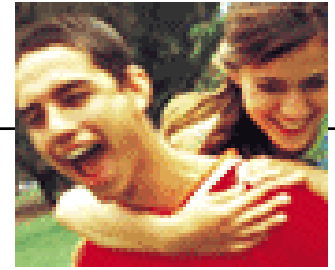


**NORDHEIM  
COURT**



**2008 -  
2009**

# **Resident Guidebook**



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**Nordheim Court  
5000 25th Ave NE  
Seattle WA 98105**

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## **Nordheim Court Leasing Office**

**Services:** The Nordheim Court Leasing Office provides residents with many services including: leasing, key check-out and loans, Flex Pass management, payments, parking, equipment lending, lounge reservations, laundry card support, and other community resources.

### **Leasing Office Hours:**

MONDAY—FRIDAY ..... 10 a.m.—6 p.m.

**Rent Payment:** Please make rent and parking checks payable to “Nordheim Court.” Rent is due on the 1<sup>st</sup> of each month in the Nordheim Court Office. A Late Fee of \$30 will be applied to all rent and parking checks received after the 5th day of the month. Payment is by check or auto-pay only; *no cash accepted*.

**Auto-Pay Rent:** Make your rent (and parking) payments more convenient with automatic payment withdrawal from your checking or savings account. Forms to set up this free service are available at the Nordheim Court Office.

**Equipment Check-Out:** Residents may check out equipment from the Office for personal use on the property. To check out equipment, you must leave picture identification in the Office during period of loan. Equipment available includes: vacuum cleaners and hand carts.

## **Rental Agreement Termination Policy**

For residents of facilities operated in public-private partnership with Housing and Food Services (currently, Commodore-Duchess, Nordheim Court, and Radford Court), if violation of the contract/rental agreement results in:

- a) the property management company evicting the resident; or
- b) the resident vacating at the request of the property management company in lieu of legal eviction, then
- c) the resident becomes ineligible to reside in any of those facilities in public-private partnership with Housing and Food Services, as well as any Residence Hall System or University Apartment facility.

## Nordheim Court Staff

**Building Manager:** The Building Manager is a full-time Licensed Real Estate Salesperson overseeing all lease and property issues and supervises the Nordheim Court Leasing Office. The Building Manager may be reached by contacting the Office at (206) 934-1200.

**Community Manager:** The Community Manager is a full-time professional with a master's degree in Student Development, Counseling or related field. The Community Manager supervises the Community Assistant Staff and collaborates with the Building Manager on community issues and development. The Community Manager may be reached by calling (206) 934-1203.

**Community Assistants:** Community Assistants (CA) are full-time students who live in and work for Nordheim Court. CAs provide after-hours lockout assistance, hold office hours from 5-6pm, and serve as resource aids to residents of Nordheim Court. With experience in community life and development, CA's collaborate with Nordheim Court Managers on community life issues and social programming. CAs may be reached at (206) 730-1681, or in the Nordheim Court Leasing Office.

## Mail Services

**General Delivery:** Each apartment is assigned one mailbox, located in Building 2 near the Nordheim Court Leasing Office. The mail room is accessible 24 hours a day using your Flex Pass. Each resident may check out a key from the office. Mail box key replacement fee is \$10. Mailbox lock change fee is \$25.

**Oversized Mail:** Parcel deliveries from the United States Postal Service will be placed in a specified locker, (A-L) opposite the mail boxes and the corresponding key will be placed in your mailbox. When you receive an oversized package from USPS or parcels from other carriers such as UPS or FedEx, a note will be placed in or on your mailbox. The package will be available for pickup during business hours from the Nordheim Court Office. Parcel recipient must show photo ID to pick up packages. Packages not claimed within 2 weeks will be returned to sender.

## Life Around Nordheim Court

**Parking:** Only Residents paying for a parking space will have access in and out of the parking garage using the Flex Pass. Parking in a space other than that assigned to you will result in towing at the vehicle owner's risk and expense. All vehicles parked in the garage must have a current and valid Nordheim Court Parking Permit properly displayed to avoid towing. Motor vehicles, including, but not limited to motorcycles and scooters, are not permitted on any plaza level. If there are any issues regarding parking please call the CAs.

**Visitor Parking:** There are no designated visitor spaces available for Nordheim Court. Visitors and residents without a rented space in the garage must park on public streets surrounding Nordheim Court. *The Blakeley Village lot to the east of Nordheim Court is a University of Washington restricted lot. Parking in that lot will result in parking tickets and/or towing at the vehicle owner's risk and expense.* If you are driving through the Blakely parking lot, please be attentive to the speed limit. Parking at the Silver Cloud Inn or any other surrounding business parking lots is not permitted.

**Trash Compactor/Recycling:** The trash compactor is located behind Building 2 and there is a dumpster just east of Building 8. Please place all trash in sealed garbage bags before you dispose of them. There are recycling bins next to the compactor behind Building 2. The following items can be recycled: paper, boxes, cardboard, newspaper, magazines, milk cartons, plastic jars, plastic bags, plastic tubs, glass, aluminum cans, steel cans, and other metals that stick to magnets. Place glass items in the specially marked glass recycle containers. You will be charged a \$50 clean-up fee for trash not properly disposed of in or around collection sites and a \$30 fee for not recycling.

**Intercom System (Buildings 1 & 8):** When outside, guests can look up your name in the intercom system and call your apartment. You can unlock the outside door by pressing the "9" key on your phone before hanging up. This system only works for local numbers excluding (360). For the safety of yourself and your neighbors, please do not unlock the door for anyone you do not know; only allow those you are familiar with to enter the building.

**Information Boards:** Each laundry room has a bulletin board for office and resident postings. Residents may post on the bulletin boards once flyers have been approved and validated by office personnel. Postings may remain on a board for up to one month.

### Facilities Information

**Security:** For your safety and the security of the community, please do not prop open common area doors. These doors include entrances to the Parking Garage, Laundry Rooms, Community Center, Lounge, Exercise Center and entrances to Buildings 1 and 8. Please secure your apartment doors and windows when you leave or go to sleep.

**Parking Security:** Here are just a few precautions to help ensure the safety of both you and your car. Never leave your keys in your car, completely close car windows when parked, never leave personal identification in the car, and never leave your car running and unintended. Also, if you observe any suspicious looking behavior please report it to the CA immediately.

**Smoking Policy:** Smoking is strictly prohibited anywhere at Nordheim Court except in the designated smoking area between building 2 and 6. Smoking outside of the designated area is a violation of WA State Law RCW 70.160. Evidence of smoking outside of the designated area is subject to criminal prosecution and/or fines ranging from \$30-\$100.

**Community Features:** Please do not climb on the artwork on the Plaza Level between buildings 1 and 3. Due to the delicate nature of the amphitheatre pond and the artwork therein, swimming is not allowed. In addition, swimming is not allowed as a courtesy to other residents in the community and based on a general health concern.

**Barbeque Areas:** Designated barbeque areas include: a) the Plaza level between buildings 1 and 3; b) the plaza space between buildings 6 and 8. Grills must be at least 10 feet from any structure and must be used only over concrete. Grilling outside of these areas will result in disciplinary action. Please clean up the grounds after use.

### (Facilities Continued)

**Skateboarding:** Skateboarding is not allowed on the Plaza Level, on walkways or in the garage. The wheels on a skateboard will wear down the concrete pavers in these areas and cause extensive noise inside nearby buildings.

**Shopping Carts:** Please do not bring shopping carts onto the premises. Taking shopping carts from their respective establishments is a violation of WA State Law RCW 9A.56.270. If not returned upon request, appropriate action will be taken, including criminal prosecution and/or fines.

**Laundry Cards:** Laundry machines are operated with prepaid cards that are issued upon move-in. There is a \$15 replacement fee for a lost or stolen laundry card. You may add money to your card using the electronic pay station located in the Laundry Room of Building 2 using either a credit or debit card.

**Lounge:** The lounge is located in the Community Center. This room is open during the day for resident use. Residents may reserve this space for private functions held between 9 a.m. and 10 p.m. Please see the Nordheim Court Leasing Office for fee schedule and reservation forms.

### Community Expectations and Services

**Quiet Hours:** In accordance with the City of Seattle noise ordinance, quiet hours are in effect 10 p.m.—7 a.m. Sunday—Thursday and 11 p.m.—7 a.m. Friday & Saturday. Residents experiencing noise problems may call the after-hours Community Assistant (4-1200) or UW Police (3-9331) to report the activity. Those responsible for excessive noise may face citations and are in violation of their Nordheim Court Lease Agreement. Quiet hours also apply to all community common areas.

**Pets:** Pets are generally not allowed on the premises. If you have a pet visiting for a couple of hours, make sure that you clean up after them, if not there will be a charge issued to the owners.

**Courtesy Hours:** Conducive to supporting academic pursuits, Nordheim Court also enforces 24-hour Courtesy Hours in which the right to sleep or study supercedes the right to make excessive noise at any time. Noise that can be heard beyond the walls of your apartment may be considered excessive. Courtesy hours also apply to all community common areas.

**Lockout/After Hours Duty:** If you are locked out of your apartment during office hours, please come by the office to gain entry assistance free of charge.

If you are locked out after office hours, please call **(206) 934-1200** and press **0** for after-hours lockout assistance. There is a \$25 fee for after-hour lockout service which will be charged to your account.

**Lost Keys:** In the event of a lost room key, please notify the office. There is a \$250 fee for a lock change. Please note that lock changes are required for lost keys in a 4 bedroom and a 2 bedroom apartment.

**Maintenance Requests:** For general maintenance requests, please contact the Nordheim Court Office at (206) 934-1200, or stop by during office hours.

For emergency maintenance issues after office hours, please call **(206) 441-3171** to report your emergency.

## Equipment Use Information

**Dishwasher:** Use dishwasher safe soap only, not dish soap! Do not allow any items to extend through the bottom of the silverware basket. Use normal or light wash cycle for most washings, unless dishes are heavily soiled, in which case, use “pots & pans/heavy wash” cycle. To begin the wash, make sure the door is locked shut and turn dial to the START or ON position. There is a brief time delay between start-up and water fill, so you will not hear any wash action right away.

**Microwave:** Do NOT put any metal in the microwave. Use only microwave-safe containers. There are two TIME COOK options (I and II). Press the TIME COOK button twice to get TIME COOK II. POWER LEVEL ranges from 1-10. Level 10 is best for fish, bacon, vegetables, and boiling liquids. Level 7 is best for gentle cooking of meat and poultry, baking casseroles, and re-heating. Level 5 can be used for slow cooking and tenderizing. Level 3 should be used for defrosting (without cooking), and delicate sauces. Level 1 warms foods without overcooking. There are three levels in the POPCORN feature, depending on the amount of popcorn being popped. Press once for 3.5 oz, twice for 3.0 oz, and three times for 1.75 oz. To adjust the clock, press Clock, enter the time of day, select AM or PM, press START or CLOCK.

**Stove:** Drip pans are provided with your stove. These items can be removed and cleaned. Please make sure that all drip pans are in place prior to cooking to avoid damage to the range. To avoid shock, fire or damage to the stove top, please do not use foil to cover the drip pans. Take extra care when cooking with oils. Cooking oils have a relatively low combustion temperature and will easily ignite if stove burner is on High settings.

**Oven:** Turn the Oven knob to the desired temperature. When broiling, do not close the oven door all the way—leave it open in the broil stop position (about 10 inches from being closed). The CircuWave fan can be switched on and off. It is recommended to use the fan when roasting meats and whole meals. Do not use aluminum foil when using the CircuWave fan. To set the clock, press the CLOCK pad twice. Press the HOUR and MIN. or SET TIME +/- pads. Press CLOCK pad when done. To hide the time of day, press the CLOCK pad once. To set the timer, press the TIMER ON/OFF pad, use the HOUR and MIN buttons or +/- buttons (depending on model). The timer will automatically begin a few seconds after the button is released. To cancel the timer, press the TIMER ON/OFF pad twice. To use the self-cleaning feature, remove EVERYTHING from the oven, including the oven racks. Latch the door and turn the knob to CLEAN. The clean cycle can take anywhere from three hours to six hours, depending on the model. You can adjust the clean time using the HOUR and MIN pads on models with COOK TIME and START TIME pads. When the CLEAN light flashes, and the oven has cooled completely, slide the latch to the left and turn the temperature knob to OFF. To cancel a clean cycle, turn the knob to OFF. Wait until the oven has cooled and unlatch the door. NEVER force the door open.

**Disposal:** Do NOT put oils, banana peels, heavy meat products or bones, rice, or vegetable peels (such as potato skins) down the disposal. Egg shells, leftovers and other soft foods are generally okay to dispose of in the disposal. Always have cold water running before you turn the disposal on. Do NOT use any utensil to push food down while the disposal is running. The disposal can be turned on and off using the switch located near the kitchen sink. If a disposal requires replacement or repair due to abuse or insertion of foreign objects, repair costs range from \$30— \$110 and charges are

**(Equipment Use Continued)**

**Refrigerator:** Your refrigerator/freezer settings are initially set at 5. If you need to readjust the settings, adjust the controls one increment at a time and allow 12 hours for the refrigerator to reach that temperature. To lock the settings, hold the ACTIVE LOCK button for three seconds. When it is locked, the indicator light will come on and the control settings will disappear. To unlock the settings, hold the lock pad for three seconds. The settings will be displayed once again. Humidity settings (if applicable): it is recommended to slide the control all the way to the HIGH setting for most vegetables and all the way to the LOW setting for most fruits. To help prevent odors, leave an open box of baking soda in the back of the refrigerator and freezer compartments. Change this about every three months.

**Ceiling Fan** (if applicable): The ceiling fan can be controlled using the control pad that is located on the wall in what looks like a light switch pad. There is an ON/OFF button and three speeds: High, Medium, and Low. To select the desired speed, simply push the corresponding button. The fan can also be set in the reverse direction by using the control pad.

**Light Bulbs:** You are responsible for replacing light bulbs throughout your apartment except for fluorescent or halogen bulbs installed in permanently installed fixtures. Contact the Leasing Office for replacement assistance.

**Smoke Detectors:** Smoke detectors sound an audible and periodic chirp when the battery needs replacement. Please replace the old battery with a new 9-volt battery as soon as possible.

**Important Contact Information**

Nordheim Court Leasing Office.....	934-1200
Nordheim Court Email.....	Nordheim@lorig.com
Community Assistant Voice Mail.....	934-1206
After Hours Maintenance and Lockout.....	934-1200
After Hours Community Assistant .....	730-1681
Community Manager.....	616-7079
University of Washington Police .....	9-911 or
UWPD Non-Emergency Line .....	543-9331

**Fee Schedule**

Replace Key for Studios .....	\$50
Replace Key—Mailbox .....	\$10
Replace Flex Pass.....	\$25
Replace Laundry Card.....	\$15
Replace Parking Pass .....	\$20
Lockout Fee .....	\$25
Lock Change.....	\$250

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