

The Guide to Residence Living

2017-2018



UNIVERSITY *of*
DENVER

CAMPUS LIFE & INCLUSIVE EXCELLENCE
Housing & Residential Education

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WELCOME

Dear Residents,

Welcome to on-campus living at the University of Denver! We are happy you have joined our community for the 2017- 2018 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 Hall Community.

Housing and Residential Education's (HRE) 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 Behavioral 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 as outlined in your signed housing contract. Please read the *Guide to Residence Living* carefully and contact Housing and Residential Education at 303-871-2246 or housing@du.edu if you have any questions. Please also visit our website if you have additional questions or want more information. <http://www.du.edu/housing/>

We look forward to having a wonderful year together!

Sincerely,

Housing and Residential Education Team

HRE STUDENT CONDUCT POLICIES

Residence living policies govern all forms of resident and non-resident student conduct within residential facilities and the surrounding grounds. Students are responsible for knowing and abiding by all University of Denver 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.

Any violation of the following regulations are subject to action by the conduct administrators 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 residence halls/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 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, not in public areas. All students living in that room/suite/apartment must be 21 years of age or older in order to have alcohol in the room/suite/apartment.
- Large quantities of alcohol, including but not limited to, beer ball containers, kegs, and beer bongs, are not allowed in the residence halls/apartments and are grounds for the student to a potential immediate removal from the residence halls or apartments.
- Empty, full, or keepsake bottles and cans of alcohol are prohibited in common areas, and the rooms/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. Empty containers are prohibited as well.

Air Conditioning Units

Personal air conditioning units are not permitted in any of the residence halls/apartments, unless provided by Housing and Residential Education. The rooms/apartments do not have the electrical capacity to accommodate these units.

Balconies

Residents who have balconies in their suites/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/Hoverboards

Each residence hall/apartment building 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 residence halls/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. Hoverboards are prohibited anywhere on campus and will be confiscated.

Cleanliness

In order to protect the health and safety of all residents, reasonable standards of cleanliness must be maintained in all residence halls/apartments (including lobbies, hallways, lounges, bathrooms, laundry rooms, and student rooms/suites/apartments). Residents are required to keep floors clear of personal items and trash. Residents are required to deposit their trash in designated areas in a timely manner. Trash is not to be accumulated or deposited in bathrooms, 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 assigned to a double room 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 per resident. The interpretation of standards of cleanliness is at the discretion of Housing and Residential Education staff. Periodic inspections will also be conducted in all rooms, apartments, and suites to maintain clean, safe, and high-quality housing.

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 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. The following activities are prohibited:

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

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 residence halls/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 residence hall/apartment 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 (30 meters) 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 residence halls. Possession or use of the following is prohibited:

- 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, electric frying pans, George Foreman type grills, crock pots, and open heating elements are prohibited in facilities without suite/apartment kitchens.

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

Fire Safety - Allowed Items

Coffee makers, hot pots, air popcorn poppers, and microwaves (maximum 600 watts and/or 1 cubic ft.) are 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 throwing stars, nun chucks, grenades and swords (including decorative). 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 minimum \$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, borrow or add additional furniture to the lobby areas 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 minimum fine of \$25 per item per incident, as well as the cost of any damage incurred. Depending on which residence hall property you live in, our mattresses range from full to twin extra-long (36"x80"x7"). Beds may be bunked; bunk bed pins are available at the front desks. Bunk bed safety rails are also available upon request.

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 residence hall 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.
- Unescorted non-DU visitors will be asked to show identification, identify the person they are visiting, and come to the front desk with their host to sign in if they haven't already done so. Failure to cooperate with Housing and Residential Education staff in such matters will result in immediate removal from the building.
- 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 room/suitemates. 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(s) 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.
- Visits are limited to two nights per 7-day week with the agreement of the roommate and suitemates.

- Guests and visitors are required to use gender specific bathrooms that match their gender expression. This may mean that a guest needs to use facilities on another floor.
- If guests stay overnight, they must sleep in their host's room or 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, butane torches, and gas grills are not permitted in the residence halls/apartments under any circumstances.

Identification Cards

Identity of residence hall students is easily established by means of a Pioneer ID 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. Report a lost DU ID card to the PioneerCard Office immediately.

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 rooms or apartments other than their own, nor may they have more than one key to their own room. Any student who attempts to gain additional keys to his/her own or other rooms will face disciplinary action. Report lost keys to the front desk or Apartment Office immediately.

Marijuana Policy

Colorado law allows individuals to possess a limited amount of marijuana for medical and recreational purposes. While the use of Marijuana is not a criminal offense in the state of Colorado, possession, use, manufacture, and/or distribution is **prohibited** on the University of Denver campus, including the residence halls and apartments. Additionally, marijuana paraphernalia is not permitted in the residence halls or apartments. Possession of a Medical Marijuana Registry Identification Card does not authorize students or guests, to possess, use, manufacture, or distribution marijuana on campus property.

Mailbox Use

Any mail box stuffers from any student group or organization are not allowed without prior approval. Approval for mail box stuffers is done on a very limited basis for HRE business.

Noise

Noise is a particular concern in residence hall and apartment communities 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 residence halls and apartments must be maintained, and 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 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 the front desk of your building, 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

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.

Courtesy hours

Courtesy hours are in effect 24 hours a day.

During finals week

24-hour quiet hours will be in effect.

Open Space Policy

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. It is our expectation that the unoccupied space of the room, suite, or apartment and the furniture remain clean and unused at all times. We will make every effort to notify you ahead of time depending on individual circumstances, however, please understand that we will not guarantee advanced notice. If at any time your room is not ready to receive a roommate, you will be documented for this and assessed a fee for occupying more than your assigned space in the room, suite, or apartment. A \$25 per day fee may be assessed if you are found occupying an additional space in your room or suite.

Painting of Rooms

Painting of student rooms/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 residence halls/apartments. Upon discovery, students who bring an animal (fish excluded) to campus that is not approved by Disability Support Services as an emotional support animal, the animal must be immediately removed to an off campus location and assessed a charge for cleaning and potential repair of furnishings and facilities to reduce potential allergens in the space. Having pets will result in the assessment of a \$50 charge per incident. 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 removal from the residence halls, and possible further University disciplinary action.

Posting Policy

Since there is limited space within each residence hall/apartment, postings from student groups and organizations will be limited to one posting per residence hall. The flyer should be left at the Housing Office, located in Nagel Hall. The flier will be stamped and distributed one per residence halls to be posted by the Desk Manager. Any flyer that is not approved by Housing and Residential Education will be removed (please note that flyers approved at the Driscoll Student Center Front Desk are not approved for Residence Hall posting). Postings will remain up for no more than one week.

Roofs and Ledges

Being on or hanging anything on roofs and ledges of residence halls/apartments is strictly prohibited.

Room (Unauthorized) change:

Any room change or room swap that is not facilitated by a housing professional is considered unauthorized. Moving or swapping rooms at any point without *prior* HRE approval, will result in disciplinary actions and/or fines of a minimum of \$25 per day. In addition, residents will be responsible for charges incurred (recoring locks, lock outs, cleaning, damage, improper check outs, etc) in the original room assignment and also unauthorized space(s). Please refer to the section on Room Changes and Living with a Roommate (p. 15)– under HRE Administrative Policies.

Smoking

Smoking of any kind is prohibited on the University of Denver Campus. Smoking is not allowed inside any campus buildings including the residence halls and apartments. Since the university is smoke free, all Hookahs, e-cigarettes, water pipes, pipes, vapor pens and any other smoking devices are strictly prohibited within the residence halls at any time. Packages mailed to campus that contain smoking devices may be confiscated upon delivery.

Solicitation

For security reasons and to prevent annoying disturbances, solicitors are not allowed in the residence halls or 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 residence halls. In addition, riding skateboards and bicycles, or wearing skates is prohibited in all areas of the residence halls. 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 residence halls/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 residence hall rooms and 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, discrimination, patterns of inappropriate behavior that negatively affect the community, or established residence hall/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 room/apartment and note your comments on the Room Inspection Form online. You will need to complete your Room Inspection Form within 72 hours of checking in. Instructions on how to complete Room Inspection Form will be included in your check-in packet/ welcome email. 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 or submit a work order online (pg. 19). If you are expecting a roommate who has yet to arrive, please remember to leave half of the room open (which includes one closet, desk, desk chair, bed, and bookshelf) or space in your apartment.

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 RA or 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 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 Housing and Residential Education staff member during check out to assess the condition of your room/apartment.
- 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/keycard to the RA or Apartment Fellow who is checking you out. Failure to do this, will result in charges for recoring keys.
- 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 residence hall or 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 Residential Education and check out of your room within 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 before 9 a.m. the Friday of finals week. Resident Assistants and 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 a housing staff member to find out the check-out procedures.

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 will need to 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 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 Resident Assistant or Apartment Fellow. RAs will set up mediation between you and your roommate. If the problems in your room persist, you can work with your Graduate Resident Director or Resident Director. They will work to further mediate your conflict or possibly facilitate a room change. Please be aware, outside of room change day during the fall, winter, and spring quarters, room changes will not be granted without going through the mediation process. All moves must be approved by your GRD or RD.

Room Change Day for the Residence Halls

If you want to change rooms at the beginning of any term you must wait until the scheduled Room Change Day. This waiting period is for the Housing and Residential Education 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 want to change rooms, bring all of the residents involved in the move to the room change table during the designated time. At this time no questions will be asked about the move as long as everyone involved in the move agrees to the new arrangement. The GRD or RD will give instructions for the room change process at that time. Contact your RA or Resident Director to find out dates and location for each quarter's Room Change Day.

Open Space Agreements

In the event that you have an unoccupied space in your room, suite or apartment, you'll be sent an Open Space Agreement via email by an HRE staff member. In order to prepare for a potential roommate/suitemate, you will need to make sure all of your belongings are on your side of the room—this means you will need to 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. It is our expectation that you are courteous and treat these students with respect.

Prorate Schedule

If you check out of your room/apartment and maybe eligible for prorated room and meal plan charges, the following guidelines will be used. However, every night of stay is charged. For a sample prorate for your situation, contact the main Housing and Residential Education office located in Nagel Hall.

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 halls 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 in which you check out, 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 checkout paperwork 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 an electronic Room Inventory Form when you move in. You should carefully inspect every aspect of your room/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 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. 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 Damages 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, hallway, or bathroom, Housing and Residential Education staff will attempt to determine the responsible individual(s). An email will be sent to the community members 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.

Continued Enrollment

Students must be enrolled in full-time 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 residence hall. Students who are not registered for courses are not permitted to have a meal plan. If there are changes to your full-time enrollment status, you must consult with a Housing & Residential Education staff member to get approval to remain in the residence halls.

Housing Contract

You sign your housing contract electronically when you complete the on-line housing application. 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. The main Housing and Residential Education office is located in Nagel Hall. Our office hours are 8:00 am - 4:30 pm Monday through Friday, excluding University holidays.

Room and Apartment Entry by Staff

University staff may enter student rooms and apartments for a variety of reasons. We typically will give students 24-hour advanced notice, however, exceptions may be made for reasons listed below. Rooms 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 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/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 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
- Noise caused by an approved unattended pet (Emotional Support animal)

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 will need to 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. You will receive 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. Specifically, this means you should only occupy one bed, one desk, one dress, 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. Attempts to keep a potential roommate from moving in or to force a new roommate to move out will not be tolerated.

If you do not follow through with the terms listed above (e.g. keeping one side of the room clean, keeping the suite/apartment clean, etc.), you may be assessed a fine or charged for a single room or 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 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, you will be charged for the service and this will be seen as a violation of the non-compliance policy and conduct outcomes may result.

Winter Break Procedures

All residence halls are closed for winter break with the exception of Centennial Towers, Nelson Hall and Nagel Hall. No temporary housing is available for other students. If you want to stay on campus, you must participate in Room Change Day to find an available space in one of the designated areas.

For students staying on campus in Towers or Nagel during break, 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 residence halls 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 request after you have completed all the necessary steps. Requests 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 main Housing and Residential Education office in Nagel Hall 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 \$1,000.00 cancellation penalty. Housing charges will not be adjusted until a proper checkout has been completed.

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 residence hall bedrooms and apartments at no additional cost to residents. Residents may contract for premium and/or high-definition service by contacting Comcast directly at 1-800-COMCAST. Comcast will provide discounted upgrades only to addresses where the University of Denver is already subscribing to extended basic service (ie: 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.

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, 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 UTS 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 www.du.edu/housing/resources/workorder.html. 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 Housing and Residential Education office located in Nagel Hall.

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 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 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 Nagel Hall Market also accepts meal plan, 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 Halls

- Meal swipe options available in Nagel Hall Market
- Late Night Dining at Centennial & Nelson Hall
- \$200 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
- \$200 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
- \$200 of Meal Plan Cash per academic quarter
- Any block meal can be used for a guest meal

Commuter Meal Plan- also available for 3rd and 4th year residents.

- Any 50 meals per quarter in Nelson and Centennial Halls
- Meal options available in Nagel Hall and Late Night Dining in Centennial and Nelson Hall
- \$200 of meal plan cash per academic quarter
- Any block meal can be used for a guest meal

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. If you would like to change your plan for the next term, contact the main office for Housing and Residential Education.

The Flex Account is a declining balance account is set up through the Pioneer ID Card Office (303-871-4545) or <http://www.du.edu/pioneeridcard/>, and is good for many on-campus and off-campus options. Look at <http://www.du.edu/pioneeridcard/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).

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 check out recreational equipment at the front desk or find out what is happening in the hall or on campus. If there's a problem in the building and you need staff assistance, please contact the front desk.

How to File an Incident Report

Students have the right and responsibility to confront someone who is violating their rights in the residence halls. Any member of the residence hall 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 front desk of their residence halls or from the apartment office. Charges will apply for lockout keys as well as for replacement/recoring of door locks; please check with your front desk or the staff member on duty in the apartment office for charges that apply in your building.

Students will be charged for lock changes and key card changes no matter where or under what circumstances the key(s) were lost. This minimizes the possibility that someone may find the key(s) and gain access to your room or building. The charge for the lock change card reprogramming 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 residence halls, in order to enter Centennial Halls, Johnson-McFarlane, Nelson, Nagel, Centennial Towers, or the Apartment buildings (Ridgeline, Summit, Mesa, and University Place), you will need your Pioneer ID card to gain access to the residential areas and the exterior doors after business hours. The exterior doors are open during between 7 a.m. and 9 p.m. (with exception in the Apartment Buildings) to accommodate the food service and classroom facilities.

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 by or before 8:00pm.

Residents will receive package slips in their mailboxes and may pick up the package by showing the package slip and an ID at the front desk.

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

University of Denver
Denver, CO 80610

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, it is important to change your information on PioneerWeb.

Mail During Breaks

If you live in Centennial Halls, Johnson-McFarlane, Nelson, Nagel, or Centennial Towers, first class mail is forwarded for the first three weeks of winter break to your permanent address on file in PioneerWeb. After this time all mail, including first-class mail and billing statements, will be held until you return in January. When you check out 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.

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 <http://www.du.edu/sustainability/index.html>

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.

Telephone Services

Phone lines are not provided.

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. Recommend signing up for campus safety emergency alerts through PioneerWeb <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

- 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 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
 - 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.
- Once you have evacuated the building, please proceed immediately to your building's rally/gathering point for further information. Rally points are as follows:
 - Centennial Halls residents rally/gather at Centennial Towers main lounge.
 - Centennial Towers residents rally/gather at Centennial Halls main lounge.
 - Johnson-McFarlane and Nagel residents rally/gather inside the Nelson cafeteria.
 - Nelson and Nagel residents rally/gather at the Johnson-McFarlane main lounge and classroom.
 - We will need to include Hilltop in this evacuation process as well as the Apartments
- 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 RAs or AFs 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, the 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 Front Desk	(303)871-6519
Centennial Halls Front Desk	(303)871-2565
Johnson-McFarlane Front Desk	(303)871-2183
Nelson Hall Front Desk	(303)871-4788
Nagel Hall Front Desk	(303)871-7733
Centennial Towers Front Desk	(303)871-2721