Emergency, Staff, & Other Contact Info
- RA on Duty phone  (206) 779-5209
- Xavier Desk    (206) 296-6320
- Area Coordinator:
  Casey Riedeman, Xavier 180A  (206) 296-6329
- Blanton Turner:
  o Business Day    (206) 939-5677
  o After Hours Emergency Facilities (206) 973-1983
- Public Safety (non-emergency)  (206) 296-5990
- Public Safety (emergency)       (206) 296-5911

ActiveBuilding (for maintenance requests)
The Yobi facilities are managed by a company called Blanton Turner, whose maintenance and management team can assist with any repairs; their office is located at on the 2nd floor of Vi Hilbert Hall and is open Monday-Friday from 9am-6pm. While living in the Yobi, you cannot request repairs through the typical work order link on the Housing & Residence Life website. As a Yobi resident, you will be invited by email to join the ActiveBuilding resident portal. This system allows you to report any repairs that are not an emergency. Please be sure to enroll as soon as you are invited in the case work orders need to be submitted. You cannot submit a work order with enrolling in ActiveBuilding.

Note: You can set permission to enter or PTE as “yes” on the service request form, which allows the maintenance tech to enter your unit during regular business hours (9am - 5pm Mon-Fri). Choosing “Call to set an appointment” may result in longer wait times for the issue to be resolved.

Emergency Maintenance
For emergency maintenance needs (fire alarm, flood (broken pipes/overflowing toilets), power outage) outside of business hours:
1. Call (206) 973-1983
2. Submit a follow-up work order in ActiveBuilding.
During business hours please call the Blanton Turner leasing office in Vi.

Plumbing Problems & Water Shutoff
Contact Blanton Turner immediately to report water leaks. Do not attempt any plumbing repairs yourself. There are water shutoff valves under the sinks in the kitchen and bathroom. The toilet shutoff valve is below the toilet bowl next to the floor. For a clogged toilet, it’s a good to purchase a plunger. Clogged toilets and sinks are not emergencies, but overflowing toilets and sinks are.

Keys
You received two keys and a key card at check-in. The key card allows you access to the front door of the building. One key is for your room and the second is for a kitchen cabinet in your floor’s common kitchen area. If you lose your keys, are locked out, or lose your key card (or find that it doesn’t work), please contact the Xavier front desk. Please know that, while spare keys and temp cards can be issued for up to 24 hours, there are fees associated with the replacement temp cards and keys.

Cleaning
You are responsible for cleaning your own private space, including your bathroom. Common areas of the building will be cleaned weekly by janitorial services.

Care and Cleaning of Individual Rooms:
Use mild soap and water with a soft sponge or mop to clean your cabinets, countertops, and floors. Avoid using any harsh or abrasive chemicals or materials, especially on kitchen countertops. Do not use your countertops as cutting boards, as this will damage them and require expensive repairs. Do not use adhesive liners in any cabinets or drawers.

Heaters
Keep furniture at least 12 inches away from all heaters and vents, and handle the thermostat dial gently. Setting the dial beyond the high and low settings will break the thermostat. During the winter months, always keep your heat set to at least 55°F to prevent pipes bursting in your walls.

Internet Access & Support
Wireless Internet is provided in common area spaces. Login information is provided below. If you wish to use the Internet in the privacy of your room (or you use streaming services, play online games, etc.), please bring an Ethernet cable with you. Rooms have individual Internet jacks with 30Mbs speed. SU does not own Yobi, so the service is not the same as the service you would receive on campus. SU is not able to extend wireless to individual rooms. You are welcome to purchase your own wireless router to extend wireless into your private space. However, to reduce conflicts between routers in the building, it is suggested that you team up with 4 nearby residents to purchase and use one router (not required). Also, before purchasing a router, test the access from your room! SU cannot provide individual routers for your rooms.

Wireless Internet provider: Cascade Link
Contact Information: 206.774.3660
Email: Support@cascadelink.com
Name of wireless network: Cascade Link Free
Password: 2062966305

Do not contact SU’s help desk for support. You can get help by emailing support@cascadelink.com. Be sure to include your name and room number in your email. If you choose to upgrade to a higher speed Internet package, you will also receive phone support. If you wish to upgrade the standard speed of access in your room, Cascadelink offers other affordable packages. Inquire via email.
Kitchens
Community kitchens are provided on each floor. Each resident is assigned to a locked cabinet in their floor kitchen. This allows you to purchase cooking supplies and keep them safely locked away. While common area cleaning services include the kitchens, these services do not include washing of resident dishes. Please be sure to wash your dishes immediately and always keep the sink clear.

Laundry
A Mac-Gray LaundryLinx account has been set up for Yobi, which allows you to place service requests online. Please follow the directions below to access your account.

YOBI APTS
Password: 481096
1. To place service requests, visit www.macgray.com/laundrylinx
2. Enter your password and click submit.
3. From the drop-down menu, choose the laundry room where the problem has occurred and click submit.
4. Select the type of equipment and the problem.
5. Enter your name, phone number (optional), and email.
6. If necessary, enter any further comments.
7. Once you have completed the service request form, click submit at the bottom of the page.
8. The person that submits the request will receive an email confirmation that the request was received. They will also receive an email after the service technician has addressed the problem.

Lofted Units
Rooms on the 4th floor include a loft. The ladders to access the loft are vertical—please use caution! The lofts are NOT meant to hold a bed, but may be used as storage space, or perhaps a cozy study area.

Mailing Address
Yobi resident mail is managed through the Xavier front desk. Each Yobi resident has a mailbox behind the desk that can be accessed between 9am and 10pm on weekdays and between 10am and 10pm on weekends. All mail should be addressed to residents at:

YOUR NAME
1110 East Spring Street
Seattle, WA 98122

USPS and other mailing companies do not have access to Yobi so please be sure to direct your mail to the address above.

Refrigerator and Freezer
For optimal use, use the manufacturer’s recommended temperature settings for the refrigerator and freezer. If these setting are insufficient, please submit a maintenance request for the maintenance team to inspect the refrigerator.

Shower Curtains
Shower curtains are not provided. Please plan to bring your own.

Trash
Trash and recycling can be placed in the designated receptacles located in the Yobi backyard.