

# Housing Office

The Housing Office, located in Aspen East at the corner of Batavia Road and Sauk Boulevard, is open Monday through Friday, from 8:00 a.m. to 4:00 p.m. You may contact the Housing Office by phone (1.630.840.3777),

This office oversees the operation of all Fermilab housing facilities, including accepting rental payments and onsite housing requests.

All Fermilab residents, visitors, employees, users, and contractors have the responsibility of facilitating a safe, respectful, and inclusive environment. Expectations of proper actions and behavior are outlined in the [Fermilab Statement of Community Standards](#). All Users and Affiliates must communicate all necessary information and safety training they've received at Fermilab to their family member or guest.

[Housing Office](#) - (630)-840-3777  
Aspen East  
1 Sauk Blvd, Batavia, IL.

Open Monday- Friday, 8am- 4PM

- In case of emergency, contact security at 630-840-3131 or X3131 from any Fermilab phone.
- To report a maintenance issue, email <mailto:workcentral@fnal.gov>

[Fermilab Village Map with Shelter locations](#)

[Site-Wide Interactive Shelter Map](#)

## Life at Fermilab

Fermilab has a lot to offer for the Fermilab Community living both on and offsite. Visit the [Life at Fermilab](#) page for information on events, recreation, transportation, local resources, English classes and more.

## REAL ID at Fermilab

Please note that beginning July 1, 2021 personnel requesting access to non-public areas of the Batavia and South Dakota sites must submit a REAL ID-compliant document as part of the badging process. Additional information regarding REAL ID can be found at <https://eshq.fnal.gov/realid/>.

## Quick Links

[Campus Access Office](#)  
[Recreation](#)  
[Fermilab Phone Book](#)

[Repairs](#)  
[Emergency Shelter Map](#)

## Safety

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# Information

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## FREQUENTLY ASKED QUESTIONS

### Where can I find food?

There are vending machines with snacks at 18 Sauk Blvd.  
There is a cafeteria in Wilson Hall that is open during lunch times M-F  
Visit the Local Resources tab on the [Life at Fermilab page](#) to a listing of off-site restaurants and grocery stores nearby.

### Is the water safe?

Yes, the water is safe for consumption and for cleaning. The water is tested on a regular basis. Sometimes there is a sulfur smell, however, the water is safe. If you do not prefer to use the water from the faucets, you are welcome to buy water from the water dispenser in the Vending/ Laundry building. You will need an empty gallon jug and can then fill it from the water dispenser for 40 cents.

### What is in the dorms?

The room has a bed, nightstand, desk, dresser & closet. All bed linens and towels are provided. The bathroom & kitchen is cleaned daily. Dorm rooms receive weekly maid service which includes dusting, vacuuming and fresh linen change. This service is included in the nightly dorm room per night rent.

## **RENTAL FEES** [back to top](#)

Rent and associated fees are due and payable on the last day of the month. If the term of your agreement is less than one month, rent and associated fees are due on the last day of your agreement. Rent and associated fees are payable by cash, check, money order, credit/debit card, or approved project/task number (travel code).

Payments may be made in person, via phone (X3777), or by mail to Fermi National Accelerator Laboratory, Housing Office MS 322, PO Box 500, Batavia, IL 60510. FRA allows a 3-day grace period for payments. In the event full payment is not received prior to the 4th day of the fixed term, Licensee agrees to pay a \$25 late fee, plus an additional \$5 per day for every day thereafter until the fee is paid.

## **CHECK IN** [back to top](#)

### **Check in is at 3PM**

You will receive an email regarding where and how to pick up your key around 3pm on the day of your arrival (if weekend arrival you will receive this email on the Friday before you arrive).

Keys are put in a lock box located in the Fermilab Village at the vending/laundry building location at 18 Sauk Blvd. (open 24/7). The email will provide the key lock box number and your combination code to unlock your keys. Please inform the guard at the gate that you have onsite housing and to direct you to 18 Sauk Blvd. in the Fermilab Village.

**Important – If arriving via taxi/limo and picking up keys from 18 Sauk Blvd. – have the driver wait while you get your key and then drive you to the Dorm/House/Apt.**

## **CHECK OUT** [back to top](#)

### **Check out time is 11am.**

If you need to extend your stay, contact the [Housing Office](#) as soon as possible. All check outs are subject to a departure inspection near the check-out date. The Housing Office may charge additional fees if the unit, equipment, or furniture are damaged beyond normal wear.

Discard all trash, and any food stored in your room or kitchen. **Do not leave key in room upon departure.** Please return them to the key drop box at 18 Sauk Blvd (Vending/ Laundry)

See [KEYS](#) for instruction on lockouts.

## **KEYS** [back to top](#)

**Lockouts:** Keep your keys with you at all times. If locked out Monday-Friday, 8am-4pm, contact the Housing Office at x3777 or Security Operations Center at ext. 3414 for access outside normal business hours.. [back to the top](#)

**Returns:** Return key and key tag to Aspen East Housing Office M-F by 11am. If you depart after hours or on the weekend please drop your key at the Key Return Drop Box located at 18 Sauk Blvd (Vending Building) open 24/7.

## **Smoking Policy** [back to top](#)

Smoking is prohibited in all residences. This includes the use of electronic cigarettes. All smoking materials must be discarded in a responsible manner in designated containers outside.

## **EMERGENCY SERVICES (Fire Protection, Ambulance & Security) [back to top](#)**

### **EMERGENCY SERVICES (Fire Protection, Ambulance & Security)**

**DIAL 3131 from a Fermilab phone or 630-840-3131 from a mobile or non-lab phone.** State your name, location, and nature of emergency. Remain on the phone until the operator indicates they have all the information needed for responding units. The operator will then activate the emergency signals.

Severe weather warnings or other emergency situations are announced over the Sitewide Emergency Warning System (SEWS) from the Security Operations Center. Tone Alert Receivers (TARs) or other transmission devices are installed in all houses, apartments, and dorms and will receive and announce emergency information. **Always leave these units on and never unplug them.** If they activate, listen to the emergency message, and follow the instructions. Reset the unit by pushing and holding the "RESET" button.

The Outdoor Warning Siren System is also part of SEWS. Two alarms are present in the Village, one in the parking area behind Dorm 4 and one at Kuhn Barn. They will activate as a steady alarm in case of a severe weather warning or as a warbling alarm in the event of a national emergency. In either event, you must seek shelter when you hear these exterior sirens. SEWS is tested on the first Tuesday of the month at 10am. Depending on your location, you will hear the indoor units or the outdoor sirens at that time.

Pay attention to tornado or severe weather alerts from the Tone Alert Receivers (TARs) and seek shelter if necessary. If indoors and a severe thunderstorm warning is issued, do not use electrical appliances, including the telephone. Move away from the windows. If the storm worsens and you cannot move to a shelter quickly you must take refuge inside your residence. Try to assemble in a small interior room with as few windows as possible, and without hazardous equipment present (water heaters, furnaces, etc.). If you decide to travel outside to a designated shelter, use extreme caution. Be aware of heavy rain, hail, lightning and flying debris.

### **SHELTER AREAS – [back to top](#)**

In case of emergency, shelter areas are located in the Village at the following locations:

Dorm 3-Basement, 1 Shabbona  
14 Sauk Circle-Basement, South of Batavia Rd.  
Bell Tower Hill, Next to Children's Center (28 Shabbona)  
Lab 6, 32A Neuqua  
Lab 8, 29 Blackhawk

### **[Shelter map](#)**

In the event of an Active Shooter/Active Threat situation, remove yourself from the threat by running or hiding from the danger. From a safe location, call x3131 and report the threat. Only if you are unable to run or hide, should you attempt to fight the threatening individual.

## **ALARMS, SMOKE ALARMS, HEAT SENSORS & CARBON MONOXIDE MONITORS**

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All Fermilab residences have smoke alarms, heat sensors, and carbon monoxide monitors. **Do not remove, unplug, or disable** these devices. If a smoke alarm, heat sensor, or carbon monoxide monitor alarms:

1. Leave the residence immediately; pull the fire alarm as you exit the building. Do not investigate alarm!
2. Call x3131 from a safe landline location or from your cell phone at 630-840-3131, and
3. Assemble across the street from the building. Do not leave the assembly area once you are there until instructed to do so by Fire or Security personnel.
4. Please share all of the above information with family members staying with you.

If device emits an occasional "beep", contact workcentral@fnal.gov or Security Operation Ctr., ext. 3414.

Tornados are common in this area. They can be very destructive if they hit your area, so you should seek shelter ([Shelter map](#)) if you hear the tornado siren and wait for instructions from Fermilab emergency services.

The tornado siren is tested on the first Tuesday of the month.

## **AMENITIES**

Accessible Facilities: Call ext. 3777 if you require accessible facilities.

Computer Capabilities: The Fermilab network (FGZ) is available using a combination of VDSL and wireless access points at all Village residences. To report service problems, contact Service Now at <https://fermi.servicenowservices.com/login.do> or ext. 2345. Do not run computer lines (under carpeting, along walls, etc.) into your room or through a house/apartment.

Cribs, Highchairs, Booster Seats: Available upon request. Call Housing Office at ext. 3777.

Heavy-duty Scale for weighing large boxes, luggage, etc. is also available at the Housing Office.

Taxi Service: Call ext. 4225 (HACK) to arrange onsite transportation 7:30am-4:30pm, Monday-Friday.

Telephones: **Available in each** house, apartment, and dorm room. Common telephones are also located in the kitchen or lobby area of each dorm and in the Vending/Laundry at 18 Sauk Boulevard for local calls only.

Vending Machines: There are vending machines, mailboxes, and a telephone at the Vending Building, 18 Sauk Boulevard. Open 24 hours a day.

## **APPLIANCES** [back to top](#)

The following are prohibited in any house, apartment, or dorm room and are subject to removal:

- Appliances not installed or approved by Housing Office, (washing machines, dryers, dishwashers, air conditioners, including window units, etc.)
- Electrical equipment that may overload the electrical supply.
- Gas-supplied (propane, butane) cooking or heating devices.
- Any appliances or devices not approved by a recognized certifying agency (UL, ETL, etc.)

**Any of these items are subject to removal by the Housing Office.**

Additional information regarding appliances:

- All electrical appliances must be kept 6 feet (2 meters) away from any water supply, including kitchen and bathroom fixtures. If the electrical appliance is to be operated outside, it must be powered from a Ground Fault Circuit Interrupter (GFCI) receptacle or adapter. This is to prevent electrocution. Every GFCI receptacle and adapter must be tested (press test, then reset buttons) before each use.
- Extension cords and power strips may only be plugged into a permanent wall receptacle and must not be plugged into each other.
- Do not run electrical cords through windows, interior/exterior doorways, or under rugs/carpeting.
- Kitchen counter appliances are only to be used on kitchen area countertops. This includes but is not limited to toasters, microwave ovens, electric cookers, and coffeemakers.
- Close oven doors after cooking. Ovens and other appliances are not to be used for heating rooms.
- Gas ranges and ovens must be turned off when cooking is finished. Please check to be sure all valves and handles are fully closed after cooking to prevent gas from escaping.
- Promptly report any broken or loose light switches, fixtures, and electrical receptacles in need of repair by emailing [workcentral@fnal.gov](mailto:workcentral@fnal.gov)
- Outdoor cooking is only allowed at the grilling area in front of Kuhn Barn. Open outdoor fires are prohibited.

Space Heaters:

- Must use 1500 watts maximum and operate using standard household current (110 volts). Fuel powered space heaters are prohibited.
- Must have an automatic shut-off feature when tipped over.
- Must be UL (Underwriters Laboratory), or FM (Factory Mutual) approved, and be labeled accordingly.
- Must have a thermostat that shuts unit off when a temperature setting is reached.
- Must be fan driven with a ceramic core or liquid filled.
- Space heaters with heated coils are not permitted. Housing Office can supply you with an approved space heater.

## **FAMILIES WITH CHILDREN** [back to top](#)

In the United States, leaving a young child alone for even a brief period can be considered child neglect by state child welfare authorities. If Fermilab personnel witnesses such an incident, we may have to report the incident to the Illinois Department of Children & Family Services. Children under the age of 18 years must always be supervised.

### **Schools** [back to top](#)

If your children are of pre-school age (6 weeks to 5 years old), and you need childcare services, contact the Children's Center, our on-site day care facility at ext. 3762 for information regarding rates and availability. The playground at the daycare is not available for Village Residents. It is restricted to Children's Center use only.

If your children are of school age (5 to 18 years old) they would attend West Chicago schools. Elementary (kindergarten through 5<sup>th</sup> grade) – Currier Elementary School 630/293-6600. Middle School – (6<sup>th</sup> through 8<sup>th</sup> grade) Lemay Middle School 630/293-6060. High School – (9<sup>th</sup> through 12<sup>th</sup> grade) Community High School 630/876-6200.

## **FOOD SERVICE** [back to top](#)

Located in Wilson Hall, atrium level

Visit <https://get-connected.fnal.gov/life-at-fermilab> for information on local restaurants and grocery stores.

## **GARBAGE & RECYCLING** [back to top](#)

Dormitory Garbage: Garbage cans are located in the kitchen area of each dormitory. Residents are responsible for emptying garbage cans and disposing of in the dumpster or totes outside. Do not allow garbage to overflow onto floor. This draws insects.

Dormitory Recycling: A labeled recycling container is provided in each dormitory kitchen. Be sure to place only recyclables into this container. The housekeeping staff will transfer the recyclables to the recycling containers positioned near the trash dumpsters.

Village and Sauk Circle Houses/Apartments Garbage: There is a large garbage tote or dumpster near your building. Garbage must be put in a plastic bag before placing it in the tote. The totes will be emptied weekly. You do not have to move the tote to the front of your driveway.

Village and Sauk Circle Houses/Apartments Recycling: Recycling containers are provided next to the outside garbage totes. Recycling will be picked up weekly. Remember to place only recyclables into the recycling tote and the regular garbage into the garbage tote.

Recycling for residential buildings allows mixing of recyclable metal, glass, plastic and paper in the same container, separation is not necessary. Specific information regarding the types of material that can be recycled is listed below. This program includes recyclables from residences only. Do not place any recyclables from experimental areas of the lab (e.g., scrap metal) into the residential recycling containers.

Metal -- Rigid household containers - mainly cans. Empty and thoroughly rinse. No gutters, siding, toys, pots, pans, lab scrap metal, etc.

Glass -- Rigid household containers only - mainly bottles. Empty and thoroughly rinse. No windows, mirrors, broken glass, etc.

Plastic -- Rigid household containers only. Empty, rinse, and remove the caps. Check the number on the container; 1, 2, 3, 4, and 5 are recyclable. Numbers 6 and 7 are not recyclable. Packing material, such as polystyrene "peanuts" are not recyclable.

Paper -- Cardboard, junk mail, magazines, newspapers, envelopes, and white paper are all recyclables. Break boxes down flat. Do not recycle laminated paper, paper towels/tissues, or paper contaminated with food (e.g., pizza boxes).

All of these types can be placed into the recycle bins together - they do not need to be separated (though you may want to keep paper in a separate bag to reduce the chance of blowing away during transfer).

## **HOUSEKEEPING SERVICES** [back to top](#)

Dormitory Common Areas: Common areas (kitchens, bathrooms, etc.) are cleaned daily, Monday - Friday. Housekeepers do not clean dishes, utensils, and personal items. This is the resident's responsibility.

- Wash your dishes after each use. Use the supplied dishwashing liquid. Place them into the dish rack to drain and dry. Make sure the dish rack drains into the sink, not onto the counter. It is your responsibility to return all dried dishes back to the cupboard or drawer where they belong.
- Wipe up any food, liquid, or food residue after cooking or eating. Wipe the counters, cooktop, microwave, and oven. If food boils over, clean it up immediately, before it has a chance to harden. Use the cloths that are supplied.
- Do not leave food heating on the cook top or in the microwave unattended. This could result in a fire.
- Do not leave dirty dishes in your room. If you take a dish to your room to eat, please take them back to the kitchen when finished and wash, dry and put away.
- Please store leftovers in the refrigerator or cupboard in sealable containers or bags. There are labels in the kitchen drawer for your use. Do not store leftover food in pots, pans, or other open dishes or containers on the kitchen countertops or in the cabinets. This attracts insects.

Dorms: Dorm rooms are cleaned, and linen changed once a week. Daily housekeeping service is available at an extra charge.

Houses & Apartments with Singles (Arranged by Experimental Groups): Housekeeping service is required if more than a single resident rents a unit. The monthly fee varies, depending on the size of the house/apartment. Each week the entire unit is cleaned, except for the washing of dishes and the inside of the refrigerator and oven. Time allotted per unit is one and one-half hours. If unit needs extensive cleaning, the guest will be charged accordingly.

Houses & Apartments with Families: Housekeeping service is optional, however, if you choose to waive maid service you are expected to maintain the residence at a satisfactory cleanliness.

The Housing Office has the right to do inspections and make housekeeping service mandatory for any residence if deemed necessary, at the expense of the resident(s).



## **LAUNDRY SERVICE** [back to top](#)

There are coin-operated washing machines and dryers in the vending area at 18 Sauk Blvd. and one washer and dryer in the basement of 10 Sauk Circle.

## **LINEN SERVICES** [back to top](#)

Dorm Room: Linens are changed once a week. Call the Housing Office at ext. 3777 if you need specifics.

Houses & Apartments with Housekeeping Service: Linens will be changed during the weekly cleaning. Call Housing Office at ext. 3777 if additional linen is needed or if you need to know what day your linen is changed.

Houses & Apartments without Housekeeping Service: Soiled linen is picked up on Monday morning for houses north of Batavia Road and Tuesday mornings for houses and apartments on Sauk Circle. On the scheduled day, please complete the linen tag and place your soiled linen outside your front, exterior door by 10am using the plastic bag provided for this purpose. Clean replacements are delivered the same afternoon before 4pm.

Bedspreads: If bedspreads, blankets, or quilts need cleaning, call Housing Office at ext. 3777. Do not wash in washing machines. They are dry clean only. We can arrange for these items to be picked up, dry-cleaned, and returned to you twice per year. More frequent cleanings will result in extra charges to the resident.

## **MAIL SERVICE / PACKAGE DELIVERY** [back to top](#)

Apartment style mailboxes for each house, apartment, and dorm room are in the Vending Building at 18 Sauk Blvd. Keys are available at the Housing Office.

Fermilab Address: If the U.S. Postal Service is used to send mail or packages to a resident onsite, address mail to Fermilab, P. O. Box 500, your name, dorm/room or house/street number, Batavia, IL 60510-5011.

If another carrier (UPS, FedEx, etc.) is used, address the package to include Fermilab, your name, your dorm/room or house/street number, Kirk Road & Wilson Street, Batavia, IL 60510-5011. All packages are delivered to the Vending Building at 18 Sauk Blvd.

## **PARKING** [back to top](#)

All houses, apartments and dorms have driveways or lots to park your vehicles. Do not park on grassy areas. Vehicles parked for an extended time (more than 2 weeks) in the dorm parking lots, common parking areas, or on the street are subject to towing and removal from the site. If you are absent from the lab for an extended time, park your vehicle in the long-term parking lot located between Shabbona and Blackhawk. You need to register and display a hang tag to park here. You can get the tag at the Security Operations Center, Wilson Hall, ground floor. For more information about the Long-Term Parking Program, contact Security Operation Center at ext. 4949.

Please note that several streets in the Village are designated with signs that inform you that parking is not allowed on that street after a 2-inch or greater snowfall. Snow will not be plowed in parking areas marked with green cones.

### **PEST CONTROL** [back to top](#)

Please report pest control issues to the [Housing Office](#) or by calling ext. 3777

### **PETS** [back to top](#)

No pets allowed. Service animals only.

[Service animals](#)

[Service-animal-policy](#)

### **REPAIRS** [back to top](#)

Residents must self-report facility and maintenance issues. To report facility or maintenance issues, please send an email to [workcentral@fnal.gov](mailto:workcentral@fnal.gov) with the following information:

- Equipment description and/or location of the problem
- Building Name
- Your (Requestors) Name
- Issue description

Emergency repairs only, that occur after regular business hours, can be called in to the Fermilab Operator by dialing "0" from a landline or 630-840-3400 from a mobile phone.

### **GUESTS AND VISITORS** [back to top](#)

All village residents 18 years or older, including temporary guests, must have a valid Authorized Guest Fermilab ID badge.

**Authorized Guests** are defined as a spouse, domestic partner, child, stepchild, parent, parent-in-law. Approval of Authorized guests are on a case-by-case basis depending on the requestor's housing situation. Visit the [Campus Access](#) website and fill out the Authorized Guest application to begin the process. Read through the relevant FAQs.

**Personal Visitors** can visit village residents for a few hours, but cannot stay overnight. A [Personal Visitor request](#) must be filled out by the Village Resident.

The Housing Office must approve any changes to long-term living arrangements in houses, apartments, or dorm rooms. This includes the arrival or departure of family members and friends. Contact the Housing Office well in advance. No children can live in dorms.

### **Roll-Away Beds**

A limited number of roll-a-way beds are available for 1-2 nights. Please call ext. 3777 for pricing.

### **SATELLITE TV** [back to top](#)

Satellite TV is available at the Users Center only. Houses, Apartments and Dorms have basic TV channels. Cable or Satellite TV is not allowed in the Village or Site Houses.

**STORAGE** [back to top](#)

## **INTERIOR STORAGE OF PROPERTY**

Interior: Materials stored inside residences cannot block doorways, emergency exits, windows, attics, or crawlspace access points. Stored material cannot impede the flow of foot-traffic inside the house, apartment, or dorm room. Material cannot be stored in attic spaces or crawlspaces, as well as in front of electrical or fire control panels. Specific areas prohibiting storage of any materials may be designated with markings and/or signage. Do not store personal belongings on enclosed porches or any location visible from outside.

Exterior: Do not store personal belongings on a porch or any location visible from outside. Use of exterior storage or moving containers (PODS, ReloCubes, U-Pack containers, U-Haul trailers, etc.) must be authorized by the Housing Office prior to the container/trailer being placed at an onsite residential building or parking lot. Contact the [Housing Office](#) with container/trailer type, size, and anticipated dates. Pre-approved containers/trailers may remain onsite for a maximum of 5 days.

Residents are not allowed to install personal playground equipment, exercise equipment, etc. on the grounds of any Fermilab residence.

**USERS CENTER** [back to top](#)

The Users Center, located at 2 Che Che Pinqua, opens at 4pm, Wednesday - Friday. Closing times vary. Refreshments are available in the lounge. Facility includes billiards, ping-pong, lounge and meeting rooms.

**Revised 08/24/2023**