The Guide to Residence Living DU Apartments

2013-2014
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Dear Residents,

Welcome to on-campus living at the University of Denver! We are happy you have joined our community for the 2013-2014 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 Residence Apartment 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 first section highlights Student Conduct Policies. The second section answers questions you may have about HRE Administrative Policies and Procedures. The next sections describe additional HRE Resources, followed by Campus Resources.

Residents are responsible for knowing the content of this document. Please read the *Guide to Residence Living* carefully and contact Housing and Residential Education at 303-871-2246 if you have any questions. Please also visit our website if you have additional questions or want more information. [http://www.du.edu/housing/](http://www.du.edu/housing/)

We look forward to having a wonderful year together!

Sincerely,

Housing and Residential Education Staff
HRE STUDENT CONDUCT POLICIES

Residence living policies govern all forms of resident and non-resident student conduct within the residential facilities and on the surrounding grounds. Students have the responsibility to know and abide by all University and Housing and Residential Education policies and regulations. Violation of Housing and Residential Education policies constitutes a breach of the Honor Code.

The following policies have been established in order to achieve the University's goals. They are not exhaustive, and Housing and Residential Education reserves the right to amend or expand them as necessary in accordance with recognized principles of fair notice to the members of the residence community.

Violation of the following regulations is subject to action by the conduct agencies of the University of Denver. The HRE conduct process is an extension of the University of Denver Student Conduct process, and acts in conjunction with the University system. For further details on the conduct process, see the Student Conduct website.

In addition to the University Honor Code, students are expected to know and adhere to the following HRE policies:

Alcohol
Living in university housing incurs additional responsibilities regarding alcohol (above and beyond the Alcohol Misuse policy as found in the Honor Code), as described below:

- Students under the age of 21 years are not allowed to be in the presence of alcohol while in the apartments. (This is in addition to the Honor Code policy prohibiting possession, use, manufacture, or distribution of alcohol.)
- Students who consume alcohol off campus and who are disruptive when they return to the residence hall/apartment can be documented for violation of the alcohol policy.
- No alcohol may be consumed in or taken into an apartment of a student who is under 21 years of age, even if the student’s roommate is 21 years of age or older.
- Open containers of alcoholic beverages are only permitted in apartments of students 21 years of age or older. All students living in that apartment must be 21 years of age or older in order to have alcohol in the apartment.
- Large quantities of alcohol, including but not limited to, beer ball containers, kegs, and beer bongs, are not allowed in the apartments and are grounds for immediate removal from the apartments.
- Empty, full, or keepsake bottles and cans of alcohol are prohibited in the apartments of residents under the age of 21.
• Items containing alcohol will be confiscated; this includes but is not limited to flasks, boxes, cans, and other containers.

Balconies
Apartment residents who have balconies attached to their apartments will be required to sign a separate balcony use agreement, which includes but is not limited to prohibiting smoking on balconies, and not permitting throwing objects off balconies.

Bicycles/Skates/Motorcycles/Motorbikes/Skateboards/Scooters
Each hall is equipped with bicycle racks. We do not guarantee space for bicycles. Bicycles may be locked in designated areas only with university approved U-locks. Approved U-locks may be purchased in the DU Bookstore. Bicycles kept in inappropriate areas will be removed by Campus Safety from such locations. Riding bicycles or scooters and skating are prohibited in all areas of the apartments. Instead, walk your bike slowly and take off your skates. Motorcycles and motorbikes must be stored outdoors. No motorized bikes are permitted inside the buildings at any time. Gasoline cans are also prohibited in the buildings.

Cleanliness
In order to protect the health and safety of all residents, reasonable standards of cleanliness must be maintained in all apartments (including lobbies, hallways, lounges, bathrooms, laundry rooms, and student apartments). Residents are required to keep floors clear of personal items and trash. Residents are required to deposit their trash in designated areas. Trash is not to be accumulated or deposited in laundry areas or in lobby trashcans. Hallways, stairwells, and elevators must remain free of personal belongings, including trash. Failure to follow the cleanliness guidelines may result in a $25 fee per hour of staff cleaning time.

Students in a two bedroom apartment are required to maintain cleanliness standards so that a new resident can move in easily. Failure to do so may result in a cleanliness fee of a minimum of $25. The interpretation of standards of cleanliness is at the discretion of Housing and Residential Education staff.

Computer Use
The University of Denver maintains a Computer and Network Acceptable Use Policy that can be viewed on the internet at http://www.du.edu/uts/policies/duaup.html. The policies listed below apply specifically to the use of computers in the residence halls. Any violation of these policies is grounds for having network access removed from your room and/or lab privileges revoked. The following activities are prohibited:

• Installing additional hubs, switches, or routers, including wireless access points, in your
apartment
• Accessing another student's computer without permission

In addition, students needing to complete course work in the labs have priority over e-mail, recreational Web browsing, or game playing.

Drugs
Living in university housing incurs additional responsibilities regarding drugs (above and beyond the Drug Misuse policy as found in the Honor Code), as described below:

• Students are not allowed to be in the presence of drugs while in the apartments. (This is in addition to the Honor Code policy prohibiting possession, use, manufacture, or distribution of drugs.)
• Students who consume drugs off campus and who are disruptive when they return to the apartments can be documented for violation of the drugs policy.
• Drug paraphernalia is not permitted and will be confiscated.

Fire Safety
Fire Safety- Evacuation
If a fire or smoke detector alarm sounds, immediately vacate the building via the nearest stairwell and proceed at least 100 feet outside the building until a Housing and Residential Education staff member or Campus Safety officer allows you to reenter. A student’s full cooperation in any evacuation is required. Failure to evacuate the building in the event of an alarm sounding will result in disciplinary action.

Fire Safety- Prohibited Items
Due to fire hazards, there are several safety precautions in place for the apartments.
Possession or use of the following is prohibited:
• Halogen lamps
• Incense
• Candles
• Candle warmers
• Open flames
• Space heaters (except those provided by the University)
• Propane of any kind

We encourage you to use surge protectors on all electronic equipment.

The use of coffee makers, hot pots, air popcorn poppers, and microwaves (maximum 600 watts and/or 1 cubic ft.) is permitted.
Fire Safety- Tampering with equipment
Tampering with any kind of fire emergency equipment is against Housing and Residential Education policy. This includes setting a fire, pulling or calling in a false alarm, discharging or removing a fire extinguisher or hose, tampering or hanging something from a smoke detector, sprinkler head, or sprinkler line, breaking the safety glass on the fire extinguisher case, propping fire doors, or leaving an area through a locked fire door. Tampering with fire equipment will result in a fine plus repair costs, and costs for any damages incurred to university or personal property. Other discipline sanctions may be imposed as well.

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 the residence halls. Weapons include, but are not limited to, knives with blade over three inches, guns, pellet guns, paint guns, tasers, bows and arrows, machetes, ninja stars, nun chucks, grenades and swords. Please also note that any type of ammunition for any type of firearm is strictly prohibited. University officials also have the right to deem objects unsafe for the community and confiscate these items at any time.

Furniture
Furniture is to be used as designed and may not be removed from its original location. No other construction or configurations are allowed (e.g. lofts, stacking of furniture, bed lifts, or stacking on concrete blocks). A $25 fine may be assessed for misuse of furniture or other construction in rooms. Lounge furniture and other University property is placed in common areas for common use. Individuals may not take or borrow this property for their own personal use, nor may they abuse or remove it. Individuals may not remove the closet doors. Students who violate this policy will be subject to disciplinary action including a fine of $25 per item per incident, as well as the cost of any damage incurred.

Guests
To protect the safety of all residents, the following guest policy is in place. We also ask residents to be aware of what is happening in their community and to inform the front desk or a Housing and Residential Education staff member of anyone in the apartments who is causing a disturbance.

- Providing keys or access cards to non-residents, including other DU students who are not residents, is strictly prohibited.
- Each resident has the right to have visitors and guests with explicit prior permission of roommates. On the other hand, every resident has the right to privacy in her/his own
room. Your right to have visitors does not supersede your roommate's right to privacy. Your roommate or a Housing and Residential Education staff member can require that your guest(s) leave immediately. If your guest fails to do so, disciplinary action against you and your guest may result.

- Cohabitation (allowing someone other than your designated roommate to live in your room) is not permitted. Exceptions may be approved by Housing and Residential Education.
- Visits are limited to two nights per 7-day week with the agreement of the roommate and suitemates.
- If guests stay overnight, they must sleep in their host's apartment. Neither guests nor residents are permitted to sleep in lounges under any circumstances.

**Hazardous Materials**
Hazardous materials including, but not limited to, gasoline, propane, chemicals, flammable liquids and gas grills are not permitted in the apartments under any circumstances.

**Identification Cards**
Identity of residence hall students is easily established by means of a Pioneer Identification card. 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 ID 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.

**Keys**
Lost keys may jeopardize your own security and the security of other residents. For these reasons, no one is allowed to make or purchase an unauthorized key. Any student who does so is subject to disciplinary action. Students may not have a key to apartments other than their own, nor may they have more than one key to their own apartment. Any student who attempts to gain additional keys to his/her own or other apartments will face disciplinary action. Report lost keys/access cards to the Apartment office immediately.

**Medical Marijuana Policy**
Colorado law allows individuals to possess a limited amount of marijuana for medical purposes. While the use of Medical Marijuana is not a criminal offense in the state of Colorado, possession or use is prohibited on the University of Denver campus, including the apartments. Additionally, marijuana paraphernalia is not permitted in the apartments. Possession of a Medical Marijuana Registry Identification Card does not authorize students or guests, to possess or use medical marijuana on campus property.
Noise
Noise is a particular concern in apartment environments where many students live and study together in a relatively small space. Noise that intrudes on others right to sleep and study is prohibited; courtesy and consideration of others is expected at all times. Reasonable quiet in areas outside the apartments must be maintained, and noise will be considered disruptive if it can be heard through a closed door or window. Excessive bass, running and shouting in the hallways, yelling out windows, and door slamming will always be considered unacceptable. All residents are responsible for their own noise levels, as well as the noise levels of their guests. Residents who are being disturbed by noise are encouraged to respectfully approach others to request they reduce their noise. Should you need help dealing with a noise complaint, contact Apartment Duty Phone, and a Housing and Residential Education staff member will provide assistance.

Minimum quiet hours
For the entire residence system, quiet hours are as follows:
Sunday – Thursday: 10pm –7am
Friday and Saturday: 12am-9am

Courtesy hours
Courtesy hours are in effect 24 hours a day. During quiet hours residents need to be particularly conscious of their noise levels, and excessive noise will be documented. A floor community may choose to extend quiet hours.

During finals week
24-hour quiet hours will be in effect.

Painting of Apartments
Painting of apartments is not allowed. This includes walls, ceilings, and furniture.

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 apartments. Keeping pets will result in the assessment of a $50 charge per incident. Residents are required to remove the pet immediately. If the pet is seen after being notified by the staff to remove it, an additional $50 charge will be levied. This process will continue until the pet is removed. Repeated incidents are likely to result in the student's relocation or expulsion from the residence system, and possible further University disciplinary action.
Roofs and Ledges
Being on or hanging anything on roofs and ledges of apartments is strictly prohibited.

Smoking
Smoking is prohibited on the University of Denver Campus. Smoking is not allowed inside any campus buildings including the apartments, and is only allowed in designated areas around the buildings. Cigarette butts and ashes must be disposed of properly in receptacles provided. Failure to properly dispose of cigarette butts and trash will result in a fine to cover cleaning costs. Since the university is smoke free, all Hookahs, water pipes, pipes, and any other smoking devices are strictly prohibited within apartments at any time.

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

Sports Activities
Due to the potential for personal injury and property damage, playing ball, water games, Frisbee, snow ball fights, hockey, wrestling, etc. is not allowed in and immediately surrounding the apartments. In addition, riding skateboards and bicycles, or wearing skates is prohibited in all areas of the 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 student entering the University of Denver apartments after being ordered not to is considered trespassing. Campus Safety or the Denver Police will be called to remove the trespasser.

Waterbeds
Because of weight restrictions and the limitations of our facilities, waterbeds are prohibited in all apartments.

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 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. No modifications of or additions to
window units may be made. Residents found in violation of this policy will most likely be relocated should space allow, or removed from university housing and be fined $100. Such violations may become criminal matters as well.
HRE ADMINISTRATIVE POLICIES

Administrative Moves
Housing and Residential Education reserves the right to reassign students within the residence system for reasons it deems appropriate. These reasons are likely to include occupancy needs, facility problems, vandalism, student misconduct, patterns of inappropriate behavior that negatively affect the community, or established apartment priorities. If some roommate conflicts cannot be resolved both residents might also be moved from the room.

Check-In/Check-Out Procedures

Check-In
There are many steps involved in checking into your new home. Be sure to check the condition of your apartment, note any damages on your Room Inventory Form, and return it to your Apartment Fellow within 24 hours. Also, if anything is not in working order or needs attention from our custodial or maintenance staff, inform a Housing and Residential Education staff member. If you are expecting a roommate who has yet to arrive, please remember to leave space for their personal belongings.

Mid-Year Check-out Procedures
The following procedures must be completed in order to check out properly and avoid an improper checkout fee during the academic year. (If you have additional questions consult a Housing and Residential Education staff member.)

- Arrange a time to check out with a Housing and Residential Education staff member at least 24 hours prior to your departure. Attempt to arrange this time with your Apartment Fellow. However, any Housing and Residential Education staff member who is available may check you out.
- Take all of your personal belongings out of the apartment prior to your checkout time.
- Make sure your half of the apartment is clean and ready for inspection prior to your checkout time.
- Sign and date the room inventory form after the Housing and Residential Education staff member checks the room/apartment with you. Understand that additional charges may result when maintenance and custodial staff check your room/apartment after you leave. Also, any group billing charges that have accrued during the year will be assessed to your student account.
- Return all your keys to the Apartment Fellow who is checking you out and sign and date your personal data card.
- Unless arrangements are made in advance, your meal plan will automatically be
cancelled when you utilize proper checkout procedures. Please consult Housing and Residential Education for details.

Since your apartment contract is for the entire academic year, the only reasons for checking out during the academic year are listed below.

- 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
- Study abroad
- Contract release approval
- Graduation
- Judicial removal

If you are withdrawing or stopping out you must notify Housing and check out of your apartment within 24 to 48 hours of withdrawing. If you are moving out due to contract release or judicial removal and want to continue your meal plan, it will be necessary to contact Housing and Residential Education and sign an off-campus meal plan contract. (See the Prorate 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, your room/meal charges will not be removed from your student bill and you will continue to be billed for the remainder of the contract period for both your room and meal plan.

**End of Year Check-out Procedures**

At the end of the school year, every student living on campus is responsible for checking out of their room appropriately before 9 a.m. the Friday of finals week. Apartment Fellows will hold mandatory floor meetings to share information about procedures required for end of year check out; students are responsible for attending those meetings and for knowing the information presented. Students who are unable to attend the mandatory floor meetings are responsible for following up with their AFs to find out the check-out procedures.

**Room Changes and Living with a Roommate**

Learning to live with someone is not always easy. As is the rule with all relationships, good communication is the key to successful roommate relationships. At the beginning of the year, you and your roommate will need to fill out a Roommate Agreement that establishes ground rules for your apartment. 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 conflict arise during the academic year, you should revisit your Roommate Agreement with your roommate. If you are unable to work out a solution to your conflict, speak with your Apartment Fellow. AFs will set up mediation between you and your roommate. If the problems in your room persist, you can work with your Resident Director. They will work to further mediate your conflict or possibly facilitate a room change. Please be aware, room changes will not be granted without going through the mediation process. All
moves must be approved by your RD.

**Prorate Schedule**

If you check out of your apartment and are eligible for prorated room and meal plan charges, the following guidelines will be used. Note that prorates are allowed only through the seventh week of the term, after which time full charges will be assessed. Also, if you contract for a space before the end of the third week of the term, charges for the entire term will result. However, every night of stay is charged if you move out before the end of the third week of a term, or move in after the seventh week of a term. For a sample prorate for your situation, contact Housing and Residential Education.

Prorating of room charges will not happen prior to the third week or after the seventh week of the term. For instance, if you switch to a single or to a more expensive building during the first three weeks of the term, you will be billed the rate for your new residence for the entire term.

**Room Prorate Schedule**

For approved move outs, prorated room fees are calculated on a daily basis. You are charged for each night beginning when the apartments open and ending the last night of stay prior to completing proper checkout procedures (See the Check Out Procedures section of this guide). You are charged according to the date listed on your personal data card, which is signed once your keys have been returned. If you do not complete a proper checkout, room fees will be prorated according to the date listed by staff on the personal data card when it is determined you are gone and are not returning.

**Meal Plan Prorate Schedule**

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 Housing and Residential Education before your checkout. Prorate of 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, prorate 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.)

**Damage Charges**

When property damage occurs intentionally, violations may be submitted through the Student Conduct system. Although most of the damage assessments are made at the end of the year, some residents may be charged during the term. The two types of charges students may be
assessed are for individual damages and group damages.

**Individual Damage Charges**
You are provided a Room Inventory Form when you move in. You should carefully inspect every aspect of your apartment and make a note of pre-existing damages. It is important that you take these inventories seriously. Damages not noted on the inventory form at check-in will be charged to you at checkout. Charges for damages to common areas in the 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. The resident remaining in the space will have four days from the former roommate’s checkout to update the room inventory form. For information about specific damage, contact your Resident Director.

**Group Damage Charges**
When there is excessive and/or malicious damage to a public area and the responsible individual(s) cannot be identified, 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 or hallway, Housing and Residential Education staff will attempt to determine the responsible individual(s). A flyer will be posted on the floor to notify you of the damage and approximate cost of repair or replacement. You should attempt to identify individuals responsible and report damage and vandalism to the Housing and Residential Education staff immediately in order to avoid group damage charges.

If you are not returning to on-campus housing for the following academic year, your housing deposit refund will be credited to your student account about 30 working days after the residence hall close.

**Enrollment and Continuation of Contract**
Students must be enrolled in courses each quarter of the academic year in order to be eligible to live on campus or to have a meal plan. Students who are not registered for courses are required to move out of the apartments. Students who are not registered for courses are not permitted to have a meal plan.

**Housing Contract**
You sign your housing contract electronically when you sign up for housing. The housing contract is a legally binding document for the entire academic year. Separate contracts are signed for the summer term. If you have any questions concerning your contract or this guide, contact Housing and Residential Education at 303-871-2246. Housing and Residential
Education is located in the Driscoll Student Center North on the top floor, Suite 200. Our office hours are 8:00 am - 4:30 pm Monday through Friday, excluding University holidays.

**Apartment Entry by Staff**
University staff may enter student apartments for a variety of reasons. We typically will give students 24-hour advanced notice; however, exceptions may be made for reasons listed below. Apartments may be entered with knocking notice. 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 Housing and Residential Education staff members and Campus Safety may confiscate items which are in violation of university and housing 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/telephone/cable service needs
- Investigate suspicion that the welfare and/or rights of other members of the University community are being infringed upon
- Investigate that danger to a student or danger to the property of the student or the property of the University exists
- Investigate fire safety issues
- Investigate suspicion of serious 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

**What If I Am In A Double Apartment By Myself?**
If you find yourself in a double apartment without a roommate you will need to fill out an Open Space Agreement. This agreement shows your understanding that your apartment should be ready at all times for another student to move in. You will be asked to submit this agreement; however failure to submit the agreement does not mean that you will not be assigned a new roommate.

If you are in a double apartment by yourself you are expected to keep it clean and open for a potential roommate assignment (which can happen at any time during fall, winter, or spring quarters, including break periods). Your apartment must be kept in a condition that allows a person to move into the space without encountering your belongings. Attempts to keep a potential roommate from moving in or to force a new roommate to move out will not be
If you do not follow through with the terms listed above (e.g. keeping the apartment clean, etc.), you may be assessed a fine or charged for a single apartment retroactive to the beginning of the current term, or you may be relocated. A Housing and Residential Education staff member may enter your apartment and move your belongings to prepare it for a roommate. If this occurs, you will be charged for the service and this will be seen as a violation of the non-compliance policy and conduct sanctions may result.

**Winter Break Procedures**

The apartments will remain open during the winter break. However, services are limited and no meal plan is available. All policies still apply throughout the break period.

**Two-Year Live on Requirement**

The two year live on requirement is fulfilled by the following criteria:

- If the student has completed two full years of attendance at the University of Denver or another accredited post-secondary institution before the apartments open for fall quarter. For example, a transfer student who has attended another accredited institution for at least two years is exempt from the live-in requirement. Experience must be at an institution of higher education and does not include high school or boarding school experience.
- If the student is 21 years of age or older before the residence halls open for fall quarter.
- If the student is legally married or in a legal civil union. Legal documentation is required.

**Contract Release**

Your housing contract is a legally binding document for the academic year. Releases from the contract are very rare and are granted by a designated committee. The committee will consider your petition after you have completed all the necessary steps. Petitions to be released during the current term will not be approved. If you have questions or would like to meet and talk about contract release options, call 303-871-2246 or stop by the Housing and Residential Education office in Driscoll North, Suite 200 to set up an appointment. Additional details are available on our website.

**If You Are Released from Contract**

If the committee releases you, you must check out properly with a Housing and Residential Education staff member. Any cancellation of the housing contract could result in the automatic forfeit of the $200 housing deposit. In addition, you may be charged a $1000.00 cancellation penalty. Housing charges will not be adjusted until a proper checkout has been completed. If you check out after the end of the seventh week of the quarter, no adjustment to your bill will be made.
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 are required to 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 contract release request will be reviewed by the Medical Accommodation Contract Release Committee. 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.

HRE RESOURCES

Cable Television

Extended basic cable TV service by Comcast is provided in all apartments at no additional cost to residents. Residents may contract for premium and/or high-definition service at a deeply discounted rate by contacting Comcast directly at 1-800-COMCAST and identifying themselves as a DU resident. Comcast will provide discounted upgrades only to addresses where the University of Denver is already subscribing to extended basic service (i.e.: on-campus housing). Residents may check out cable equipment at move in or anytime during the year at the front desk of the residence halls. Students may be charged for breaking or not returning equipment. Residents should report problems with their cable TV jack to the DU Cable TV Hotline at 303-871-3865.

Computer Data Connection Information

Wireless networking is provided in apartment and is available in common areas of each apartment. To make sure your connection to the campus network works smoothly, it is best that your computer 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 Penrose helpdesk at 303-871-4700. To provide for a secure and trouble-free computing environment, the installation of routers and wireless access points is not permitted in the residence halls.

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
Dining Services
Campus Dining Service is provided by Sodexo Food Services. They are committed to offering quality dining at DU, and serve nutritious and well-balanced meals through meal plans designed to fit your needs. If you are a first-year or second-year student residing 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 term. 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 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. This combination of meals and meal plan cash gives you the flexibility to decide when, where, what, and how much you want to eat. With all meal plans you are expected to use both your meals and meal plan cash, as no meal plan will cover either exclusively.

You will need to plan ahead to use all of your meals and meal plan cash throughout the quarter as you will lose whatever you do not use each quarter. All meal plans begin with a new set of meals and meal plan cash each quarter. Changing from one meal plan to another is only allowed before the eighth week of the fall quarter. If you would like to change your plan for the next term, contact the main office for Housing and Residential Education.

The four meal plans offered to students are:
- Unlimited = Unlimited access to the resident dining and $175 meal plan cash plus 10 guest passes per quarter.
- 100 Block = 100 meals plus $175 meal plan cash per quarter.
- 75 Block = 75 meals and $175 meal plan cash per quarter.
- 50 Block = Available only to commuters and 3rd and 4th year students. 50 meals and $175 meal plan cash per quarter.
If you are a 3rd year, 4th year, or graduate student living in the apartments you may choose any of the above options, or consider the Flex Account.

The Flex Account is a declining balance account is set up though the Pioneer ID Card Office (1-4545 or http://www.du.edu/pioneercard/), and is good for many on-campus and off-campus options. Look at http://www.du.edu/pioneercard/Oncampus.htm to see where to 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 DU ID card at the time of purchase. Cashiers cannot take any other forms of identification. Shoes and shirts are required at all times. Food and dining ware may not be taken from the dining rooms in Centennial Halls and Nelson Hall. 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 residence hall conduct process.

Meal plans cannot be canceled after the term begins regardless of whether they have been used or not (this is applicable only for students for whom the meal plans are optional).

**How to File an Incident Report**

Students have the right and responsibility to confront someone who is violating their rights in the residence system. Any member of the apartment community may file a formal, written incident report against any student for inappropriate behavior or violation of a residence hall regulation. This complaint is to be filed using the online “Submit and Incident Report” form at https://publicdocs.maxient.com/incidentreport.php?UnivofDenver.

**Keys: Lockouts and Lost Keys**

Residents can check out a lockout key from the apartment office. Charges will apply for lockout keys as well as for replacement/recording of door locks; please check with the staff member on duty in the apartment office for charges that apply.

Students will be charged for lock changes no matter where or under what circumstances the key(s) were lost. This minimizes the possibility that someone may find the key(s) card and gain access to your apartment or building. The charge for the lock change varies and is based on actual repair cost. Key charges will be billed to your student financial account.
Card Access
To ensure the security of the apartments, in order to enter Ridgeline Apartments you will need your Pioneer ID card to gain access to the building.

Mail and Packages
Postal mail is delivered to your assigned mailbox in your apartment building. Packages should be sent to the apartment office:

1904 S. York St
Apt B2
University of Denver
Denver, CO

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 hours.

You must have a current permanent address on file with the Housing and Residential Education Office. Your permanent address is the address in your MyWeb account. If an address change occurs, it is important to change your information on MyWeb.

Personal Property Insurance Coverage
The University of Denver and Housing and Residential Education is not responsible for lost, stolen, or damaged personal belongings in the residence halls. In addition, the University is 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.

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 can’t be recycled on campus see (link to website).

In addition to recycling on campus, we work to reduce our negative impact on the environment in other ways. As such, we require that students bring environmentally responsible items with them to campus. Specifically, we require the following of students:
  o Use low-phosphate front-loader laundry detergents.
  o Not use chlorine bleach for laundry.
o Use Compact Florescent light bulbs (CFLs) in lamps in their rooms instead of conventional incandescent light bulbs.

Students with Temporary Disabilities
The University of Denver will provide reasonable services, including on-campus housing accommodations, to enrolled students who incur injuries or other temporary conditions which impact ability to participate in classes. The university will not provide personal care and/or transportation to and from classes; however, temporary handicap parking permits and appropriate academic accommodations can be arranged. Documentation that substantiates the nature of, and limitations imposed by the disabling condition, as well as the predicted duration of the condition are required and need to be submitted to the Disability Services Program. The University will work to provide these accommodations in a timely manner, although some accommodations may require time to coordinate.

Housing accommodations will require a housing contract and current housing rates will apply. Some housing accommodations will require students to move to a different space or perhaps a different facility. Please notify Housing and Residential Education at 303 871-2246 for more information and to facilitate arrangements in addition, you will need to go to front desk and complete a temporary disability form so we can have this information in the event of emergency.
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.

Keep the following safety tips in mind:
- When walking on campus at night, always travel with a friend or use the DU Safe Ride System at (303) 871-3842.
- 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
- Exit the building as soon as possible in a safe manner. If you are not in your own room, do not go back to your room to retrieve items or to do any of the following checklist items.
- Close all windows.
- 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
- If your doorknob is not hot
  - Take a dampened towel and cover nose and mouth to prevent smoke inhalation
  - Put on shoes
  - 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.
- If you know that you will be unable to use stairs to exit the building prior to an emergency situation occurring (for example, if you use a wheelchair or crutches), please fill out a form at the front desk outlining your evacuation needs.

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.
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 (lowest floor), or the interior bathroom area of your floor/apartment.

What If You Need Help?

We have an extensive on-call/duty system within our department. There are always AFs on duty for the apartments 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 Apartment duty phone or Campus Safety.

Emergencies anywhere on campus 911
Campus Safety Non-Emergency (303)871-2334
Campus Safety Emergency (303)871-3000
Apartment Emergency Duty Phone (720)626-3787