



EAST TENNESSEE STATE UNIVERSITY

Facilities Management

Policy Number: 1000.1

Title: Student Housing Entrance Policy

Implementation Date: October 15th, 2008

Last Audited: July, 2024

Last Revised: July, 2024

Introduction

The Facilities Management Department is responsible for the maintenance of ETSU's residential facilities. In order to carry out this responsibility, Facilities Management employees are required to enter all areas of the residence halls, including the common areas, mechanical, electrical, telecommunications, and individual student rooms. This policy will assist in creating a uniform guideline in how maintenance employees interface with students and staff within the residential facilities, ensuring that interaction between students and maintenance personnel is performed in a safe and professional manner.

Purpose

The purpose of this policy is to develop a standard of entry into student housing rooms, apartments, and buildings, ensuring that interaction between students and Facilities Management personnel are performed in a safe and professional manner.

Scope

This policy applies to all Facilities Management employees.

Procedures

Employees shall perform the following steps to ensure that all attempts have been made to make their presence known so that neither student nor staff becomes surprised, threatened, or compromised. As situations dictate, personnel shall use these standards along with their best judgment in order to protect the student, themselves, and the university.

1. Planned tasks or routine maintenance are normally scheduled between the hours of 9:00 a.m. and 7:30 p.m.
2. All Facilities Management personnel must wear an employee ID badge and, if provided, assigned clothing indicating they are Facilities Management personnel.

3. For planned tasks, ensure that the unit or building has received the proper notice of entry.
4. If male staff are on a predominately women's floor or a building that has community bathrooms (L. Clement, West, Powell, Nell Dossett, Carter), announce loudly "maintenance on the floor" upon entering the hall.
5. All employees must use their ID card to enter student rooms. If a master key must be used, the employee's supervisor shall be advised of the date, time, and location of entry into the student room.
6. Room and Apartment Entry:
 - a. At the unit front door, knock loudly at least three times.
 - b. If no answer, knock again and loudly announce "Maintenance keying in."
 - c. If no answer, unlock the door; open it slightly while announcing "Maintenance keying in."
 - d. Wait for a response, and then enter the unit.
7. If in a residence hall, leave the main door to the hallway opened with the door hang tag clearly showing that personnel are inside.
8. If in an apartment, when working away from the main door, leave the door closed with a door hang tag clearly showing that personnel are inside.
9. Once in the unit, check the private bathroom (if applicable).
 - a. If it is clear that no one is in the bathroom, proceed with your duties.
 - b. If someone is in the bath/shower and cannot hear you, leave the unit and return in 30 minutes, even if you have been invited in by others.
10. If you encounter someone asleep after you have entered the room or apartment following the procedures outlined above:
 - a. If in a multi-bedroom apartment and work is in a common area, do all that is reasonable to let the student know you are there, including loudly asking them to respond. If no answer, shut the bedroom door with a door tag hanger placed on the floor underneath the door. Then proceed with the work.
 - b. If in a single residence hall room and the student is not awake, leave the room with a door tag hanger indicating that you have been there and return later or re-schedule the work. If the student awakens and invites you in, but does not get out of bed, re-schedule the work for a time when they will be out of bed.
11. If a student refuses personnel entrance or you encounter a combative resident, do not force the issue and do not enter the room or apartment. Announce that you will return in 30 minutes. If not agreeable, notify your supervisor and call the Area Coordinator on-duty and let them know what you have encountered. Working through the area coordinator, re-schedule the work for another time.
12. For any unscheduled work outside of normal maintenance hours (weekdays 9:00 – 7:30 p.m.) that need additional follow up or assistance from Housing staff, please call the staff on-duty cell phone number for that specific facility. Housing staff can assist with specific issues, but is not available for escort on routine maintenance issues. If no one is available, proceed with the work. Document on the housing work-log that no one from housing was available for escort.
13. Employees are to report any observances of health and safety violations or illegal activity to the Housing Office/RA on duty/Area Coordinator on-Call.

Responsibilities

All Facilities Management employees are responsible for adhering to this policy. All Facilities Management directors and supervisors will ensure that their subordinates adhere to this policy. Facilities Management employees who fail to comply with this policy may be subject to disciplinary action for noncompliance with university policies.

Contact Persons

Associate Vice President
Director of Facilities

Approved by: _____
Jeffery S. Blanton, Associate Vice President/Director, Emergency
Management

Date approved: _____

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