



# GUIDE TO RESIDENCE LIVING

2025-2026



**Housing & Residential Education**  
UNIVERSITY OF DENVER

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Dear Residents,

We are pleased to introduce the Guide to Residence Living (or GRL for short)! This has been designed to provide you with essential information and resources for a successful and enriching experience while living in on campus. As detailed in the housing contract that you signed, you are responsible for abiding by the policies outlined in this document. *It is important to read the **Guide to Residence Living** carefully.*

The GRL is not just a set of rules, it is a tool to help you thrive in our residential communities. The GRL has been crafted with your comfort, safety, and overall experience in mind. It serves as a valuable resource to help you navigate and make the most of your time in our residence halls and apartment communities. We encourage you to take the time to familiarize yourself with its contents.

If you have any questions or need further assistance, please do not hesitate to reach out to Housing & Residential Education at (303) 871 – 2246 [HRE@du.edu](mailto:HRE@du.edu). We are here to assist you and ensure that your time in our college residences is a positive and enriching one.

We wish you a successful and rewarding academic journey and a wonderful experience living on campus. We look forward to having a wonderful year together and welcome home!

Please visit our website for more information at <https://studentaffairs.du.edu/housing>.

Sincerely,

*The Housing & Residential Education Team*

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## Important Dates & Deadlines

As a DU student and on-campus resident, you should be aware of Housing & Residential Education's [Important Dates](#) and DU's [Calendar and Deadlines](#). We encourage you to regularly consult these pages on HRE's website as you navigate this year's campus experience.

## 2025 – 2026 Housing Contract

To be eligible to live in university-owned or operated housing students must complete a Housing Application by the posted deadlines. Our [Housing Contract](#) is a legally binding document that you sign electronically when you complete your housing application.

Housing Contracts typically cover the entire academic year or summer interim. Students may request to break their housing contract in certain specified circumstances, including, but not limited to, study abroad, leave of absence, or withdrawal from DU. The terms and conditions for contract exemption or breakage are set forth in the [Housing Contract](#).

If you have any questions concerning your housing contract, contact Housing & Residential Education at (303) 871 – 2246 or [housingassignments@du.edu](mailto:housingassignments@du.edu). You may also visit the Housing & Residential Education office in Dimond Family Residential Village, P112. during normal business hours of 8:00 a.m. - 4:30 p.m., Monday through Friday, excluding University holidays.

## Right to Access Rooms

The University reserves the right to enter a resident's living quarters without prior notice for the purpose of inspecting the premises when an authorized agent of the University has a reasonable belief that:

- Entry is necessary to investigate a concern about the to the health, safety, and/or welfare of a member of the University community;
- A suspected violation of a University policy or a crime has occurred;
- Cleaning, maintenance, repair, and/or other related inspection is necessary;
- Verification is necessary that closing procedures were completed for break periods;
- Inspection is needed to verify that the living quarters are ready for a new resident; and/or
- University property is being or has been damaged.

## Personal Property & Insurance

The University and Housing & Residential Education (HRE) are not responsible for any loss or damage to a student's personal belongings—or those of their guests—regardless of the cause. This includes, but is not limited to, damage from water, such as sprinkler system discharge or broken pipes.

**We strongly recommend that you:**



- Review your current insurance policy to ensure your belongings are covered for all types of damage or loss, including water damage or accidental sprinkler activation.
- If you are not covered, consider purchasing renter's insurance from a provider of your choice.

If your property is lost, stolen, or damaged while in University-owned or operated housing, any claims must be processed through your personal renter's insurance.

## Approved Move-Out & Prorated Charges

If your move-out is approved by Housing & Residential Education (HRE), room fees will be prorated based on the daily rate. Charges begin from the move-in date listed on your housing placement notification and end on the date you return your keys and complete the official checkout process.

If you do not complete the checkout process as required, HRE will continue to charge the daily room rate until staff confirm that you have fully moved out.

If your Housing Contract is officially canceled by HRE, your meal plan will also be canceled. Any meal plan refunds are calculated based on either the number of meals or plan cash used, or a daily rate—whichever amount is greater.

## Staying on Campus During Breaks

### Winter Break

Students who plan to stay in on-campus housing during any part of winter break **must submit a Winter Break Housing application** to HRE by the stated deadline.

- Residents approved for break housing **may be required to temporarily relocate** to a different room or building.
- **Meal plans are not active** during winter break. Residents must make their own meal arrangements. If interim meal plans become available, HRE will share that information.
- Residents may keep their belongings in their housing during the winter break if they return for winter quarter and during spring break if they return for the spring quarter. Otherwise, they are required to check out of their housing assignment.

### Spring Break

Residents **may remain in their housing assignment** during spring break if they are returning for spring quarter.

- No special application is required.
- Dining services may be **limited** during this period.

## Housing Assignments

Housing & Residential Education assigns students based on occupancy and completed Housing Applications. Eligibility for on-campus housing is outlined in our Housing Contract.

## Administrative Moves & Temporary Assignments

Housing & Residential Education (HRE) reserves the right to make temporary assignments or administrative reassignments at any time during the Housing Contract, at the University's sole discretion.

### Reasons for these moves may include, but are not limited to:

- Space or occupancy needs
- Facility maintenance or safety concerns
- Vandalism or damage
- Suspected violations of the Honor Code or University policies
- Ongoing behavior that disrupts the residential community
- Unresolved roommate conflicts or the issuance of a no-contact order between roommates

HRE will attempt to provide at least 48–72 hours' notice via email before an administrative move. However, in urgent or extenuating circumstances, moves may occur with limited or no advance notice.

## Preparing for a Potential Roommate

Even if you currently do not have a roommate, you should always be prepared for a new resident to be assigned to your room. **Roommate assignments can occur at any time**, including immediately or during break periods.

### Expectations When a New Roommate Is Assigned:

- Be respectful and welcoming to the new resident.
- Do not attempt to prevent someone from moving in or pressure them to move out. Such behavior will result in a referral to the Office of Student Rights & Responsibilities and may be addressed under the Honor Code.
- Keep your belongings on your side of the room and maintain shared spaces (like the bathroom, entryway, or closet areas) in a clean and accessible condition, leaving enough space for a new roommate.
- HRE staff may conduct room checks to ensure the space is move-in ready. If issues are identified, residents will be expected to resolve them promptly.

Being prepared helps create a respectful and supportive residential community for everyone.

## Room Change Requests

Housing & Residential Education (HRE) will determine the official room change period, which typically begins a few weeks into the quarter.





### **Important Notes:**

- Room changes may occur earlier than the designated period if there are extenuating circumstances, as determined by HRE.
- Room changes are subject to availability and may not always be possible due to occupancy limits.
- If a room change is requested due to a roommate conflict, HRE may require the residents to participate in mediation before the request is considered or approved.

## **Housing & Meal Plan Accommodations for Students with Disabilities**

Students seeking accommodations related to housing or meal plans due to a documented disability, medical condition, or mental health condition must contact [Student Disability Services \(SDS\)](#).

- SDS is the only office authorized to determine a student's eligibility for disability-related accommodations.
- HRE does not evaluate or approve accommodation requests. If SDS approves an accommodation, HRE will make reasonable efforts to implement the accommodation based on available housing options.
- Please note that some accommodations may take additional time to implement or may not be immediately available due to space or resource limitations.

If HRE is unable to meet an SDS-approved accommodation, students may:

- Request to be released from their housing contract, or
- Be placed on a waitlist until a suitable housing assignment becomes available.

To be eligible for university-owned or operated housing—with or without accommodations—students must still complete the Housing Application by the posted deadlines.

For more information or to submit an accommodation request, please contact or visit Student Disability Services.

### **Temporary Disability Accommodations**

[Student Disability Services](#) (SDS) can provide temporary accommodations for enrolled students experiencing longer-term injuries or illnesses. Once approved by SDS, Housing & Residential Education (HRE) will make reasonable efforts to implement these accommodations based on current housing availability.

For more information or to request accommodations, please contact Student Disability Services at (303) 871 – 3241 or [SDS@du.edu](mailto:SDS@du.edu).

### **Modifications to an Existing Accommodation**

If a student experiences a change in their disability, medical, or mental health condition that requires

a modification of their existing housing accommodations, the student should contact SDS for an updated accommodation. If SDS approves an updated accommodation after a student has already been assigned a room, HRE will make reasonable efforts to implement the SDS-approved updated accommodation based on current housing availability.

## **Assistance Animals in On-Campus Housing**

The University recognizes the important role that animals can play in supporting individuals with disabilities. At the same time, we are committed to maintaining a safe and welcoming environment for all members of the DU community.

To support both goals, DU follows the requirements of the [Americans with Disabilities Act](#) (ADA), the [Fair Housing Act](#), and other applicable state and local laws.

### **Service Animals in On-Campus Housing**

Service animals are dogs that are individually trained to perform work or tasks for a person with a disability. These tasks must be directly related to the individual's disability.

Service animals are allowed in most University-owned or operated housing. However, there may be some exceptions based on facility limitations. Service animals must be housebroken and under the control of its handler.

Students planning to live with a service animal are encouraged to update their voluntary registration with Housing & Residential Education (HRE) each time they:

- Request a new housing assignment, or
- Change their existing assignment.

This helps HRE plan for the needs of other residents, including those with allergies, phobias, or assistance animals of their own, and ensures a supportive living environment for all.

Subject to additional assessment, miniature horses may also qualify for the same treatment as a service animal if they are also individually trained to do work or perform tasks for the benefit of the individual with a disability.

### **Assistance Animals in On-Campus Housing**

Assistance Animals, including Emotional Support Animals (ESAs), can be a variety of species and provide support to individuals with disabilities as part of their treatment plan.

To have an ESA in university-owned or operated housing, students must:

1. **Submit a formal [accommodation request](#)** through the Student Disability Services (SDS) Accommodate Student Portal, and
2. **Receive SDS approval *before*** bringing the ESA to their residence hall or apartment.

Requests must include documentation that follows the [ESA Documentation Guidelines](#) and clearly explains the student's functional limitations and the therapeutic need for the animal.

While the University typically does not permit multiple ESAs, exceptions may be considered on a case-by-case basis, based on the submitted documentation and the size and species of the animals.

### **Responsibilities for Service and Assistance Animals**

Residents must maintain control of their service or assistance animal (including ESAs) at all times and are fully responsible for:

- Reviewing HRE's Animal Presence Policy.
- Any damage the animal causes to University-owned or operated property
- Any disruptions to the residential community caused by the animal
- The animal's daily care, including feeding, grooming, and general wellbeing
- Immediately cleaning up and properly disposing of the animal's waste

If a resident is unable to care for their animal, they must make arrangements for someone else to do so. The resident is responsible for any associated costs.

### **Emotional Support Animal (ESA) Approval Requirements**

Once a student is approved by Student Disability Services (SDS) to have an Emotional Support Animal (ESA) in University housing, they must complete additional steps before bringing the animal into University-owned or operated housing.

#### **Next Steps After Approval:**

Students must review and agree to Housing & Residential Education (HRE)'s ESA expectations, which includes signing the Emotional Support Animal Resident Agreement and submitting the following:

1. A copy of the ESA's registration with the City and County of Denver (if applicable)
2. **Proof of current vaccinations**, as recommended by a licensed veterinarian
3. Confirmation that the animal is spayed/neutered, if applicable
4. A **recent photo of the ESA**, which will be kept on file by SDS and HRE and shared only with University staff on a need-to-know basis
5. **Contact information for an off-campus alternate caregiver** who can care for the ESA if the student becomes unable to do so

#### **ESA Access Guidelines:**

1. ESAs are only permitted in the student's **assigned residence hall room or apartment** (as specified in their housing assignment).
2. ESAs may be transported through **indoor common areas** *only as needed* to access outdoor spaces for exercise or natural relief.
3. ESAs are **not permitted** in any other University facilities, including shared kitchens, lounges, or food service areas.

## Allergies, Phobias, or Other Disabilities

If a student has an allergy, phobia, or other disability that prevents them from living with an approved Emotional Support Animal (ESA), they must submit an accommodation request through Student Disability Services (SDS).

If Housing & Residential Education (HRE) receives notice of an SDS-approved accommodation, HRE will make reasonable efforts to implement it, based on current housing availability.

## Safe & Secure Access

### DU ID Cards

To help maintain the security of our residential communities, students must use their DU ID Card to access residential buildings, dining facilities, classrooms located within residential buildings, and other access-only campus locations.

Your DU ID Card serves as proof of identity and provides access to University facilities. University officials, including Housing & Residential Education (HRE) staff, may ask to see your ID when you enter a building.

Important: Students must not lend their DU ID Card to anyone else for any reason, including building access or meal purchases.

Residents may retrieve a DU ID card from the [Pioneer ID Card Office](#).

### Lost DU ID Cards

If you lose your DU ID Card, you must immediately report it to the Pioneer ID Card Office and request a replacement. Until you receive your new card, contact the on-call staff for temporary access to your residential community.

## Keys

The safety of our residents is a top priority. To secure our communities:

- Each resident receives keys to their room and mailbox—except residents of Dimond Family Residential Village (DFRV) and Transfer Living Community (TLC), who use their DU ID card for room access.
- All residence halls and apartments are secured by key or DU ID card access.

### Important:

- Residents may not duplicate their University-issued keys.
- Residents may not loan their keys or DU ID cards to others.
- Residents may not possess someone else's keys or DU ID card.
- Residents are responsible for keeping their issued keys throughout the academic year and

may be charged for any lost or unreturned keys.

## Lost Keys

Lost keys or DU ID cards can compromise the security and safety of our residential communities. If you lose your keys, you must immediately report it to Housing & Residential Education by:

- Visiting the front desk of your residential area, or
- Emailing HRE@du.edu

To maintain community safety, HRE will replace the lock and issue a new set of keys. The cost of replacing the lock and new keys will be charged as a fee to your student account.

## Temporary Keys

If you temporarily misplace your key, you may request a **temporary key** from your residential community's front desk.

- The temporary key **must be returned within 24 hours**.
- If you do not return it on time, HRE will treat it as lost, **replace the lock**, issue a new set of keys, and charge the **replacement cost to your student account**.
- Replacement costs vary depending on the residential community.

## Lockout Fees

Residents are eligible for three lockouts per quarter at no charge. After three lockouts, residents will be charged \$50.00 per instance.

# Moving In & Moving Out of On-Campus Housing

## Check-In Process

At check-in, you will be asked to show your DU ID card before receiving your room keys.

- After receiving your keys, go to your assigned room and inspect the condition of the space and its items.
- Complete the Room Inventory form, available through the Housing Portal (instructions below).

If you notice anything that is broken, missing, or needs cleaning, please:

- Submit a [work request](#), or
- Contact your building staff immediately.

We also recommend taking dated photos of your room's condition at both check-in and check-out. This helps ensure accurate assignment of any charges.

## Room Inventories

When you move into your room, please:

- Carefully **review the condition** of the walls, lights, furniture, and other items.
- Complete the **Room Inventory form online** within 72 hours of move-in. You can access it through your Housing Portal.

At check-out, an HRE staff member will inspect your room. You will be responsible for any **damage beyond normal wear and tear** or missing items **not documented on your Room Inventory**.

- If you do **not** complete the Room Inventory within 72 hours, you agree to accept the room as is, with no claims for pre-existing damage.
- Completing the inventory helps HRE maintain accurate records and fairly assess damages at the end of the year.
- If you're unsure whether to list something on the form, please contact your **Resident Director** promptly.

## Check-Out Process

At the end of your Housing Contract term, you must **check out of your assigned residence by the deadline** communicated by Housing & Residential Education (HRE).

- Residents who fail to check out on time **may incur a fee or additional charges**.
- You must complete all tasks listed in the [Move-Out Checklist](#) provided by HRE.
- Return your **room keys** to the front desk when it's open, or use the drop-box when closed.
- Residents of **Dimond Family Residential Village (DFRV)** and **Transfer Living Community (TLC)** do not have keys to return, as they use their DU ID card for access.
- You may request an in-person check out.

After you leave, HRE will inspect your room for damages or personal belongings left behind. Any charges for repairs or removal will be added to your student account.

As stated in the Housing Contract, any belongings left after move-out will be considered **abandoned property**, and HRE reserves the right to **discard or donate these items at the resident's expense**.

## Damages and Loss of Property

Housing & Residential Education (HRE) attempts to assign charges for damage or loss of University property to the individuals responsible.

- When specific individuals are identified, HRE may refer the case to the Office of Student Rights & Responsibilities for Honor Code review.
- If responsible individuals cannot be identified, HRE may divide the cost evenly among all

affected residents in the community.

- Most damage charges are assessed at the end of the academic year, but some may be applied during the term.

Residents may be charged for:

- Individual damages, or
- Group damages shared by a community.

### **Individual vs. Group Damages Charges**

Housing & Residential Education (HRE) determines damage charges for individual residents based on:

- The **Room Inventory** completed at move-in, and
- The **inspection conducted during or after check-out.**

Individual damage charges are applied to the resident's student account.

For damages in **shared spaces within a room, suite, or apartment**, charges are usually split among the residents unless:

- HRE identifies the individual(s) responsible, or
- A resident accepts responsibility.

For damages in **common areas** of the residential community (such as lounges, hallways, or community bathrooms):

- HRE staff will try to identify those responsible.
- HRE will notify community members by email about the damage and the estimated repair or replacement costs.
- Residents are encouraged to report any damage or vandalism promptly and provide information to help identify those responsible.
- If responsible individuals cannot be identified, HRE may charge all residents in the affected community for the damage.

### **Appealing Damage Charges**

When HRE assesses charges for damages to a resident's student account, HRE will provide instructions on how the resident may appeal the charges. A resident must include the following information in their appeal:

- Resident's name and DU ID
- Room Assignment
- A summary of why damage is being appealed, and

- Any supporting documentation.

## Living on Campus

Living on campus can be a new or familiar experience. This section provides essential information to help you understand HRE's administrative processes and resources to help you navigate living in one of our residential communities.

### Resident Services (Front Desks)

All residential front desks are open from 8:00 am to 8:00 pm for the following residential areas:

- Centennial Halls
- Centennial Towers
- Dimond Family Residential Village (DFRV)
- Nelson Hall (Nelson, Nagel, Hilltop, and Johnson-McFarlane)
- University Place (Apartments Communities)

The front desk in your residential area is where you **pick up mail** and **request temporary keys or key cards**, among other resources, during the hours where the desk is open. The availability of resources varies by building. To borrow these resources, stop by the front desk for your residential community and bring your DU ID Card.

If there is a problem in the building and you need staff assistance, please get in touch with the front desk. If after 8:00 pm and you need assistance, please **contact HRE's Community Assistant at (720) 626 - 3787**. Community Assistants will not be able to give out packages or mail.

### Contact Information

You can email the Resident Services at [HRE.ResidentServices@du.edu](mailto:HRE.ResidentServices@du.edu).

### Mail & Package Delivery

The front desk staff in your residential area sorts and distributes all mail. Regular mail is typically delivered to your mailbox by the end of each business day, though delivery may take longer during periods of high volume.

When you receive a package, you will be notified. To pick up your package, bring your DU ID or another valid form of identification.

### Missing Packages

If you are trying to locate a package you haven't received:

Visit the front desk in your residential area.

- Be prepared to provide key details, including:



- A description of the package
- The name of the recipient
- Carrier information (e.g., USPS, UPS, FedEx)
- Tracking number (if available)

The staff will do their best to help locate your package and keep you informed of any updates.

### **Packages During Winter Break**

HRE will attempt to hold all packages for a resident when received during winter break. If you are a resident of a community whose front desk is closed during this time, we strongly recommend that you wait to receive packages once the quarter begins. HRE is not responsible for lost or misdelivered mail or packages during breaks. If a resident has moved out prior to winter break, the package may be returned to its sender.

### **Mail & Packages after Moving Out**

Please note that any mail or packages delivered after you have moved out of University Housing—including after residence halls close at the end of the academic year—will not be accepted and will be returned to the sender.

To ensure you continue receiving your mail:

- Submit a change of address or mail forwarding request through the U.S. Postal Service
- Update your shipping address with any relevant carriers (e.g., FedEx, UPS) and third-party vendors (e.g., Amazon)

Taking these steps before you move out will help prevent delivery delays or returned items.

### **Mail or Packages Containing Prohibited Items**

Residents may not have packages delivered with prohibited items. If a prohibited item is delivered to a resident, the item will be confiscated and residents will be referred to Student Rights & Responsibilities for potential violations of the Honor Code.

### **Meet your Resident Mentor (RM) or Apartment Manager (AM)**

Each residential community at DU has a dedicated team of Housing & Residential Education (HRE) staff here to support you throughout your time on campus. One of your most important connections will be your Resident Mentor (RM) or Apartment Manager (AM), student leaders who help build community, connect you with campus resources, and offer peer support when you need guidance or someone to talk to.

In addition to your RM or AM, your community is also supported by a professional staff member, your Resident Director (RD), and a Graduate Resident Director (GRD). These team members are available to help you navigate challenges, enhance your living experience, and help connect you to resources at DU throughout the year.



## Your Community Assistants

Community Assistants are staff members responsible for safety and support for our on-campus students. They may address potential policy violations, support with maintenance requests, or help with lockouts. They are on-call from 8:00 pm – 8:00 am, daily.

### Contact Information

You can contact a Community Assistant at (720) 626-3787.

## Meet your Roommate

Sharing a room may be a new experience—and it often comes with opportunities for growth as well as challenges. You and your roommate(s) may have different personalities, habits, and expectations around cleanliness or shared space. That's why it's important to talk early and openly about your preferences, set mutual expectations, and commit to respectful communication—especially when conflicts arise. Building a strong foundation together can help create a positive living experience for everyone.

### Roommate Agreements & Navigating Conflicts

Learning to live with someone new can be both exciting and challenging. The key to a successful roommate relationship is open, honest communication. Within the first few weeks of moving in, roommates are required to complete a Roommate Agreement in most communities. HRE will reach out and provide instructions to students required to complete these. This tool is designed to help you discuss and set expectations for your shared space—from cleanliness and noise to guests and quiet hours. Residents in suites or apartments are not required to complete a Roommate Agreements but it is recommended.

Be honest about your needs, and be willing to compromise if they differ from your roommate's. This conversation can help prevent misunderstandings and set the tone for a respectful living environment.

As you continue living together, you're encouraged to revisit and update your agreement as needed. If a conflict arises, start by reviewing your agreement together. If you're unable to resolve the issue, your RM or AM can help facilitate a mediation. For ongoing concerns, you may work with your Graduate Resident Director (GRD) or Resident Director (RD) for additional support.

**Please note:** If you are requesting a room change due to roommate conflict, you will be required to complete or revisit a Roommate Agreement before your request can be considered.

## Cleanliness Expectations

Residents are expected to maintain reasonable standards of cleanliness in their rooms, suites, apartments, and shared community spaces.

### Key expectations include:

- Hallways, stairwells, elevators, and common areas must remain free of personal items, trash,

and recycling.

- Trash and recycling must be promptly disposed of in the designated outdoor dumpsters. Residents may not use lobby, laundry room, or bathroom trash cans for personal waste.
- Trash and recycling should not be allowed to accumulate in personal bedrooms or common areas.

HRE staff may conduct periodic cleanliness inspections. If a space does not meet cleanliness standards, custodial services may be scheduled at the resident's expense. If determined necessary by HRE, residents are required to allow custodial staff to clean the space.

## **Decorations**

Housing & Residential Education (HRE) encourages students to personalize their living spaces. However, to maintain safety and community standards, residents must follow these rules when decorating:

### **Prohibited Decoration:**

- No fire hazards, including:
  - Fireworks
  - Floating lanterns
  - Paper bag lanterns
- Do not overload electrical outlets
  - *Reminder:* Extension cords are not permitted in University housing. Use surge protectors instead.
- Do not obstruct:
  - Doorways or exits
  - Fire safety equipment
- Do not hang decorations from:
  - Ceilings
  - Fire sprinklers, pipes, fire alarms, or strobes
  - Smoke or carbon monoxide detectors
  - Any other fire safety equipment
- Do not hang or display items:
  - On or from windows
  - On the exterior of the building

- Do not leave personal belongings outside your room

## Guest Policy

A *guest* is anyone who is not assigned to your specific housing assignment—this includes individuals not affiliated with DU as well as DU students living in other residence halls or apartments. Before hosting a guest, you **must receive permission from your roommate(s) or suitemate(s)** in advance of their visit.

### As a *host*, you are expected to:

- Stay with your guest at all times while they are in the building or community.
- Take full responsibility for your guest's behavior and actions.

Guests must follow all university and community policies. If a guest fails to comply with a request from a University Official (such as a Resident Mentor, Apartment Manager, Community Assistant, or emergency personnel), they may be asked to leave immediately. Depending on the situation, this may also result in:

- A restriction or loss of your ability to host future guests.
- A referral to the Office of Student Rights & Responsibilities for potential violations of the Honor Code.

Being thoughtful about who you host and communicating clearly with your roommate(s) helps ensure a respectful and safe living environment for everyone.

## Roommate/Suitemate Guest Agreement

Before having a guest over, all roommates or suitemates must agree to the guest's presence. If even one roommate is not comfortable with a guest visiting, the guest should not be invited—everyone's comfort and sense of privacy matters.

A resident's desire to host a guest does not override their roommate's or suitemate's right to feel safe and respected in their own living space.

At any time, a roommate, Housing & Residential Education staff member, or Campus Safety officer may ask a guest to leave, and the guest must do so immediately.

Clear and respectful communication with your roommate(s) about guests helps build trust and avoids unnecessary conflict.

## Expectations of Guests

To ensure everyone in the community feels safe and comfortable, the following expectations apply to all guests in University housing:

- **Length of Stay:** Guests may stay overnight for a **maximum of two nights within any 7-day period**, and **only with the explicit permission** of all roommate(s) or suitemate(s).
- **No Cohabitation:** Guests are not allowed to live in the space. Regular, repeated overnight

stays may be considered **cohabitation**, which is not permitted.

- **Sleeping Arrangements:** Guests must sleep in their host's room or apartment. **Sleeping in lounges, common areas, or a roommate/suitemate's bed is not allowed** without that person's clear, prior permission.

Residents are responsible for ensuring their guests understand and follow these guidelines.

## **Noise, Quiet Hours, & Courtesy Expectations**

All residents are expected to be respectful and considerate of others in and around the residential communities. You are responsible for your own noise level, as well as the noise created by any guests you host.

Noise is considered disruptive if it could unreasonably interfere with others' ability to sleep, study, or enjoy a reasonably quiet living space. Disruptive noise includes, but is not limited to:

- Loud music or music with excessive bass
- Loud voices or shouting (indoors or out windows)
- Door slamming or running in the halls

If your noise can be heard through a closed door or window, it is likely too loud.

If you are disturbed by noise, we encourage you to politely speak with those involved. If you need support, contact the front desk or on-call staff for assistance from Housing & Residential Education (HRE) staff. Residents are expected to immediately reduce noise if asked by another resident or staff member.

### **All residential communities observe the following Quiet Hours:**

- Sunday–Thursday: 10:00 PM – 7:00 AM
- Friday & Saturday: 12:00 AM – 9:00 AM
- Starting at 6:00 PM on the last day of each quarter's classes: 24-hour quiet hours are in effect for finals week.

### **Courtesy Hours**

At all other times, known as courtesy hours, residents are still expected to maintain a reasonable volume out of respect for others.

## **Cooking in Residential Communities**

Cooking is only allowed in designated kitchen areas. When using these spaces, please follow these safety and cleanliness guidelines:

### **Before Cooking**

- Ensure all surfaces, cookware, and appliances are clean—remove any grease or leftover food before use.



- Avoid overloading electrical circuits when using appliances like microwaves, toasters, or kettles.
- Know where the nearest fire extinguisher is and familiarize yourself with available fire safety equipment.

### **While Cooking**

- Never leave food or hot appliances unattended. Stay in the kitchen at all times while cooking.

### **After Cooking**

- Turn off all appliances.
- Clean all surfaces and cookware used.
- Dispose of all trash properly.

### **If a Fire Starts**

If safe to do so:

- Contain the fire by closing the oven/microwave door or placing a lid over the pan.
- Use a fire extinguisher appropriate for the type of fire.

If you cannot safely contain the fire:

- Pull the fire alarm immediately.
- Evacuate the building.

## **Safety Tips for Living on Campus**

Your safety-and the safety of our community-is a shared responsibility. Here are some important tips to help keep yourself and others safe while living on campus:

### **Stay Aware & Travel Smart**

- Always be mindful of your surroundings-especially when walking alone at night.
- If possible, travel with a friend or let someone know your route and expected arrival time.
- Use the **DU Safe app** for features like:
  - Virtual Walk Home
  - Friend Walk
  - Safety alerts and emergency communication
- Need a safety escort? Call Campus Safety's non-emergency line at (303) 871-2334 to request one.

### **Secure Your Space & Belongings**

- Always lock your doors and windows, even if you're stepping out briefly.
- Never lend your DU ID card, room key, or access credentials to anyone.
- Don't leave valuables unattended in common areas.

### **Protect Building Access**

- Never prop open exterior doors-this compromises everyone's safety.
- Don't allow others to "tailgate" into residence halls. Everyone must scan their DU ID to enter.
- If someone forgets their ID, direct them to the front desk or Campus Safety for assistance.

### **Report Concerns Promptly**

If you see or experience anything that feels unsafe or concerning, report it immediately:

- Contact the Front Desk in your residential **community (8:00 am – 8:00 pm)**
- Reach out to the Community Assistant **(8:00 pm – 8:00 am)**
- For urgent support anytime, call Campus Safety at (303) 871 - 3000.

Your actions matter-by practicing everyday safety and reporting concerns, you help build a more secure and respectful campus community.

### **Other Campus Living Essentials**

Helpful info on bikes, printers, recycling, and tech in your residential community:

#### **Bicycles & Storage**

- Register your bike for free through Parking and Mobility Services.
- Bike racks and storage areas are available near all residence halls (first-come, first-served).
- You can store your bike in:
  - Exterior bike rack
  - A designated bike room (if available in your community)
  - In your room, if it does not block the door
- HRE is not liable for lost, damaged, or stolen bikes.
- Unregistered or abandoned bikes may be impounded by Campus Safety.
  - You have 90 days to reclaim an impounded bike before it's treated as abandoned property.

## Printers

Printers are available in your residence hall.

- You'll need your DU ID card to print.
- For setup instructions on using DU printers from your personal device, visit the [DU IT website](#).

## Recycling & Sustainability

- Recycling bins are located:
  - In every student room
  - In the lobbies of residence halls
- DU uses single-stream recycling – you can place all recyclables in the same bin.
- Learn more about what's recyclable on the [DU Sustainability site](#).

## Wireless Internet Access

- Wi-Fi is available in all residence halls and apartments, including common spaces.
- Personal routers and wireless access points are not allowed in any HRE building.

For additional help Contact the IT Help Desk at (303) 871 – 4700 or use the [IT Service Portal](#).

## Prohibited Items & Materials

In addition to items prohibited by the University's Honor Code, certain items are not permitted in all University-owned or operated housing, except in suites/apartments with a kitchen.

### Items Prohibited in both Apartments & Residence Hall Communities

To ensure the safety and well-being of all residents, certain items are not allowed in any University-owned or operated housing. If prohibited items are discovered, they may be confiscated, and the resident may be referred to Student Rights & Responsibilities.

#### The following items are prohibited:

- Personal air conditioning units
  - *Exception:* Students in Centennial Halls, Johnson-McFarlane, and Hilltop Apartments may use evaporative air coolers up to:
    - 150 watts
    - 44 BTUs
    - 3-gallon tank capacity
- Grills (indoor or outdoor)
- Extension cords





- Note: Surge protectors are allowed.
- Motorized equipment inside residential buildings, including:
  - Electric skateboards
  - Electric longboards
  - One-wheels
  - Electric scooters
- Gas-powered equipment of any kind
- Open flame items, such as:
  - Candles
  - Incense
  - Any item with a persistent flame
- Items with exposed heating elements, including:
  - Hot plates with coil burners
  - Space heaters
  - Electric grills with exposed coils
  - Electric coil burners
  - Electric kettles with exposed elements
- Hazardous materials, such as:
  - Gasoline
  - Propane
  - Butane
  - Any other flammable liquid or gas
  - Halogen lightbulbs
- Audio or video recording devices in non-private areas, including but not limited to common areas, hallways, lobbies, lounges, study rooms, and other shared spaces.

### **Items Prohibited only in Residence Halls**

Except in suites or apartments with a kitchen, the following items are prohibited in University-owned or operated housing:

- Toasters or toaster ovens
- Frying pans, griddles, or grills (including George Forman grills)

- Pressure cookers or multi-cookers
- Any item that does not have an automatic shutoff, may use or require grease, butter, or similar substances for cooking, or may cause grease (or similar substances) as a byproduct.

## Furniture, Common Space Guidelines, and Maintenance Requests

To support safety and community standards, Housing & Residential Education (HRE) expects all residents to follow these policies when using or arranging furniture and common spaces.

### Furniture Use in Rooms

- All DU-provide furniture must stay in the room.
- **Use furniture only as designed:** Do **not** loft, bunk, or stack beds/furniture.
- **Bed lifts and homemade lofts are not allowed.**
- **Do not alter or modify** any DU-owned furniture or fixtures.
  - Residents may be **charged for damages** or referred to **Student Rights & Responsibilities** for misuse or modification.

### Common Area Furniture

- Lounge furniture and university property are for **everyone's use**.
- **Do not move furniture** from common areas or add your own furniture to shared spaces.
- You may **temporarily rearrange** furniture for use but must return it to its original setup immediately after.

### Balconies, Terraces, and Windows

- If your room has a **balcony or terrace**, you may find it **locked** for safety reasons. Residents with locked balconies or terraces are not permitted to access them. **Do not attempt to access** it if locked.
- **Do not tamper with windows, remove screens, or damage window fixtures.**
- HRE may charge residents for **any damage or screen removal** and refer violations to Student Rights & Responsibilities.

### Maintenance Requests

If something is broken or unclean in your space:

- Navigate to [Submit a Work Request](#)
- Use your **MyDU login** while connected to the **DU network**.
- Be specific about the issue and its **exact location**.

## **Biohazards & Emergency Cleaning**

For **biohazards or emergency cleaning**, notify:

- Residential Services front desk for your community (8:00 am – 8:00 pm)
- Community Assistant (8:00 pm – 8:00 am)
- If you are unable to get in contact with any of these individuals, please contact Campus Safety.
- Residents may be charged for biohazard or emergency cleaning.

## **Sharing an Incident or Concern**

Any resident may file a formal, written incident report to inform the University about any alleged policy violation or inappropriate behavior. You can complete any of these reports using the online forms listed below.

### **Reporting concerning behavior**

Residents concerned about the health or well-being of another DU student may complete an SOS referral to share their concerns with Student Outreach and Support.

### **Reporting an incident or potential policy violation**

Residents concerned that the actions of another student may violate the Honor Code may share information with [Student Rights & Responsibilities](#) by completing an [Incident Report](#).

### **Reporting an incident of discrimination, harassment, and gender-based violence**

The University strongly encourages students who have experienced, witnessed, or may otherwise have knowledge of discrimination, harassment, and gender-based violence to report such conduct to the University and to seek assistance from confidential resources at the University or in the local community. You can report such conduct to the [Office of Equal Opportunity & Title IX](#) (EOIX) by completing the [EOIX online reporting form](#). For more information about reporting and resources, please see [EOIX's Reporting and Resources webpage](#).

## **Safety Resources & Emergencies**

### **On-Call Staff Members**

Housing & Residential Education has a comprehensive on-call protocol. Community Assistants (CA) (8:00 pm – 8:00 am), Administrators-on-Call (AOC), and Senior Administrator-on-Call (SAOC) serve on-call. AOCs and SAOCs are on-call 24 hours a day throughout the year.

You can reach the Community Assistant by calling (720) 626 – 3787 and the Administrator-on-Call at any time by calling Campus Safety at (303) 871 – 2334.



## **Campus Safety**

The Department of Campus Safety is available 24 hours a day for your protection.

**For non-emergencies, call (303) 871 – 2334. For emergencies, call (303) 871 – 3000.** We also recommend that all students sign up for [DU Alerts](#) to receive emergency notifications and updates and download the [DU Safe app](#).

For more information about Campus Safety, visit <https://www.du.edu/campussafety>.

## **Fire Safety**

You must follow all fire safety policies in The Honor Code and the Guide to Residence Living. Residents who violate a fire safety policy will be referred to the Office of Student Rights & Responsibilities (SRR) for action under the Honor Code. In addition to any outcomes assigned by SRR to students found responsible for such violations, the University may terminate a student’s housing contract and prohibit the student from living in University housing. Failure to comply with applicable fire safety policies may also result in a student facing criminal charges or civil liability for property damage or personal injury.

### **Fire Safety Equipment**

The University has installed fire safety equipment in University housing, including smoke detectors, thermal alarms connected to the central fire alarm system, and a sprinkler system to provide a high level of protection in the event of a fire. Tampering with or disabling any fire safety equipment will result in documentation and referral to the Student Rights & Responsibilities pursuant the Honor Code and may be subject to criminal charges, civil liability, or financial liability for any property damage or personal injury caused by fire or water infiltration.

Each sprinkler head operates with a “fusible link,” a small device that melts under the heat of a fire and releases the water flow. The sprinklers can also be activated if the fusible links or the system pipes are pulled or struck, such as if you hang any object from the sprinkler head or are carrying or throwing an object that hits the sprinkler head. Because the fusible links are susceptible to damage, you must be extremely careful not to touch, throw anything at, or hang items from them.

The sprinkler heads are tied into a powerful building-wide sprinkler system. When the sprinklers are activated, they will generate more than forty (40) gallons of water each minute from each head. The water will damage personal and other residents’ belongings in different rooms on your floor and the below floors. You may be held accountable for any resulting water damage if you intentionally or carelessly activate the sprinkler system.

If a fire activates the sprinklers, the Denver Fire Department will investigate to determine the cause of the fire.

Housing & Residential Education policy prohibits starting fires and tampering with, interfering with, or unintentionally causing the activation of any kind of fire emergency equipment, including but not limited to:



- Striking, removing, tampering with, or hanging items from any smoke detector, sprinkler head, or sprinkler line.
- Activating a fire alarm under false pretenses or falsely calling a fire
- Discharging or removing a fire extinguisher or hose
- Breaking the safety glass on the fire extinguisher case
- Propping open or barricading fire doors
- Leaving an area through a locked fire door

### **Fire Drills**

DU policy and the Denver Fire Code require that all residence halls have a fire drill three times yearly, typically once per quarter during the academic year. During a fire drill, representatives from the Department of Campus Safety will expect the following:

- All people have evacuated the building
- All doors and windows are closed
- All halls, stairwells, fire system components, and walkways are clear and accessible
- Elevators are bypassed in favor of stairs
- All people have moved at least 50 feet from the building (walls and doors; 50 feet from an entrance is not the same as 50 feet from the building)
- The building is evacuated in a reasonable amount of time

**If the Department of Campus Safety representatives note any violations,** the Department of Campus Safety will cite the residential building, attempt to identify any students who may be responsible for the violations and may require an additional fire drill to be held within seven days following a report of deficiencies to Housing & Residential Education.

### **Fire Inspections**

As part of the ongoing fire prevention initiatives in the City of Denver, firefighters from the local fire station or inspectors from the Fire Prevention and Hazardous Materials Division will visit each building accompanied by Campus Safety officers and other University personnel at least once per year to confirm compliance with Denver Fire Code and good life safety practices. Any issues found during these inspections will be resolved by Facilities, HRE, or Campus Safety personnel by order of the Denver Fire Department.

Residence hall fire alarms are inspected annually to confirm proper functioning under normal conditions. These inspections are performed by a University Alarm Technician or by private contractors.



## Fire Alarm Activation

If a fire alarm sounds, residents and guests must immediately vacate the building via the nearest stairwell and proceed at least 50 feet (15 meters) outside the building, where they must remain until a Campus Safety Officer or other first responder allows residents to re-enter the building. Residents and guests must fully cooperate in all evacuations. **Failure to evacuate the building if an alarm sounds will result in a referral to the Office of Student Rights & Responsibilities for action under the Honor Code.**

## Evacuations

If a fire alarm activates, you should immediately exit the building. You may not reenter the building until given approval by emergency services and/or responsible University staff.

Remember the following safe evacuation reminders in the event of a fire:

- During evacuation, leave the building immediately and:
  - Do not investigate the source of the emergency.
  - Take a dampened towel and cover your nose and mouth to prevent smoke inhalation,
  - Exit via the stairway closest to your room/apartment, and **do not use the elevator.**
  - When possible, walk; do not run or shove others.
  - Close doors behind you
  - Follow any instructions of the Campus Safety Officers, designated University officials, or other identified emergency personnel.
  - Upon exiting the building, move to your designated rally point
- If the outside exit door does not open immediately, kick the emergency strike plate.
- **If the doorknob is hot, do not open your door.**
  - Wait in plain view next to your window.
  - Open the blinds and leave your lights on.
  - Call Campus Safety at (303) 871 – 3000 or 911 to report your location, if possible.
  - Only re-enter the building once Campus Safety or other first responders tell you to do so.

## Rally Points for Evacuations

**All residents must be at least 50 feet from any residential building that is being evacuated. In addition to this required distance, the rally points are as follows:**

- **Centennial Towers**
  - On the west side of the building, residents should proceed across Williams Street and



over the parking structure.

- On the east side of the building, residents should proceed across High Street.

- **Centennial Halls**

- On the west side of the building, residents should proceed across High Street.
- On the east side of the building, residents should proceed to the intramural sports field and the lacrosse stadium tunnel.

- **Dimond Family Residential Village**

- Residents should proceed to Asbury Avenue and follow Asbury Avenue around Sturm Hall to Driscoll Green.
- Residents must refrain from gathering in the courtyard between the east and west wings of the building.

- **Johnson-McFarlane Hall**

- On the west side of the building, residents should proceed across High Street.
- On the south side of the building, residents should proceed across Iliff Avenue.
- Residents of Johnson-McFarlane Hall may also proceed to the Nelson Hall cafeteria.

- **Nelson Hall, Nagel Hall, and Hilltop Apartments**

- Residents should proceed across High Street on the west side of the buildings.
- On the east side of the buildings, residents should proceed near Evans Chapel or the green space on the east side of Hilltop.

- **University Place, Lynn Marie, Summit, Ridgeline, and Mesa Apartments**

- Residents must rally 50 feet away from their apartment building, preferably across a street, if they can cross safely without impeding emergency services.

- **Transfer Living Community**

- Residents should exit the building and proceed around Sturm Hall to Driscoll Green.

## **Extended Evacuation Procedures**

Some evacuations may take longer than expected. If there is an actual fire, a carbon monoxide alert, or any situation where you cannot return to your assigned room you will be asked to relocate to a different area. HRE staff will provide instructions and temporary location(s).

## **Mobility Support for Evaluations & Voluntary Disclosure**

In the event of an emergency, you may be required to evacuate your residence hall or apartment.

If Housing & Residential Education (HRE) is informed that a resident has a mobility limitation that may impact their ability to evacuate, we will share that information with first responders to help

ensure appropriate assistance is provided during an evacuation.

### **Voluntary Disclosure of Mobility Limitations**

You may voluntarily provide this information by completing a [Mobility Limitation Notification form](#).

**Important:** In the event of evacuation please contact 911 then 303-871-3000.

## **Emergency Preparedness**

The University of Denver is committed to facilitating a safe environment for our community. It has created an [Emergency Preparedness](#) resource that provides information on how to respond to potential emergencies on campus.

In the event of an emergency, you should always take the following steps:

- Call Campus Safety at 303-871-3000
- Dial 911 (if necessary)
- Move to a safe place (if necessary)

For more information or questions about emergency preparedness, please reach out to Housing & Residential Education or the Department of Campus Safety.

### **DU Alerts (Emergency Notification System)**

In an emergency, receiving timely and accurate information can be critical to your safety. The Office of Emergency Preparedness & Fire Safety is responsible for sending urgent alerts to the entire University of Denver community as quickly as possible.

The University strongly encourages all students, faculty, and staff to sign up for [DU Alerts](#)—the official emergency notification system.

- All DU community members will automatically receive alerts via email.
- To receive text messages or voice calls, you must register your phone number(s) in the DU Alerts system.

Signing up ensures you receive important updates during emergencies such as severe weather, campus closures, or safety threats.

### **Inclement Weather**

DU maintains an [inclement weather page](#) that provides the most updated information for weather-related events.

#### **What should you do during cold weather?**

Our area has a likelihood of experiencing very cold weather. The University of Denver and HRE will reach out to residents when colder weather is anticipated and provide specific instructions that you should follow. However, here are some general guidelines:





- Close your windows as pipes could freeze and/or break, which could lead to leaks or floods.
- Report concerns with pipes and/or leaks by contacting Facilities (303-871-2200). For after-hours concerns, connect with Campus Safety at 303-871-2334.
- Reach out to Housing & Residential Education at 303-871-2246 or [HRE@du.edu](mailto:HRE@du.edu) if you have any questions or concerns.
- If you are outside during the storm, please pay close attention to your surroundings and walk around campus carefully. The anticipated weather conditions will likely include slippery walkways and, potentially, falling branches and/or debris.

### **How is snow cleared?**

The safety of the community is DU's top priority. For those residing on campus, Facilities Management snow removal protocol *prioritizes ADA access routes*. This [snow clearing map](#) provides information on those locations to better assist you as you navigate the campus. You can learn more about Facilities Snow Removal Plan & Policy [here](#).