The Guide to Residence Living 2019-2020
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Dear Residents,

Welcome to University owned or operated housing at the University of Denver! We are happy you have join our community for the 2019-2020 academic year. We’ve created the Guide to Residence Living to introduce you to your new home and explain what is expected of you as a member of the DU Housing and Residential Education (HRE) Community.

HRE’s mission is “Cultivating Individuals & Inclusive Communities.” You will find that we live this mission in a variety of ways, in particular through our core values of Student Development, Staff Development, Sustainability, and Diversity.

The Guide to Residence Living is organized in the following sections:

1. Student Rights & Responsibilities Policies
2. HRE Administrative Policies and Procedures
3. HRE Resources
4. Campus Resources

As specified in the housing contract that you signed, residents are responsible for abiding by the policies set forth in this document. Please read the Guide to Residence Living carefully and contact HRE at 303- 871-2246 or housing@du.edu if you have any questions.

Please also visit our website for more information at http://www.du.edu/housing/.

We look forward to having a wonderful year together!

Sincerely,

Team Housing and Residential Education
Residential living policies govern all forms of resident and non-resident student conduct within University owned or operated housing (University Housing) and the surrounding grounds. HRE has established the following policies to achieve the University’s goals. The policies are not exhaustive, and HRE reserves the right to amend or expand them as necessary and notify residents of changes in a timely manner.

Students are responsible for knowing and abiding by all University Student Rights & Responsibilities (SRR) Policies and HRE policies and regulations. Any violation of the following regulations are subject to the HRE Conduct Process and/or a referral to the Office of Student Rights & Responsibilities. The HRE Conduct Process is an extension of the University of Denver Student Rights & Responsibilities Process. For further information on the Student Rights & Responsibilities Process, see the Student Rights & Responsibilities website (https://www.du.edu/studentlife/studentconduct/rightsresponsibilities.html).

In addition to the University Honor Code, students living in University Housing must adhere to the following HRE policies:

### Alcohol

In addition to the Alcohol Misuse policy in the Honor Code, HRE has additional policies regarding alcohol, as described below:

- Students under the age of 21 years are not allowed to be in the presence of alcohol while in University Housing.
- Students who consume alcohol off campus cannot be disruptive when they return to University Housing.
- No alcohol may be consumed in or taken into a room/suite/apartment of a student who is under 21 years of age, even if the student’s roommate/suitemate is 21 years of age or older.
- Open containers of alcoholic beverages are only permitted in rooms/apartments of students 21 years of age or older if all students living in that room/suite/apartment are 21 years of age or older.
- Open containers of alcoholic beverages are never allowed in any public area.
- Large quantities of alcohol, including but not limited to beer ball containers and kegs, and devices designed to quickly consume alcohol, including but not limited to beer bongs, are not allowed in University Housing. Possession of such items is grounds for potential immediate removal from University Housing.
- Empty, full, or keepsake bottles and cans of alcohol are prohibited in all common areas and in the rooms/apartments of residents under the age of 21.
- Items containing alcohol, including but not limited to flasks, boxes, cans, and other containers, are prohibited, whether full or empty, and subject to confiscation.
- Students under the age of 21 are prohibited from receiving alcohol or any alcohol paraphernalia through the mail or other delivery service. These items will be returned to sender.
Air Conditioning Units

Personal air conditioning units are not permitted in any University Housing rooms/apartments, unless provided by HRE as an approved accommodation by the Disability Services Program. University Housing does not have the electrical capacity to accommodate these units.

Balconies and Terraces

HRE reserves the right to lock balconies and/or terraces for any reason without prior notice to residents. Residents who have balconies and/or terraces in their suites/apartments will be required to sign a separate Balcony Use Agreement, which includes, but is not limited to, prohibitions on smoking on balconies and terraces and throwing objects off balconies and terraces.

Bicycles/Skates/Motorcycles/Motorbikes/Skateboards/Scooters/Hoverboards

Each building in University Housing is equipped with bicycle racks. However, HRE does not guarantee space for bicycles for all residents. As specified in the Campus Safety Bicycles Policies, https://www.du.edu/campussafety/policies/index.html, bicycles must be locked in designated areas only with approved U-Locks. U-Locks may be purchased in the DU Bookstore. Campus Safety will either impound or boot any bicycles kept in inappropriate areas, any bicycles locked without using a U-Lock, and bicycles left by residents after they vacate the University Housing. Students must claim impounded bicycles from Campus Safety within 90 days or the bicycle may be sold at public auction.

Only walking is permitted in all areas of University Housing. Bicycles, skates, motorcycles, motorbikes, skateboards, scooters and hoverboards are not permitted in any area of the resident halls/apartments. Residents and visitors must walk their bike and carry their skates and skateboards. Motorcycles and motorbikes must be stored outdoors. Gasoline cans are also prohibited in the buildings. Hoverboards are prohibited on campus, and Campus Safety will confiscate any hoverboards brought to campus.

Cleanliness

In order to protect the health and safety of all residents, residents must maintain reasonable standards of cleanliness in all University Housing (including lobbies, hallways, lounges, bathrooms, laundry rooms, and student rooms/suites/apartments). HRE staff will conduct periodic inspections in all rooms, apartments, and suites to maintain clean, safe, and high-quality housing. While HRE will endeavor to notify students of the inspection, notice is not required and inspections can occur at any time and without prior notice to the resident. If HRE staff determines, in its discretion, that a resident(s) has not met cleanliness standards, the University will charge the resident for Custodial Staff cleaning at the current published rates. Residents may not refuse Custodial Staff services at any time.

Residents must keep floors clear of personal items and trash. Residents must deposit their trash in designated areas in a timely manner and cannot allow trash to accumulate. Residents may not empty their personal trash cans in bathrooms, laundry areas, or in lobby trash cans. Residents must keep hallways, stairwells, and elevators free of personal belongings, including trash. Failure to follow the cleanliness guidelines may result in an hourly fee for staff cleaning time at the current published rates, which will be billed to an individual resident or the residents of the floor responsible for the mess.
**Computer Use**

The university maintains a “Computer and Network Acceptable Use Policy,” which is available at [https://www.du.edu/it/about/it-policies/computer-network-acceptable-use](https://www.du.edu/it/about/it-policies/computer-network-acceptable-use). In addition to the University policy, students in University Housing must comply with the prohibitions listed below or risk having network access removed from their University Housing. The following activities are prohibited:

- Installing additional hubs, switches, or routers, including wireless access points, in any University Housing.
- Accessing another student's computer without that student’s permission.

**Disability Accommodations**

Students with documented disabilities (physical, medical, mental, psychiatric, sensory, etc.) who request a housing accommodation/modification must do the following:

- Submit an application to HRE through the standard housing application process at [https://www.du.edu/housing/student/applying.html](https://www.du.edu/housing/student/applying.html) by no later than the stated deadline.
- Submit a Request for Accommodations to the Disability Program (DSP). You may submit the accommodation request at any time. However, if you have received your eligibility notification and Letter of Approved Accommodation from DSP prior to June 8th, HRE will be able to consider your accommodation needs during the regular room assignment process. If you have not received your eligibility notification and letter of approval from DSP by June 8th, you will be placed on a waitlist until a space opens up matching that accommodation. HRE and DSP recommend that students begin the accommodation process as soon as possible because DSP may require up to two weeks processing time after it has received all required documents.

If a student acquires a disability or has a change in a medical condition after the housing assignment process is complete that necessitates a modification in existing housing, the University will make reasonable efforts to implement the modification in the student’s current assigned living space or move the student to another assigned living space.

The University will provide reasonable accommodations, including reasonable accommodations for University Housing, to enrolled students who incur injuries or other temporary medical conditions that impact their ability to participate in classes. Students with temporary physical/medical/mobility disabilities or conditions should work with DSP to discuss reasonable accommodations. The University will work to provide these accommodations in a timely manner although some accommodations may require time to coordinate.

If a student acquires a disability or has a change in a medical condition after the housing assignment process is complete that necessitates a modification in the student’s existing University Housing, the University will make reasonable efforts to implement the modification in the student’s current assigned living space or move the student to another assigned living space. Housing accommodations will require a housing contract and current housing rates will apply. Please contact the Resident Director of your building for more information and to facilitate arrangements.
In the event of an emergency evacuation, having information about your medical condition/disability needs allows HRE staff to inform first responders which of our students need assistance exiting the building. Please provide this information by contacting the Resident Director of your building or stop by the front desk to fill out the Residence Hall Evacuation Procedures form.

To initiate a request for the University to grant a release from the live-on requirement based on medical condition/disability, students should contact DSP to obtain the relevant forms at +1-303-871-3241, by email at dsp@du.edu or visit the Disability Services Program website.

**Drugs**

In addition to the Drug Misuse policy in the Honor Code, HRE has additional rules and responsibilities regarding drugs, as described below:

- Students are not allowed to be in the presence or possession of drugs while in University Housing, except under the direction of a licensed physician and with a valid prescription.
- Students who consume drugs off campus cannot be disruptive when they return to University Housing.
- Drug paraphernalia is not permitted in University Housing, and the University will confiscate it.
- Except for prescription drugs provided under the direction of a licensed physician and with a valid prescription, students are prohibited from receiving drugs or drug paraphernalia through the mail or other delivery services. These items will be returned to sender.

**Emotional Support Animals/Service Animals**

The University of Denver recognizes the roles and benefits that animals have in addressing the needs of individuals with disabilities. At the same time, the University strives to provide a safe and welcoming environment for all members of the DU community. The University works to balance these considerations consistent with the legal requirements of the Americans with Disabilities Act, applicable provisions of the Fair Housing Act, and other applicable state law and local regulations. This involves proactively working to address concerns related to living with service animals and approved emotional support animals, as well as establishing systems and supports that promote high standards of animal welfare for such animals.

Service animals are dogs or miniature horses that are trained to do work or perform tasks for an individual with a disability where the work or tasks are directly related to the individual’s disability. Service animals are permitted to accompany their handler in most, but not all, University Housing. Students with a service animal wishing to live in University Housing are encouraged to update the voluntary registration of their service animal with HRE each time they change their University housing locations. This allows HRE to make appropriate accommodations for other students, faculty or staff who may have allergies, phobias, or service animals of their own.

Emotional support animals (ESAs), which can be a wider variety of species, assist in the treatment of an individual with a disability. Students seeking to have an ESA in University Housing must submit a request for approval and must obtain approval from the Disability Services Program (DSP) before bringing the animal on campus. To make a request, students must complete and return the Request for Accommodation and provide supporting documentation to DSP, as specified in the Documentation Guidelines. The student must demonstrate a relationship or nexus between the individual’s
disability and the assistance the animal provides, using documentation from an appropriate licensed healthcare or mental healthcare provider, dated within six (6) months prior to taking occupancy of University Housing. The University engages in an interactive process with students requesting to have an ESA in University Housing to determine whether the request is reasonable and does not pose an undue hardship on the University or present a danger to members of the community or their property.

Once the student has received approval for an ESA through DSP, the student must meet with HRE staff, within three (3) business days of bringing the ESA into University Housing, to review the student’s responsibilities. The student must keep the approved ESA only in the individual living space assigned to the student, except when the student is taking the ESA outside for natural relief or exercise. Approved ESAs are not permitted in any University facilities other than the student’s assigned individual living space, including, but are not limited to, kitchens and food service preparation areas. The student is responsible for maintaining control of the ESA at all times and for any disruption caused by the ESA in University Housing. The student is responsible for caring for the ESA, including but not limited to immediately cleaning up after and properly disposing of the animal’s waste in a safe and sanitary manner. If a student is personally unable to care for the ESA, the student is responsible for arranging and paying for this service.

To request an accommodation if you have an allergy, phobia, or other disability reason that would prevent you from being able to live with an approved ESA or a service animal, you must contact DSP. DSP shares all approved housing-related accommodations with HRE for appropriate housing placements. For further information, please contact the Disability Services Program at +1-303-871-3241, by email at dsp@du.edu or visit the Disability Services Program website, or please contact the HRE Office directly at +1-303-871-2246 or housing@du.edu.
FIRE SAFETY

The setting of a fire within any University Housing is strictly prohibited. To promote fire safety and avoid fire hazards, HRE has established the following fire safety precautions for University Housing.

Fire Safety - Evacuation

If a fire or smoke detector alarm sounds, residents must immediately vacate the building via the nearest stairwell and proceed at least 50 feet (15 meters) outside the building until a Campus Safety officer or member of the Denver Fire Department allows residents to reenter. Students must fully cooperate in all evacuations. Failure to evacuate the building in the event of an alarm sounding will result in referral to Student Rights & Responsibilities for disciplinary action.

Fire Safety - Prohibited Items

Possession or use of the following is prohibited in University Housing:

- Halogen lamps
- Incense
- Candles
- Candle warmers
- Butane Torches
- Open flames
- Space heaters (except those provided by the University)
- Propane of any kind
- Grills
- Hoverboards

Additionally, the use of toaster ovens, toasters, electric frying pans, George Foreman type grills, crock pots, rice cookers, pressure cookers, and open heating elements is prohibited except in in suites/apartments with kitchens.

Portable Electronic Appliances:

Residents may use a reasonable number of approved electronic devices in their room so long as they do not present a fire hazard or consume an excess of power. Devices with an exposed heating element are considered a fire hazard. Use of microwave ovens, popcorn poppers, or other approved electrical appliances is permitted in resident rooms for preparation of snacks. The following appliances are permitted in University Housing:

- Alarm clock
- Blender
- Computer
- Curling iron, electric razor, and hairdryer
- Desk/study lamp
- Electric blanket
- Electric coffee maker/tea maker
- Fan
- Microwave (maximum 600 watts and/or 1 cubic ft.)
- Air popcorn popper
- Video game consoles (PlayStation, Xbox, Wii, etc.)
• Stereo
• TV/DVD player/VCR

**Extension cords and power strips:**

Extension cords are considered illegal items by the Denver Fire Department and will be immediately confiscated. They are not to be used for any appliance.

When using appliances, it is good practice not to overload electrical outlets as it may create an electrical fire. Power strips with surge suppressants are strongly encouraged for all electrical needs, especially large appliances such as refrigerators, computers, and stereos. Power strip should include a self-contained fuse, which reduces the risk of a tripped circuit breaker on the floor.

**Cooking**

Cooking is only permitted in designated kitchen areas. When cooking in authorized areas, students shall adhere to the following guidelines:

• Do not use stoves or cookware that are messy, dirty, or excessively greasy until they are properly cleaned.

• When using electric cooking appliances (microwaves, kettles, toasters, etc.) do not overload the circuit.

• NEVER leave food cooking unattended.

• Before beginning to cook, be sure that a fire extinguisher suitable for electric and grease fires is nearby.

• Turn off all appliances when finished and before leaving the kitchen area.

• If a fire starts, contain it by closing the door of the oven or microwave or putting the lid on the pan. Pull the fire alarm. Use a fire extinguisher if you know how to and have one suitable for the type of fire. If your efforts to extinguish the fire fail, evacuate immediately.

**Decorations:**

The Office of Emergency Preparedness and Fire Safety must inspect any major decorative construction (e.g., platforms, haunted houses, and obstacle courses) for fire safety before it is used. Students should follow these expectations for fire-safe decorations:

• Use fire-resistant materials in student rooms and at social events.

• Do not overload electrical outlets and understand that extension cords are prohibited.

• Do not run electrical cords under carpet, through doorways or windows, or behind pillows.

• Provide adequate safety lighting at all social events.

• Do not obstruct access to exits and fire extinguishers.

• Do not hang decorations from ceilings.
- Do not hang decorations on, from, or cover fire safety related equipment (i.e., fire sprinklers, fire alarm system, strobes, smoke/co detector).

- Fireworks, floating lanterns, paper bag lanterns and wood fueled fires are prohibited as decorations University Housing or for any campus event.

**Fire Safety - Tampering with Equipment**

HRE policy prohibits tampering or interfering with any kind of fire emergency equipment and setting fires of any kind. This prohibition includes, but is not limited to, tampering with or hanging something from a smoke detector, sprinkler head, or sprinkler line; pulling or calling in a false alarm; discharging or removing a fire extinguisher or hose; breaking the safety glass on the fire extinguisher case; propping open fire doors; or leaving an area through a locked fire door. In addition to other disciplinary measures, violation of this prohibition will result in the University imposing a fine and requiring the student to pay repair costs, costs for any damages incurred to University property or other individual’s personal property, potential criminal charges and fines, and/or termination of the resident’s housing contract.

**Firearms, Explosives, Fireworks, Weapons**

Firearms (actual or novelties/toys reasonably resembling actual firearms), explosives, fireworks and similar devices, and weapons of any kind that can create a potential safety hazard are strictly prohibited in University Housing. Weapons include, but are not limited to, any knife with a blade over three inches, guns, pellet guns, paint guns, tasers, bows and arrows, machetes, ninja throwing stars, nun chucks, grenades or other explosive or incendiary devices, swords (including decorative), and any other illegal weapon. All ammunition for any type of firearm is strictly prohibited. University officials also have the discretion to determine that additional objects are unsafe for the community and confiscate these items.

**Furniture**

Furniture is to be used as designed and may not be removed from its original location. No other construction or configurations of furniture are allowed (e.g. lofts, stacking of furniture, bed lifts, or stacking on concrete blocks). In addition to any charges for repair or replacement of damaged furniture caused by misuse, HRE may assess a minimum $75 fine for misuse of furniture or other construction in rooms. Lounge furniture and other University property is placed in common areas for common use. Residents may not take, borrow or add additional furniture to the lobby areas for their own personal use.

Residents may not remove the closet doors. If residents violate this policy, they will be subject to disciplinary action including a minimum fine of $50 per item per incident, as well as payment of the cost of any damage incurred.

The mattresses in University Housing rooms/apartments range from full to twin extra-long (36”x80”x7”). Residents may obtain bunk bed pins and request bunk bed rails at the residence building’s front desk to bunk their beds.

**Guests**

To protect the safety and comfort of all residents, HRE has established the following guest policy:

- Residents should be aware of their surroundings and what is happening in their living community and inform the front desk or a HRE staff member of anyone in University Housing who is causing a disturbance.
• Residents are responsible for escorting their guests within the building at all times and are responsible for their guests' behavior at all times.

• Guests are required to present photo identification and sign in at the front desk.

• Unescorted non-DU visitors may be asked to show identification, identify the person whom they are visiting, and return to the front desk with their host to sign in if they haven’t already done so.

• Failure to cooperate with HRE staff’s requests will result in immediate removal from the building.

• Providing keys or access cards to non-residents, including other DU students who are not residents of the same building, is strictly prohibited.

• Each resident has the right to have visitors and guests with explicit prior permission of room/suitmates. At the same time, every resident has the right to privacy in their room. Your right to have visitors does not supersede your roommate’s right to privacy. Your roommate or an HRE staff member can require that your guest(s) leave immediately, and if your guest(s) fails to do so, you and your guest may face disciplinary action.

• Cohabitation (allowing someone other than your designated roommate to live in your room) is not permitted.

• Visitors are limited to a maximum of two nights per 7-day week with the explicit prior permission of room/suitmates.

• Unless gender neutral bathrooms are available in the residence hall, guests and visitors are required to use gender specific bathrooms that match their gender expression. This may mean that a guest/visitor must use facilities on another floor or hallway.

• If guests stay overnight, they must sleep in their host’s room or apartment. Neither guests nor residents are permitted to sleep in lounges or other common areas under any circumstances. Neither guests nor residents are permitted to sleep in a roommate’s or suitemate’s bed without explicit prior permission of that person.

Hazardous Materials

Hazardous materials including, but not limited to, gasoline, propane, chemicals, flammable liquids, butane torches, and gas grills are not permitted in the residence halls/apartments under any circumstances.

Identification Cards

A Pioneer ID card is used to verify the identity of residents. For security reasons, a residence hall staff member will routinely ask residents entering a building to show their Pioneer ID card. Pioneer ID cards are not transferable. Students may not lend their Pioneer ID card to another student or guest for any purpose including, but not limited to, entry to a building, misrepresentation of age or the purchase of meals. Students must report a lost Pioneer ID card to the Pioneer ID Card Office immediately and must get a new Pioneer ID Card to be able to access the residence halls/apartments and the elevators/stairways of their building.
Keys

Lost keys may jeopardize your own security and the security of other residents. For these reasons, residents are prohibited from making or purchasing an unauthorized key. Students may not have in their possession a key to any room or apartment other than their own, nor may they have more than one key to their own room.

If a resident is locked out of their room, the resident can checkout a lockout key from the front desk of their building, but must return the key to the front desk 15 minutes after checking it out. Failure to return the lockout key within 15 minutes will result in a fine.

Residents must report lost keys to the front desk or apartment office immediately. To protect your safety and the safety of the community, HRE will re-core the lock for any lost keys will assess a re-core charge at then current rates to your student financial account. This charge will apply regardless of where or how their key(s) went missing. Because of safety concerns, students may not provide their own replacement keys or refuse a re-core of the lock for their room.

Marijuana Policy

Colorado law allows individuals to possess a limited amount of marijuana for medical and recreational purposes. Although the use of marijuana is not a criminal offense in the state of Colorado, the University prohibits possession and/or use of marijuana, including medical marijuana, on University owned or operated premises, including in University Housing, in all circumstances. Additionally, DU and HRE prohibit marijuana paraphernalia on University owned or operated premises, including University Housing. Possession of a Medical Marijuana Registry Identification Card does not authorize students or guests to possess, use, manufacture, or distribute marijuana on University Premises.

Mailbox Use

HRE does not permit any mailbox stuffers from any student group or organization without prior approval. HRE provides approval for mailbox stuffers on a very limited basis for HRE business. Please contact our main housing office (housing@du.edu or Nagel #130) if you are requesting mass distribution of any fliers/mailers for residents.

Noise

Noise is a particular concern in residence hall and apartment communities where many students live and study together in a relatively small space. HRE expects all residents to show courtesy and consideration of others at all times. All residents are responsible for their own noise levels, as well as the noise levels of their guests. Noise that intrudes on others right to sleep and study is prohibited. Reasonable quiet in areas outside the residence halls and apartments must be maintained. Noise will be considered disruptive if it can be heard through a closed door or window. Excessive bass, loud music, running and shouting in the hallways, yelling out windows, and door slamming are always considered unacceptable.

Residents who are being disturbed by noise are encouraged to respectfully approach others to request they reduce their noise. Should a resident need help handling a noise complaint, contact the front desk of your building, and an HRE staff member will provide assistance.
Minimum quiet hours

For all University Housing, quiet hours are as follows:

Sunday – Thursday: 10pm – 7am
Friday and Saturday: 12am – 9am

During quiet hours, residents need to be particularly conscious of their noise levels, and HRE staff will document excessive noise. A floor community may choose to extend quiet hours.

Courtesy hours

Courtesy hours are in effect 24 hours a day.

Finals week quiet hours

24-hour quiet hours will be in effect.

Open Space Agreement

If you are living in a room, suite, or apartment with one or more unoccupied spaces, you need to be prepared to receive a roommate at any time, and you MUST keep the unoccupied spaces clean and completely open at all times without any items on the bed/desk/dresser/closet. The Custodial Staff will not be able to clean the room until the space is completely cleared. If the space is not cleared and Custodial Staff needs to return, the resident who has occupied both sides of the room or more than the allotted space in an apartment will have fees assessed for each time Custodial Staff must return.

HRE will strive to notify you ahead of time if you will receive a roommate; however, HRE cannot guarantee that you will receive advanced notice. If your room is not ready to receive a roommate at any time, you will be assessed a $50 per day fine for occupying more than your assigned space in the room, suite, or apartment, as well as any additional costs incurred to return the room, suite, or apartment back to a ready state for new students.

Painting of Rooms or Housing Common Spaces

HRE prohibits painting, spray painting, drawing, chalking, etc. of student rooms/apartments or common areas, including walls, ceilings, and furniture. The resident will be assessed fees for any repair or painting.

Pets

For the health, safety, and comfort of all residents, pets (with the exception of freshwater fish in aquariums or tanks of 10 gallons or smaller) are not allowed in the residence halls/apartments. If HRE staff discover that a resident has a pet, the resident must immediately remove the animal to an off campus location, and to reduce potential allergens, HRE will assess a charge for cleaning at the current published rates. HRE will also charge for repair of furnishings and facilities, and to reduce potential allergens in the space. HRE will also assess a $50 fine per incident each time the pet is reported in the residence hall/apartment. In addition to possible disciplinary action, residents who repeatedly violate the prohibition on pets may face relocation or removal from University Housing.
Posting Policy

Because there is limited space within each residence hall/apartment building, HRE limits postings from student groups and organizations to one posting per residence hall/apartment building. The flyer should be left at the Housing Office, located in Nagel Hall, to be stamped before being distributed. The Desk Manager will post approved flyers for no more than one week. HRE will remove any flyer that is not approved. Flyers approved by the Driscoll Student Center Front Desk are not approved for posting in residence halls/apartments.

Roofs and Ledges

HRE prohibits residents and their guests/visitors from being on or hanging anything on roofs and ledges of residence halls/apartments.

Room (Unauthorized) Change:

Any room change or room swap that is not facilitated by HRE staff is considered unauthorized. Moving or swapping rooms at any point without prior HRE approval will result in disciplinary action and/or fines of a minimum of $25 per day. In addition, residents will be responsible for charges incurred (re-coring locks, lockouts, cleaning, damage, improper checkouts, etc.) in the original room assignment and also the unauthorized space(s). For information regarding approved room changes, please refer to the section on Room Changes and Living with a Roommate under HRE Administrative Policies.

Smoking

Pursuant to the University’s smoke-free campus policy, the use of smoking products is prohibited on campus, both outside and inside any campus buildings, including, but not limited to, University Housing. Prohibited smoking products include, but are not limited to, all cigarette products and smoke-producing products, hookahs, e-cigarettes, water pipes, pipes, vapor pens, and other vapor products. Students are prohibited from receiving smoking products through the mail or other delivery services. These items will be returned to sender. Any resident who violates this prohibition will be charged for any damages related to smoking in University Housing including, but not limited to, cleaning and/or painting.

Solicitation

For security reasons and to prevent annoying disturbances, solicitors are not allowed in the residence halls or apartments, with the exception of HRE affiliated groups and approved activities. This includes campaigning for any on-campus elections. We do not allow the sales of any product that is a non-HRE sponsored group, event, or function.

Sports Activities

Due to the potential for personal injury and property damage, playing ball, water games, Frisbee, snowball fights, hockey, wrestling, etc. is not allowed in or immediately surrounding the residence halls/apartments. In addition, riding skateboards, scooters, and bicycles, or wearing skates are prohibited in all areas of the inside residence halls/apartments. Skates and skateboards should be carried within the buildings. Students are responsible for any damage incurred by their failure to comply with this policy.
**Trespassing**

Any individual who enters the University of Denver residence halls/apartments after being restricted from entering is considered to be trespassing. Campus Safety and/or the Denver Police will be called to remove the trespasser.

**Waterbeds**

Because of weight restrictions and the limitations of our facilities, HRE prohibits waterbeds in all University Housing.

**Windows**

Because of the danger to persons or property, the act of throwing, hanging, or dropping any item, liquid or solid, from or at any window, balcony or terrace is strictly prohibited. Exiting or entering a room through any window or terrace is likewise prohibited, as is sitting in or on window sills. In addition, screens must remain on windows at all times. Residents will be charged for replacement if window screens are torn or damaged. No modifications of or additions to window units may be made. Window limiters may not be removed at any time by residents for not only safety reasons, but to prevent damage that can occur in high winds. Residents found in violation of this policy will likely be relocated should space allow or removed from University Housing and be fined $100. Such violations may also lead to criminal charges as well.
HRE ADMINISTRATIVE POLICIES

Administrative Moves

HRE reserves the right to reassign students within the University Housing for reasons HRE deems appropriate. These reasons may include occupancy needs, facility problems, vandalism, student misconduct, discrimination, patterns of inappropriate behavior that negatively affect the community, established residence hall/apartment priorities, or any other reasons deemed necessary for the community. If a roommate conflict(s) cannot be resolved, one or all residents may be moved from the room to another room.

Check-In/Checkout Procedures

Check-In

There are many steps involved in checking into your new home. Be sure to check the condition of your room/apartment and note your comments on the “Room Inspection Form” online within 72 hours of checking in. If you do not complete the “Room Inspection Form” within 72 hours, you agree to accept the room without any damage or flaws. You will be found liable for all damage upon checkout. Instructions on how to complete the “Room Inspection Form” are included in your welcome email. If anything is not in working order or needs attention from our custodial or maintenance staff, you must inform a HRE staff member or submit a work order online (pg. 24). If a roommate has yet to arrive, please remember to leave half of the room open (which includes one closet, desk, desk chair, bed, and bookshelf) or the equivalent space in an apartment.

Mid-Year Checkout Procedures

The following procedures must be completed in order to checkout properly and avoid an improper checkout fee during the academic year. (If you have additional questions consult a HRE staff member.)

- Take all of your personal belongings out of the room/apartment prior to your checkout time.
- Make sure your half of the room/apartment is clean and ready for inspection prior to your checkout time.
- Review the Room Inspection Form with a HRE staff member during checkout to assess the condition of your room/apartment.
- After maintenance and custodial staff check your room/apartment after you leave, you may be assessed additional charges. Also, you may be assessed group billing charges that have accrued during your time residing in the residence hall/apartments. These will be assessed to your student account.
- Return all of your keys/keycards to the Resident Assistant (RA) or Apartment Fellow who is checking you out. Failure to do so will result in charges for re-cutting locks and replacement of keys.
- Unless you make arrangements in advance, your meal plan will automatically be cancelled when you complete proper checkout procedures. Please consult HRE for details.
Your housing contract is for the entire academic year. The only reasons for checking out during the academic year are:

- Withdrawal or stop-out from the University. Contact the Center for Academic Resources if you are an undergraduate or your department if you’re a graduate student;
- If you are not registered in courses for the quarter;
- Study abroad;
- A Medical Leave of Absence pursuant to the applicable policy;
- An approved release from your housing contract;
- Graduation; or
- Conduct removal.

If you are withdrawing or “stopping out,” you must notify HRE and checkout of your room within 48 hours of withdrawing. If you are moving out due to contract release or conduct removal and want to continue your meal plan, you must contact HRE and sign an off-campus meal plan contract. (See the Prorated Schedule section of this Guide to find out more on how your charges will be adjusted.)

If you move out and one of the above situations does not apply to you, you will continue to be billed for the remainder of the contract period for both your room and meal plan.

**Scheduling a Checkout**

1. **Express Checkout:** At the front desk of your building, there is an express checkout box where you can drop your room/mailbox keys. Write your name, student ID number, and room number on the envelope located at the front desk, put the keys inside, and drop off your envelope in the Express Checkout box.

*Please know that by choosing the Express Checkout option, you are forfeiting your right to appeal any damages* *

2. Arrange a time to checkout with a HRE staff member at least 24 hours prior to your departure, starting with your RA. However, any available HRE staff member may check you out.

3. You can stop by your front desk between 5-7pm to checkout with a desk staff member.

*If you live in the Apartments Community, this option does not apply.* *

**End of Year Checkout Procedures**

At the end of the academic year, every student living on campus is responsible for checking out of their room before 9 a.m. the Friday of finals week. Resident Assistants will hold mandatory floor meetings to share information about procedures required for end of year checkout. Students are responsible for attending those meetings. Students who are unable to attend the mandatory floor meetings are responsible for following up with a HRE staff member to learn the checkout procedures.
**Contract Release**

Your housing contract is a legally binding document. Releases from the contract are very rare and are considered by the applicable Contract Release Committee. The committee will consider your request after you have completed all the necessary steps. Students must submit a request to be released before the start of the quarter in which the resident is requesting a release. To start the release process, you must meet with an HRE Operations team member to review the forms and learn about the process. You can set up a time by calling the HRE Main Office at 303-871-2246 or stop by the main HRE office in Nagel Hall, #136 to set up an appointment. Additional details are available on our website [https://www.du.edu/housing/resources/release.html](https://www.du.edu/housing/resources/release.html).

**Damage Charges**

When property damage occurs, HRE Staff will submit violations through the Student Rights & Responsibilities system. Although most damage assessments are made at the end of the year, some residents may be charged during the quarter. The two types of charges students may be assessed are for individual damages and group damages.

**Group Damages Charges**

When there is excessive and/or malicious damage to a public area and HRE cannot identify the responsible individual(s), the University reserves the right to assess group billing charges to the residents of a floor or wing. This means that everyone on the floor or wing shares the cost of the damages.

When common area damages occur such as in a floor lounge, hallway, or bathroom, HRE staff will attempt to determine the responsible individual(s). HRE will send an email to the community members to notify them of the damage and approximate cost of repair or replacement. You should attempt to identify individuals responsible and report damage and vandalism to the HRE staff immediately in order to avoid group damage charges.

If you are not returning to University Housing for the following academic year, your housing deposit refund will be credited to your student account approximately 30 business days after your residence hall closes.

**Housing Contract**

You sign your housing contract electronically when you complete the online housing application. The housing contract is a legally binding document for the entire academic year. Separate contracts are signed for the summer quarter. If you have any questions concerning your contract or this Guide, contact Housing and Residential Education at 303-871-2246. The main HRE office is located in Nagel Hall. Our office hours are 8:00 am - 4:30 pm Monday through Friday, excluding University holidays.

**Individual Damage Charges**

You are provided an electronic Room Inspection Form when you move in. You should carefully inspect every aspect of your room/apartment and make a note of pre-existing damages. Damages not noted on the inventory form at check-in will be charged to you at checkout. You have 72 hours from the time that you move-in to complete the inspection form. If you do not complete the form within 72 hours, you will be deemed to have accepted the room without any damage or flaws. Charges for damages to common areas in the room/apartment are shared by you and your roommate and are assessed accordingly. If your roommate leaves before the end of the academic year and damage is found at that time, both roommates can be assessed the cost of repair. For information about specific damage, contact your Resident Director.
If you are Released from Your Housing Contract

If the applicable Contract Release Committee releases you, you must checkout properly in order to avoid any improper checkout fees. Please refer to the checkout process in previous sections. Any cancellation of your housing contract could result in the automatic forfeiture of the $200 housing deposit. In addition, you may be charged a $1,000.00 cancellation penalty. Housing charges will not be adjusted until a proper checkout has been completed.

Meal Plan Prorated Schedule

An approved cancellation of the contract for your room also automatically cancels the meal plan. If you are continuing as a student and wish to keep your meal plan, you must sign an off-campus meal plan contract at HRE’s main office before your checkout. Prorated meal plan fees are calculated according to the number of meals/meal plan cash used or a daily rate, whichever is greater. If a daily rate is used, prorated fees are calculated beginning with when the meal plan begins and ending with the date the meal plan is taken off of the ID card system. (Note: this may be later than the date of checkout recorded on the personal data card because of the difference in processing time.)

Medical Marijuana Accommodation Contract Release Process

Students who receive a Medical Marijuana Registry Identification Card may request a release from their campus live-on requirement by completing the Medical Accommodation Contract Release Request. Please note: In addition to a copy of a Medical Marijuana Registry Identification Card, students must be examined by a doctor recommended by the University’s Health and Counseling Center to verify that medical marijuana is the most appropriate treatment for the stated medical condition. Once this process is completed, the Medical Accommodation Contract Release Committee will review the contract release request. Students who receive a Medical Marijuana Registry Identification Card during the academic year will have their request reviewed at the next Medical Accommodation Contract Release Committee meeting. These meetings typically occur every 8 weeks.

Open Space Agreements

In the event that you have an unoccupied space in your room, suite or apartment, HRE will send you an Open Space Agreement via email. To prepare for a potential roommate/suitemate, you will need to make sure all of your belongings are on your side of the room — and that you occupy only one set of furniture and one closet space in the room. An HRE staff member will come by to check your room, suite, or apartment periodically to make sure it is ready to receive a new resident. DU’s Custodial Staff will also be entering the space to clean the unoccupied spaces as well. Please make sure you are not preventing the Custodial Staff from cleaning the unoccupied spaces. Students interested in this open space may stop by the room to meet you and see the space at any time. HRE expects that you will be courteous and treat these students with respect.

Prorated Schedule

HRE uses the following guidelines to determine prorated room and meal plan charges. Until the keys are returned and the checkout is completed, HRE will charge a fee for each night’s stay. For sample prorated rates for your situation, contact the main HRE office located in Nagel Hall.
Room and Apartment Entry by Staff

University staff may enter student rooms and apartments for a variety of reasons. HRE tries to give students a 24-hour advanced notice; however, HRE may not be able to do so. If a policy violation is discovered in any of the situations below, the violation will be documented and may result in disciplinary action. University officials, including HRE staff members and Campus Safety, may confiscate items which are in violation of university and residence hall policies, including but not limited to: candles, incense, alcohol, drugs, controlled substances, false identification, illegal plants, weapons, and drug paraphernalia. Items may be discarded or turned over to Campus Safety for further investigation.

Reasons for Room Entry:

- Fulfill custodial, maintenance, or computer/cable service needs;
- Investigate suspicion that the welfare and/or rights of other members of the University community are being infringed upon;
- Investigate danger to a student or danger to the property of the student or the property of the University exists;
- Investigate suspicion of policy violation;
- Check that closing procedures for break periods were completed;
- Turn off alarms, stereos, or other devices that are causing a noise disturbance;
- Cleaning and maintenance inspections;
- Confirm room has been vacated during fire alarm;
- Confirm room is ready for a new resident;
- Confirm space has been vacated by resident if they were scheduled to have been moved out; or
- Disruptive noise caused by an animal (whether emotional support animal, service animal, or unauthorized pet).
- Inspect rooms periodically for fire safety issues; to include the presence of prohibited items, evidence of tampering with fire safety devices, and to determine the following:
  - fire alarm devices and fire safety equipment are not covered or broken
  - no obstruction of the egress
  - no items hung from the ceiling
  - rooms are free from electrical safety hazards (i.e. overloaded electrical cords)
  - no excessive holiday lights or the presence of decorative LED lighting
no furnishings in contact with approved room heaters.

Room Changes and Living with a Roommate

Learning to live with someone is not always easy. Good communication is the key to successful roommate relationships. At the beginning of the year, you and your roommate must fill out a Roommate Agreement that establishes ground rules for your room. It is important to be honest about your living needs during this conversation – as well as be willing to compromise when your needs differ significantly from your roommate’s. Should a conflict arise during the academic year, you should review your Roommate Agreement with your roommate. If you are unable to work out a solution to your conflict, speak with your RA to set up mediation between you and your roommate. If the problems in your room persist, you can work with your Graduate Resident Director (GRD) or Resident Director (RD). to further mediate your conflict or possibly facilitate a room change. Outside of room change day during the fall, winter, and spring quarters, HRE will not grant room changes without going through the mediation process, and the GRD or RD must have approved the room change.

Room Change Day for the Residence Halls

If you want to change rooms at the beginning of fall or winter quarter, you must wait until the scheduled Room Change Day. This waiting period is for the HRE staff to confirm new and returning student arrivals and determine space availability. This also gives new roommates time to get acquainted and discover if their living styles are compatible. If you wish to change rooms for spring quarter, you will need to contact your Resident Director to set up a meeting.

If you want to change rooms, bring all of the residents involved in the move to the room change table during the designated time. If everyone involved in the move agrees to the new arrangement, the Graduate Resident Director (GRD) or Resident Director (RD) will give instructions for the room change process at that time. Contact your RA or RD to find out dates and location for each quarter’s Room Change Day.

Room Prorated Schedule

For approved move outs, HRE calculates prorated room fees on a daily basis. HRE will charge you for each night beginning when University Housing opens and ending the last night of stay prior to completing proper checkout procedures (see the Checkout Procedures section of this Guide). HRE charges according to the date in which you checkout and your keys have been returned. If you do not complete a proper checkout, HRE will charge room fees on a prorated basis according to the date listed by HRE staff on the checkout paperwork when HRE has determined you have vacated your assigned living quarters and are not returning.

Student Status

For residents who start their residence in University Housing after the start of fall quarter, their contract begins on the check-in date indicated in the housing placement notification and ends on the last day of spring quarter, as listed in the Academic Year Calendar published by the Office of the Registrar. Only full-time degree-seeking students (12 credits for undergraduates and 8 credits for graduate students) at the University are eligible to live in University Housing. If a student is living in housing and drops below full-time, they are considered ineligible to remain in housing and will have 48 hours to vacate their space.
HRE will consider, on a case-by-case basis, allowing special status students to receive housing placements or a short extension to their move out time. Anyone who is not currently enrolled in the current quarter must vacate University Housing with their belongings in the time coordinated with HRE, but no longer than 48 hours.

HRE may consider a student’s disciplinary status as a factor in determining a student’s eligibility for University Housing. If a student residing in University Housing is suspended from campus for any period of time, they are required to leave housing within 24 hours. The student must make other living arrangements and must pay for those alternate living arrangements.

**Two-Year Live on Requirement**

A student can fulfill the two-year live on requirement through meeting any of the following criteria:

- A student has completed two full years of attendance at the University of Denver or another accredited post-secondary institution before University Housing opens for fall quarter. For example, a transfer student who has attended another accredited institution for at least two years is exempt from the live-on requirement. The student’s experience must be at an institution of higher education and cannot include high school or boarding school experience.

- The student is 21 years of age or older before University Housing opens for fall quarter.

- The student is legally married or in a legal civil union and can provide legal documentation of the relationship.

**What if I am in A Double Room or Apartment by Myself?**

If you find yourself in a double room or apartment without a roommate, you must sign and abide by the Open Space Agreement. This agreement shows your understanding that the other half of your room/apartment should be ready at all times for another student to move in. HRE will provide you with this agreement via email. Failure to read the agreement does not mean that you will not be assigned a new roommate.

If you are in a double room by yourself, you are expected to keep all of your belongings on one side of the room and keep the other side clean and open for a potential roommate assignment. This means you should only occupy one bed, one desk, one dresser, and one closet. If you have an open room in your suite/apartment, you are also expected to keep the suite/apartment clean and open for a potential roommate assignment. Roommate assignments can happen at any time during the fall, winter, or spring quarters, including break periods. Your room must be kept in a condition that allows a person to move into the space without encountering your belongings. If you attempt to keep a potential roommate from moving in or to force a new roommate to move out, you will be reported to Students Rights & Responsibilities for disciplinary action.

If you do not abide by the by the Open Space Agreement, HRE may assess a fine or charge you the rate for a single room or single apartment retroactive to the beginning of the current term, or relocate you. An HRE staff member may enter your room or apartment and move your belongings to one side of the room or in the apartment to prepare it for a roommate. If this occurs, HRE will charge you for this service. This will be treated as a violation of by the Open Space Agreement, and HRE will report you to Students Rights & and Responsibilities for disciplinary action.
**Winter Break Procedures**

- Students may keep their belongings in their rooms and can expect to remain in their assigned living quarters throughout the entire academic year unless HRE approves a move for administrative reasons.

- Centennial Towers, Nagel, Nelson, and the Apartments Community are open during winter break.

- There are not any temporary housing options over winter break for residents assigned to Halls or JMAC. If a Halls or JMAC resident is interested in staying over winter break, they need to attempt to do a permanent move to Centennial Towers during HRE’s fall Room Change Day that will take place the third week of the fall quarter. A move to Centennial Towers will only be possible if space is available.

- Dining services will not be available during the winter break. Students will need to plan and provide their own meals during this time.
HRE RESOURCES

Cable Television (Xfinity On Campus)

XFINITY On Campus allows you to stream live TV and thousands of XFINITY On Demand shows and movies while connected to the DU network. Cable boxes will no longer be available at the front desks. Basic services such as live TV and On Demand are offered at no additional cost for students. You can also use a credit card to upgrade to a premium package that may include movie channels like HBO and Starz, or a Sports Package. More detailed information about XFINITY’s service on campus can be found at https://www.du.edu/it/networks/tv.html.

Card Access

To maintain the security of University Housing, in order to gain access to the residential areas of Centennial Halls, Johnson-McFarlane, Nelson, Centennial Towers, or the Apartments Community (Ridgeline, Summit, Mesa, Hilltop and University Place), you will need your Pioneer ID card at all times. The exterior doors of buildings with food service and classroom facilities are accessible with all Pioneer ID cards between 7 a.m. and 9 p.m.

Custodial and Maintenance Requests

If you find something that needs to be repaired or a common space that needs to be cleaned, you can notify our maintenance or custodial staff by submitting an online work request at www.du.edu/housing/resources/workorder.html. The request can only be submitted by a computer or device using the University internet network. When filling out the work request, be as specific as possible about the location and problem so our staff can respond accordingly. You may also report an issue through the front desk of your building or at the main HRE office located in Nagel Hall. Residents will not be able to request replacement keys or lock changes through this system. Work orders submitted by residents for resident-caused damages will be billed back to the student.

Dining Services

Campus Dining Service is provided by Sodexo Food Services. Sodexo is committed to offering quality dining at the University and to serving nutritious and well-balanced meals through meal plans designed to fit your needs. If you are a first-year or second-year student living on campus, you are required to have a meal plan.

Meal plans offer a combination of meals and meal plan cash to use throughout the quarter. The meal portion of your plan is good for all-you-care-to-eat meals at the cafeterias in Centennial Halls and Nelson Hall. The Nagel Hall Market also accepts meal plan and meal plan cash. The meal plan cash portion is good for purchasing food items in the convenience stores in Centennial Halls and Johnson-McFarlane, in the retail locations in Nagel, and in other retail locations around campus.

Unlimited Meal Plan

- Unlimited access to Nelson and Centennial Dining Halls
- Meal swipe options available in Nagel Hall Market
- Late Night Dining at Centennial & Nelson Hall
- $215 of Meal Plan Cash per academic quarter
• 10 Guest meals per academic quarter

125 Block Meal Plan
• Any 125 meals per quarter in Nelson or Centennial Dining Halls
• Meal swipe options available in Nagel Hall Market
• Late Night Dining at Centennial & Nelson Hall
• $215 of Meal Plan Cash per academic quarter
• Any block meal can be used for a guest meal

100 Block Meal Plan
• Any 100 meals per quarter in Nelson or Centennial Dining Halls
• Meal swipe options available in Nagel Hall Market
• Late Night Dining at Centennial & Nelson Hall
• $215 of Meal Plan Cash per academic quarter
• Any block meal can be used for a guest meal

Commuter Meal Plan (available to 3rd and 4th year residents and graduate student residents)
• Any 50 meals per quarter in Nelson and Centennial Dining Halls
• Meal options available in Nagel Hall and Late Night Dining in Centennial and Nelson Hall
• $215 of meal plan cash per academic quarter
• Any block meal can be used for a guest meal

Please plan ahead to use all of your meals and meal plan cash throughout the quarter because you will lose all unused meals and/or meal plan cash at the end of each quarter. All meal plans begin with a new set of meals and meal plan cash each quarter.

If you would like to change to a different meal plan, you may do by contacting HRE’s main office. You must request such a change on or before the last day to make changes to meals plans date for the applicable quarter, which can be found at: https://www.du.edu/housing/resources/importantdates.html. If you do not submit your request by the posted deadline, you will not be able to change your meal plan until the following quarter even if you have not used your meal plan. This procedure also applies to students who have already satisfied the live-on requirement and for whom meals plans are optional.

The Flex Account is a declining balance account set up though the Pioneer ID Card Office (303-871-4545) or http://www.du.edu/pionerecard/, and is good for many on-campus and off-campus options. Look at
https://www.du.edu/pionercard/yourcard/locations.html to see where you can use your Flex Account. This option is especially convenient for College of Law and Graduate Tax students whose academic calendars do not coincide with the active meal plan dates.

Dining location hours vary by facility and are clearly posted at all times. Dining services on campus will be closed during break periods. Admittance is with purchase only. You are required to present your Pioneer ID card at the time of purchase. Cashiers cannot take any other forms of identification. Shoes and shirts are required at all times. Food, dishes, and silverware may not be taken from the dining rooms. Any violation of policies in a dining location may result in disciplinary action including loss of meal privileges for a specified period of time or dining location. Sodexo staff members are considered University officials. Sanctions can be levied by the food service staff and/or through the HRE conduct process.

**Custodial and Maintenance Requests**

If you find something that needs to be repaired or a common space that needs to be cleaned, you can notify our maintenance or custodial staff by submitting an online work request at www.du.edu/housing/resources/workorder.html. The request can only be submitted by a computer or device using the University internet network. When filling out the work request, be as specific as possible about the location and problem so our staff can respond accordingly. You may also report an issue through the front desk of your building or at the main HRE office located in Nagel Hall. Residents will not be able to request replacement keys or lock changes through this system. Work orders submitted by residents for resident-caused damages will be billed back to the student.

**Front Desk Amenities**

HRE offers a number of different amenities located at each building’s front desk. Please go to your building’s front desk to learn more about what is available.

Resources available for checkout:

- Billiard Table Set (Pool cues, balls, and ball racking triangle)
- Ping Pong Set (Paddles and Ping Pong Balls)
- Drying Racks
- Vacuums
- Dollies
- Various Games
- Bunk Bed Pins
- Trash bags

To check any of these resources out, stop by your building’s front desk and bring your Pioneer ID card.

**Front Desk Operations**

All residence halls have 24-hour front desk operations during the academic year when classes are in session. (The apartment’s desk is open with limited hours). The “desk” is where to go to pick up mail or to get a key/key card to your room. In addition, you can checkout recreational equipment at the front desk or find out what is happening in the hall or on campus. If there is a problem in the building and you need staff assistance, please contact the front desk.
**How to File an Incident Report**

Any member of the University Housing community, including residents and their guests, may file a formal, written incident report against any student for inappropriate behavior or violation of University Policies and/or HRE Policies. You can file a complaint using the online “Submit an Incident Report” form at [https://publicdocs.maxient.com/incidentreport.php?UnivofDenver](https://publicdocs.maxient.com/incidentreport.php?UnivofDenver).

**Keys: Lockouts and Lost Keys**

Residents can checkout a lockout key from the front desk of their building. Residents must return lockout keys back to the front desk within 15 minutes after checking it out. Failure to return the lockout key within that 15 minutes will result in a fine.

Residents must report lost keys to the front desk or apartment office immediately. If a key is lost, HRE will re-core the lock and will assess a re-core charge at then current rates to your student financial account. Students may not provide their own replacement keys or refuse a re-core of the lock for their room.

**Mail and Packages**

At all five of our residence halls – Centennial Halls, Centennial Towers, Nelson Hall, Nagel Hall, and Johnson-McFarlane – the front desk staff sorts your mail. Any mail you have received will be placed in your mailbox no later than 8:00 pm.

Residents will receive an email notification and may pick up the package by showing an ID at the front desk. If you live in Nagel Hall, your packages will be delivered to the Nelson front desk, but your flat mail will still be received to your mailbox located in Nagel.

For USPS flat mail please use the following address (collected at your mailbox in Nagel Hall):

(Your Name)

2194 South High Street
Nagel Hall Room # _______
Denver, CO 80210

All other non-USPS mail and all packages (These items are collected at the NELSON Hall Front Desk):

(Your Name)

2222 South High Street
Nagel Hall Room # _______
Denver, CO 80210

In the apartments, postal mail is delivered to your assigned mailbox in your apartment building. Packages should be sent to the apartment office:

(Your Name)

1950 S. York St., #103

Denver, CO 80210
When you receive a package, a staff member in the apartment office will notify you via email. You will be able to pick up the package during the specified apartment office hours.

Your permanent address is the address in your PioneerWeb account. If an address change occurs, you must change your information on PioneerWeb.

If you are missing a package, please stop by the front desk or contact the Desk Manager of your building. To better assist you, please provide the front desk staff or Desk Manager with a description of the package, who the package was addressed to, courier information, and a tracking number.

**Mail During Breaks**

During winter break, all first-class mail and packages will be held until you return in January. Please be sure to make proper arrangements before you leave campus for winter break. However, you will be able to pick up packages at your designated front desk during break. When you checkout at the end of the year, all first-class mail will be forwarded until the last week of August to your permanent address on file with the University. You can update your address by logging into PioneerWeb.

**Personal Property Insurance Coverage**

The University and HRE are not responsible for lost, stolen, or damaged personal belongings in the residence halls/apartments. The University is also not responsible for damage caused as a result of water due to sprinkler system discharge or pipe breaks. If you experience any damaged, stolen, or lost property in the residence halls, you should process any claims through your homeowner’s insurance policy. We recommend that you consult your insurance policy to confirm that your personal belongings are covered. If not, we recommend you obtain a renter’s insurance policy from the company of your choice.

**Printers**

The front desk of your residence hall is also home to printers available for to print with your Pioneer ID card. For detailed instructions on how to connect your personal computers and how to use the DU printers, please refer to the following instructions: [https://www.du.edu/it/support/how-to/students/printing](https://www.du.edu/it/support/how-to/students/printing).

**Recycling and Sustainability**

Recycling bins are available in every student room and in the lobbies of the residence halls. We have single stream recycling, which means you can put all recyclables in the same bin. For details on what can and cannot be recycled on campus, please see [http://www.du.edu/sustainability/index.html](http://www.du.edu/sustainability/index.html).

**SAFETY RESOURCES AND PROCEDURES**

**Campus Safety**

For your protection, Campus Safety staff members are available 24 hours a day. For non-emergencies, call (303) 871-2334. For emergencies, call (303) 871-3000. We recommend that all students sign up for campus safety emergency alerts through PioneerWeb: [http://www.du.edu/campussafety/](http://www.du.edu/campussafety/).
Keep the following safety tips in mind:

- When walking on campus at night, always travel with a friend or contact Campus Safety non-emergency line at 303-871-2334 to request an escort.
- Remember to lock your room/apartment doors and windows at all times.
- For your safety and the safety of others, do not prop open outside building doors at any time.
- Help Campus Safety keep our campus a safe place to live by reporting any suspicious behavior immediately.

**Fire Evacuation**

If a fire or smoke detector alarm sounds, residents must immediately vacate the building via the nearest stairwell and proceed at least 50 feet (15 meters) outside the building until a Campus Safety officer or member of the Denver Fire Department allows residents to reenter. Students must fully cooperate in all evacuations. Failure to evacuate the building in the event of an alarm sounding will result in disciplinary action.

Exit the building immediately in a safe manner. If you are not in your own room, do not go back to your room to retrieve items. If you are in your room, please do the following:

- Check to see if the doorknob is hot. If it is hot:
  - Do not open your door,
  - Wait in plain view next to your window,
  - Open blinds and leave your lights on, and
  - If you are unable to evacuate, call Campus Safety at 303-871-300 or 911 to report your location if a phone is available.

- If your doorknob is not hot:
  - Take a dampened towel and cover nose and mouth to prevent smoke inhalation.
  - Put on shoes.
  - Close room door behind you.
  - Go to the exit stairway closest to your room/apartment – do not use the elevator.
  - If the outside exit door does not open immediately, kick the emergency strike plate.

When evacuating the building:

- Leave the building immediately.
- Do not investigate the source of the emergency.
● Walk, don’t run, to the nearest exit.

● Use stairs, not elevators.

● Following instructions of the Department of Campus Safety officials or other identified emergency personnel.

● Upon exiting the building, move at least 50 feet away from the structure.

● Do NOT reenter the building until told to do so by Campus Safety officials or the Denver Fire Department.

Special Considerations:

Certain evacuations may last longer than your typical fire alarm. In cases where there is an actual fire, carbon monoxide alarm or any instance where one cannot reenter there living quarters for a prolonged period of time, please go to the following rally points located in a building different than your living quarters:

● Residents of Centennial Halls will rally/gather at Centennial Towers main lounge.

● Residents of Centennial Towers will rally/gather at Centennial Halls main lounge.

● Residents of Johnson-McFarlane will rally/gather inside the Nelson Hall cafeteria.

● Residents of Nelson and Nagel Hall will rally/gather at the Johnson-McFarlane main lounge and classroom.

Persons with disabilities:

If a person is unable to evacuate a building due to a physical disability, the following steps should be taken:

● If the building has a designated area of rescue, the person should be moved to this area.

● If the building does NOT have a designated area of rescue, the person should be moved to the closet stairwell.

● Call 911 or Campus Safety at 303-871-3000 and leave the phone with the person requiring rescue.

University, city, and federal codes require that a person vacate a building when a fire alarm sounds. You are responsible for evacuating your building as quickly and as safely as possible. Failure to observe this regulation may result in University and criminal sanctions.

Telephone Services

HRE does not provide phone lines.
Tornado Warning

- Move to an enclosed area away from glass windows and doors.
- Do not go outside.
- Go to one of the following areas to stay during a tornado: basement of your building, interior stairwells without glass windows on the lowest floor, or the interior bathroom area of your floor/apartment.

Transportation

The University is engaging in different pilot programs for transportation around the campus for the DU community. The University announces such pilot programs to the campus community.

What If You Need Help?

We have an extensive on-call/duty system within our department. There are always RAs on duty in each building each night of the week and on weekends. In addition, we have Graduate Resident Directors or Resident Directors on duty 24-hours a day, every day of the year. Should you need after-hours assistance, please invoke our duty system by calling your front desk or Campus Safety.

Wireless Internet

Wireless networking is provided in residence rooms and is available in common areas of each residence hall (cafeterias, large lounges, etc.). To make sure your connection to the campus network works, your computer should meet the requirements posted on DU’s Web site at http://www.du.edu/laptops. If you have any questions or need to request help with your computer, contact the IT helpdesk at 303-871-4700. To provide for a secure and trouble-free computing environment, HRE prohibits the installation of routers and wireless access points in the residence halls.

For any additional questions or concerns, please reach out to the Housing and Residential Education Office by calling 303-871-2246 or by emailing housing@du.edu.