within the community. Appropriate conduct promotes the individual's academic pursuits and contributes to meeting the community's residence life objectives. An individual's conduct becomes a proper concern if it adversely affects the academic interests or quality of life of other members of the community, and as such, staff response to resident conduct and behavior violations has a direct bearing on the service that we provide to our residents.

These policies and procedures, as well as the means of accountability, are communicated in the lease agreement and this handbook. By signing a lease, a resident is assenting to abide by all policies, procedures, and expectations therein.

Occupancy and Administration

Event Sponsorship Events that occur on-site must be sponsored by a resident or a Nest Staff member. All events, whether organizational, educational, or recreational, must be planned and approved in writing by the management team prior to their execution. Access to activities and facilities is limited to residents and their guests only. Public events involving alcohol are not allowed.

Right of Entry The Nest respects the right of privacy of individuals. However, according to The Nest Lease Agreement, authorized personnel may enter apartments and student rooms as follows:

“In the event of an emergency, if any resident of the Apartment has placed a work order with the Manager, or if it is otherwise impractical to provide notice, both Northeastern Illinois University Student Housing and the Manager, and our respective agents, employees, repairers, services, and representatives may enter the Premises for any reason that the Manager or we deem to be reasonable. The entry can be gained by use of a passkey or other means. With one (1) day prior notice, the Manager and staff can also enter the Premises to show a Bedroom or the Unit to government inspectors, lenders, prospective buyers, and prospective residents, other tenants or insurance agents to perform maintenance or pest control.”

The Nest staff will enter apartments periodically to conduct facilities inspections, replace air conditioner filters, prepare for turnover, treat for pests, and complete work orders, among other reasons. In all cases except emergencies, residents will receive notice at least 24 hours before the scheduled entry explaining the date, time frame, and reason for entrance. In the case of an emergency, such as a fire or water leak, or should a Nest staff member believe a resident's immediate health or safety is at risk, an unscheduled entrance may occur to ensure the safety of all residents and to ensure the integrity of the building.

Lease Agreement Release Those who are dismissed by the university or are voluntarily removing themselves from housing will be penalized \$3500.00 to break their contract pending approval from Housing Review Committee and the completion of designated cancellation forms. Those looking to break their Lease Agreement at the end of the fall semester because of fall graduation will not be held to the \$350.00 penalty fee.

Parking and Vehicle Policies

Parking Policies and Lot Usage Parking is by “permit” only. Parking is enforced through a permit-less system through Northeastern Illinois University Parking and Transportation. In addition to the policies stated in this handbook and posted signs, residents offered parking privileges must also abide by the policies outlined in the Parking Services Rules and Regulations found at <https://www.neiu.edu/about/parking-services/student-parking>.

Motor and Electric Vehicles All motor vehicles, including mopeds, motorized scooters, and motorcycles, are to be parked, stored and driven only in designated areas (public lots and roads). Motorized vehicles may not be parked or stored on sidewalks or pathways of the Nest. Motorized vehicles, including motorcycles, are not permitted inside any buildings or on any unpaved surface at any time. **Hover boards and Segways are also not permitted in The Nest for safety reasons.**

Bicycles and Skateboards For reasons of safety and facility maintenance, bicycles and skateboards may not be left in living rooms, study rooms, hallways, entryways, handrails, landscaping, or in front of doors nor are they allowed to be used within The Nest. Bicycles may not be chained to any exterior railings, trees, light poles or any other structure. Bicycles may be removed from any such area by Northeastern Illinois University, and a \$25.00 removal fee will be charged to the owner of the bicycle. Northeastern Illinois University shall not be liable for damage or loss of any bicycle.

Pedestrian Walkways Paved paths running throughout the property are for pedestrian and bicycle use only. Vehicles, other than University or The Nest service vehicles and emergency vehicles are not permitted on pedestrian pathways