

GUIDE TO RESIDENCE LIVING



2022 – 2023

GUIDE TO RESIDENCE LIVING

ACADEMIC YEAR 2022 - 2023

Dear Residents,

Welcome to your new home with Housing & Residential Education (HRE) at the University of Denver (DU)! We are excited to have you join our community! We've created this *Guide to Residence Living* to introduce you to your new home and share what is expected of you as a member of the DU HRE Community.

HRE's mission is "*Cultivating Individuals & Inclusive Communities.*" You will find that we live this mission in a variety of ways, including through **our core values of student development, staff development, sustainability, and diversity.**

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

1. COVID-19 Culture of Care
2. Community Standards
3. Administrative Policies and Procedures
4. HRE Resources
5. Campus Resources

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.*** If you have any questions, please contact HRE at (303) 871-2246 or housing@du.edu.

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

We look forward to having a wonderful year together and **welcome home!**

Sincerely,

The Housing & Residential Education Team

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IMPORTANT DATES

As a student, you should be aware of important dates for Housing & Residential Education and the University of Denver. You are encouraged to review upcoming important dates for our university community:

- [Housing & Residential Education](#)
- [University of Denver](#)

HOUSING CONTRACT

You can review your 2022-2023 housing contract in your [Housing Portal](#).

HEALTHY DU COMMITMENT

As members of the Housing & Residential Education (HRE) Community, ***we have a shared responsibility*** to take precautions to care for one another's health and well-being and do our part to protect DU. This includes having a clear understanding of DU's protocols to support our community. As a DU student, you are responsible for knowing, understanding, and supporting all [DU COVID-19 Protocols](#). The University will periodically update the campus community on the status of COVID-19 on campus, and you should regularly check any [communications](#) for the most up-to-date information.

Students who may have violated any DU policy or protocol aimed at protecting the health and well-being of the campus community, you will be referred to the Office of Student Rights & Responsibilities (SRR).

ADMINISTRATIVE POLICIES & PROCEDURES

HRE developed the following administrative policies and procedures with a focus on efficiency, safety, and community support to facilitate a positive residential experience for residents and staff. . In your HRE housing contract, you agreed to abide by the policies set forth in this *Guide to Residence Living*. Accordingly, you must understand and follow these policies and procedures.

These administrative policies and procedures apply to any student living in University-owned or operated housing. Your assigned living quarters identified in the housing placement notification and could be a room, suite, apartment, or another housing unit in University-owned or operated housing.

Disability Accommodations

If you are a student with a documented disability, medical, or mental health condition(s), you may request a housing accommodation/modification through the following process:

1. Apply for housing through HRE's [housing portal](#) by the posted deadline.
2. [Submit a Request for Accommodation](#) to the Disability Services Program (DSP). You may submit an accommodation request at any time.

If you acquire a disability or have a change in a medical or mental health condition that requires a modification in existing housing after the housing assignment process has been completed, the University will make reasonable efforts to implement the modification in your current assigned living quarters or move you to another assigned living space that meets your accommodation needs.

In the event of an emergency evacuation, if HRE has information about your medical condition/disability, HRE staff can inform first responders about our residents who may need assistance exiting the building. Please provide this information by contacting the Resident Director of your building or stop by the front desk for your building to fill out the *Residence Hall Evacuation Procedures* form.

Accommodations for Temporary/Changed Disabilities or Medical Conditions

The University will provide reasonable accommodations, including in University-owned or operated housing, to enrolled students who incur injuries or other temporary medical conditions or experience a change in a medical condition for which they have already been approved for accommodations. Residents with temporary disabilities or conditions should work with DSP to discuss reasonable accommodations. The University will work to provide these accommodations in a timely manner although some accommodations require more time to coordinate than others.

Service Animals, Emotional Support Animals & Assistance Animals

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

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

Emotional support animals (ESAs), which can be a wider variety of species, assist in the treatment of an individual with a disability. Residents seeking to have an ESA in University-owned or operated housing must submit a request for approval through DSP and be approved before bringing the animal to reside in your assigned living quarters. To make a request, you must complete and return the Request for Accommodation and provide supporting documentation to DSP, as specified in the [ESA Documentation Guidelines](#). You must demonstrate a relationship or nexus between your disability and the assistance the animal provides, using documentation from an appropriately licensed healthcare or mental healthcare provider, dated within six (6) months before taking occupancy of University-owned or operated housing. The University engages in an interactive process with residents requesting to have an ESA in University-owned or operated housing to determine whether the request is reasonable and does not pose an undue hardship on the University, present a danger to members of the community, or a risk to the property of others. Typically, the University does not allow multiple ESAs. However, the University will evaluate such requests on a case-by-case basis, considering the information contained in supporting documentation as well as the size and/or species of the animal(s).

Once you have received approval through DSP, you must meet with HRE staff, prior to bringing the ESA into University-owned or operated housing, to review and complete the ESA Resident Agreement and provide the following documentation/information:

- Copy of the animal's registration for the City and County of Denver, if applicable to the type of animal.
- Receipt of the applicable veterinarian recommended vaccinations.

- Confirmation that the animal is spayed/neutered, as applicable.
- A current photograph of the ESA for HRE and DSP so that staff can identify the ESA. The photograph will be shared with HRE and/or University staff on a need-to-know basis only.
- Contact information for an alternate caregiver who lives off-campus to provide care for the ESA if you become unable to care for the ESA.

ESAs are only permitted in your assigned living quarters (as specified in the housing assignment notification) except when you are taking the ESA to outdoor spaces for natural relief and/or exercise, in which case you may transport the ESA through common areas solely as needed to access outdoor spaces. Approved ESAs are not permitted in any University facilities other than the resident's assigned living quarters, including, but not limited to, kitchens and food service preparation areas. You must always maintain control of your ESA, and you are responsible for any disruption caused by the ESA on University-owned or operated property. You are responsible for caring for the ESA, including but not limited to immediately cleaning up after and properly disposing of the animal's waste in a safe and sanitary manner. If you are personally unable to care for the ESA, you must plan for this service, and you are responsible for any cost associated with this service.

If you have an allergy, phobia, or other disability that would make you unable to live with an approved ESA or a service animal, you must request accommodations for such allergy, phobia, or other disability through DSP. DSP shares all approved housing-related accommodations with HRE for appropriate housing placements.

For further information, please contact the Disability Services Program at (303) 871 - 3241, by email at dsp@du.edu, visit the Disability Services Program [website](#), or contact the HRE Office directly at 303-871-2246 or housing@du.edu.

Facilities Management

Air Conditioning Units

Due to electrical capacity in University-owned or operated housing, personal air conditioning units are not permitted in any of the residence halls/apartments, unless the [Disability Services Program](#) has approved air conditioning as a reasonable accommodation. The University will provide air conditioning units for approved accommodations.

Bicycle Storage

The University provides bicycle racks at each University-owned or operated housing building. These bicycle racks are available on a first-come, first-served basis; therefore, the University does not guarantee all residents will have a space for their bicycle(s).

The University does not guarantee the safety of bicycles on campus. To reduce bicycle theft and/or damage, the University has implemented the University Bicycle Policies, which are available on the Department of Campus Safety [website](#). These policies require that bicycles must be locked in designated areas only with approved U-Locks. U-Locks may be purchased in the DU Bookstore. Campus Safety will either impound or boot any bicycles kept in inappropriate areas, any bicycles locked without a U-Lock, and bicycles left by residents after they vacate the residence hall/apartment building. Students must claim impounded bicycles from Campus Safety within 90 days or the bicycle may be sold at a public auction.

Only walking is permitted in all areas inside the residence halls/apartments. Residents and guests must walk their bikes and carry their skates, non-motorized scooters, and skateboards inside the residence halls/apartments. Motorcycles, motorized scooters, onewheels (or similar motorized transportation devices), and motorbikes must be stored outdoors. Gasoline cans are prohibited inside any University-owned or operated housing. Hoverboards are prohibited on campus, and Campus Safety will confiscate any hoverboards brought to campus.

Hazardous Materials

Hazardous materials, including but not limited to gasoline, propane, chemicals, flammable liquids, butane torches, and gas grills, are not permitted in University-owned or operated housing under any circumstances. If you are unsure whether an item is allowed, please ask your Resident Director prior to bringing the item into University-owned or operated housing.

Fire Safety

The Honor Code and this *Guide to Residence Living* outline the fire safety policies applicable to students. Students who may have violated the fire safety policies will be referred to the Office of Student Rights & Responsibilities. In addition to status and educational outcomes, students found responsible for such violations may be required to pay restitution for the cost of repairs, damaged property (both University and personal), and/or medical evaluation and treatment; have their housing contract terminated; be assigned an HRE fine; and/or be subject to criminal charges and fines.

Fire Safety Equipment

The University has installed advanced fire safety technology in University housing, including smoke alarms, 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.

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 pipes of the system are pulled or

struck, such as if you hang any object from the sprinkler head or if you are carrying or throwing an object that hits the sprinkler head. **Because the fusible links are very sensitive, you must be extremely careful not to touch, throw anything at, or hang anything 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 belongings in your room as well as damage other residents' belongings in other rooms on your floor and the floors below. If you intentionally or carelessly activate the sprinkler system, you will be held accountable for the resulting water damage.

If a fire activates the sprinklers, the Denver Fire Department will investigate to determine the cause of the fire. If you intentionally or carelessly set a fire, you will be held accountable for the damage caused by the fire and/or water, which may include criminal charges, disciplinary action under the Honor Code, and/or financial responsibility.

HRE policy prohibits tampering with, interfering with, or unintentionally causing the activation of any kind of fire emergency equipment and setting fires of any kind. This prohibition includes, but is not limited to:

- tampering with or hanging something from a smoke detector, sprinkler head, or sprinkler line
- hitting or striking a sprinkler head or pipe
- pulling or calling in a false alarm
- discharging or removing a fire extinguisher or hose
- breaking the safety glass on the fire extinguisher case
- propping open fire doors
- or leaving an area through a locked fire door

Cooking

Cooking is only permitted in designated kitchen areas. When cooking in authorized areas, residents must comply with the following requirements:

- If the stove or cookware is messy, dirty, or excessively greasy, clean the stove or cookware before use.
- When using electric cooking appliances (such as microwaves, kettles, toasters) do not overload the circuit.
- NEVER leave food that is cooking unattended.
- Before starting to cook, familiarize yourself with the fire safety resources available and know where the fire extinguisher is located.
- Before leaving the kitchen area, be sure to clean up, dispose of trash, and turn off all appliances when finished cooking.

If a fire starts and you can safely do so, contain the fire by closing the door of the oven or microwave or putting the lid on the pan. Use an available fire extinguisher suitable for the type of fire. If these efforts fail, pull the fire alarm and evacuate immediately.

Decorations

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

- Use fire-resistant materials in assigned living quarters and at social events
- Do not overload electrical outlets and do not use extension cords, which are prohibited in University-owned or operated housing
- Provide adequate safety lighting at all social events
- Do not obstruct access to exits and fire extinguishers
- Decorations may not be hung from ceilings
- Decorations may not be hung on/from or cover fire safety-related equipment (i.e., fire sprinklers, fire alarm systems, strobes, smoke/carbon monoxide detectors)
- Do not use fireworks, floating lanterns, paper bag lanterns, and wood-fueled fires, which are prohibited as decorations in living quarters or any campus event

Extension Cords and Power Strips

Because extension cords can easily become overloaded, thereby creating a fire risk, HRE prohibits residents from using extension cords under any circumstances.

When using appliances, do not overload electrical outlets as that may create an electrical fire. HRE requires power strips with surge suppressants for refrigerators, computers, and stereos.

Prohibited Items

Possession or use of the following items within University-owned or operated housing is prohibited:

- Halogen lamps
- Incense
- Candles
- Candle warmers
- Butane torchers
- Items with open flames
- Space heaters (except those provided by the University)

- Propane of any kind
- Grills
- Hoverboards and onewheels

In addition, except in suites or apartment-style housing with a kitchen, possession or use of the following kitchen appliances within University-owned or operated housing is prohibited:

- Toasters
- Toaster ovens
- Electric frying pans
- George Foreman grills
- Crock pots
- Rice cookers
- Pressure cookers
- Any device with exposed heating elements

Visitors

For the purposes of this *Guide to Residence Living*, a visitor is defined as an individual who is not affiliated with the University or a DU community member who does not live in the residence hall or apartment building. A host is defined as a current DU student with a currently assigned to a university-owned and operated housing who has another individual(s) visiting, regardless of that individual's residential status. Hosts must always accompany visitors and are responsible for the actions of their visitors.

To protect the safety and comfort of all residents, HRE has established the following visitor policy. Residents should be aware of their surroundings and what is happening in their living community and inform the front desk or a HRE staff member of anyone in the residence hall who is causing a disturbance.

- Visitors are required to be registered and checked in at the Front Desk. Failure to be registered and checked in as a visitor may result in immediate removal from the building and may be referred to Student Rights & Responsibilities.
- Visitor Registration: The student hosting the visitor is responsible for registering them through the [DU Housing portal](#) or at the Front Desk. The host must bring their visitor to the front desk upon arrival to check in. The visitor should be prepared to present photo identification. Visitors will be given a card to show that they have been registered.
- Residents are responsible for always escorting their visitors within the building and are responsible for their visitors' behavior at all times.
- Unescorted visitors may be asked to show their visitor card, identify the person they are visiting, and return to the front desk with their host to check in if they haven't already done so. Failure to

cooperate with the requests of HRE staff or a University Official will result in immediate removal from the building

- Providing keys or access cards to non-residents, including other DU students who are not residents of the same building, is strictly prohibited.
- Each resident has the right to have visitors with explicit prior permission of room/suitemates. At the same time, every resident has the right to privacy in their room. Your right to have visitors does not supersede your roommate's right to privacy. Your roommate or an HRE staff member can require that your visitor(s) leave immediately, and if your visitor(s) fails to do so, you and your visitor may be referred to Student Rights and Responsibilities and may have your visitor privilege revoked.
- Cohabitation (allowing someone other than your designated roommate to live in your room) is not permitted.
- Visitors are limited to a maximum of two nights per 7-day consecutive day period with the explicit prior permission of room/suitemates.
- Unless gender neutral bathrooms are available in the residence hall, visitors are required to use gender specific bathrooms that match their gender expression. This may mean that a visitor must use facilities on another floor or hallway.
- If visitors stay overnight, they must sleep in their host's room or apartment. Neither visitors nor residents are permitted to sleep in lounges or other common areas under any circumstances. Neither visitors nor residents are permitted to sleep in a roommate's or suitemate's bed without explicit prior permission of that person.
- Visitors must be checked out at the Front Desk and return their visitor card. Failure to check out may result in you and your visitor being referred to Student Rights and Responsibilities and may have your visitor privilege revoked. Unreturned or lost visitor cards will result in a \$30 fee being charged to the resident.

COVID-19. During the academic year, the University may adjust the HRE visitor policies in response to changing conditions on campus, changes in public health orders, as well as federal and state guidance regarding mitigation measures for COVID-19. Residents of University-owned and operated housing must stay informed regarding changes in the HRE guest policies and must comply with instructions from university staff.

Mailbox Stuffers

HRE does not permit any mailbox stuffers from any student group or organization without prior approval from the HRE Central Office. HRE approves mailbox stuffers on a very limited basis for HRE business. Please contact the HRE Central Office (housing@du.edu or Dimond Family Residential Village #P112) if you are requesting mass distribution of any flyers/mailers for residents.

Housing Contract

You sign your housing contract, a legally binding document, electronically when you complete the online housing application, which typically covers the entire academic year. There is a separate contract for the summer term.

If you have any questions concerning your housing contract or this Guide to Residence Living, contact HRE by phone at (303) 871-2246 from 8:00 am - 4:30 pm Monday through Friday, excluding University holidays (see Calendars & Deadlines) or by email at housing@du.edu.

Administrative Moves

HRE reserves the right to make temporary assignments and to reassign residents for the duration of the HRE housing contract within University-owned or operated housing at any time in the University's sole discretion. These reasons may include, but are not limited to, occupancy needs, facility problems, vandalism, violation of University policies, patterns of inappropriate behavior that negatively affect the community, established University-owned or operated housing priorities, or any other reasons deemed necessary for the health or safety of the community. If roommate conflict(s) cannot be resolved, one or more residents may be moved. The University will strive to give appropriate notice to affected residents.

Contract Breakage

The terms and conditions for contract breakage are set forth in your 2022-2023 housing contract, which is available in your [Housing Portal](#).

Room Pro-rated Schedule

For approved move-outs, HRE calculates pro-rated room fees on a daily basis and charges for each day beginning when University-owned or operated housing opens for the term and ending on the date on which you return your keys and complete the HRE checkout process. If you do not complete the HRE checkout process, HRE will charge you daily room fees according to the date listed by HRE staff on the checkout paperwork when HRE has determined that you have moved out. HRE may also charge you for a lock change if you do not return your keys at checkout.

Meal Plan Pro-rated Schedule

If HRE approves the cancellation of your housing contract, HRE will automatically cancel your meal plan. HRE calculates pro-rated meal plan fees according to the number of meals/meal plan cash used or a daily rate, whichever is greater. Using a daily rate, HRE calculates pro-rated fees beginning with when the meal plan begins for the term and ending on the date the meal plan is taken off the ID card system.

If you are continuing as a student and wish to keep your meal plan, you must sign an off-campus meal plan contract before your checkout.

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 complete a Roommate Agreement that establishes guidelines for successfully sharing your room. It is important to be honest about your living needs during this conversation – as well as be willing to compromise if your needs differ significantly from your roommate's. Should a conflict arise during the academic year, you should review your Roommate Agreement with your roommate. If you are unable to work out a solution to your conflict, speak with your Resident Advisor (RA) to set up mediation between you and your roommate. If the problems in your room persist, you can work with your Graduate Resident Director (GRD) or Resident Director (RD) to further mediate your conflict. It is important to know that a room change may not be available. If room changes are available, HRE will only grant room changes for residents who have gone through the mediation process. Only the GRD or RD may approve a room change.

Open Space Agreements

If you have an unoccupied space in your assigned living quarters, HRE will send you via email an Open Space Agreement. This agreement acknowledges that the other half of your room/apartment should always be ready for another resident to move in. Failure to read the agreement does not mean that you will not be assigned a new roommate or be held accountable pursuant to the Open Space Agreement.

To prepare for a potential room/suitemate, you must make sure all your belongings are on your side of the room/area of the suite, that you occupy only one set of furniture (which includes one desk, desk chair, bed, and dresser) and one closet space, and you keep the other side of the room/area of the suite clean and open for a potential roommate assignment. If there is an open room in a suite no one is allowed to occupy that space and there should be no belongings stored in the open room.

HRE will try to give advance notice before a new resident moves in, however, roommate assignments can happen at any time, including during break periods. An HRE staff member will come by to check your assigned living quarters periodically to make sure it is ready to receive a new resident. Students interested in moving into this open space may stop by the room to meet you and see the space at any time. HRE expects that you will be courteous and treat these students with respect. You may not attempt to keep a potential roommate from moving in or force a new roommate to move out. Such actions will result in referral to the Office of Student Rights & Responsibilities.

If you fail to comply with these requirements, you could be assessed a fine, charged for a single room/apartment retroactively to the beginning of the current term, be relocated, and/or be referred to the Office of Student Rights & Responsibilities.

If your belongings or any mess could interfere with the move-in process, an HRE staff member may enter your assigned living quarters and move your belongings to one side of the room or in the apartment to prepare the space for a roommate. If this occurs, HRE will charge you for this service, and you may be reported to the Office of Student Rights & Responsibilities.

Check-In & Check-Out Procedures

Checking in to your Residence Hall or Apartment

There are many steps involved in checking into your new home. Be sure to check the condition of your assigned living quarters and note your comments on the Room Inspection Form through your [housing portal](#) within 72 hours of checking in. If you do not complete the Room Inspection Form within 72 hours, you agree to accept the room without any damage or flaws, and you will be responsible for all damages upon check out. Instructions on how to complete the Room Inspection Form are included in your welcome email. If anything in your assigned living space is not in working order or needs attention from our custodial or maintenance staff, you must submit a [work order online](#). If a roommate has yet to arrive, please remember to leave half of the room open (which includes one closet, desk, desk chair, bed, and dresser) or the equivalent space in an apartment.

Checking out of your Residence Hall or Apartment (Mid-Year)

You must complete the following procedures to complete check out to avoid an improper checkout fine during the academic year. This does not include the Winter or Spring breaks unless you do not plan on returning to campus following the break. If you have additional questions, contact an HRE staff member.

- Take all your personal belongings out of your assigned living quarters prior to your check-out time.
- Make sure your portion of your assigned living quarters is clean and ready for inspection prior to your check out time.
- Review the Room Inspection Form with an HRE staff member during check out to assess the condition of your assigned living quarters.
- Maintenance and custodial staff will check your assigned living quarters after you leave, and you may be assessed additional charges. You may also be assessed group billing charges that have accrued during your time residing in University-owned or operated housing. These will be assessed to your student account.
- Return all keys/keycards to the Front Desks upon check out. Failure to do so will result in charges for re-coring locks and the replacement of keys.

- Unless you make arrangements in advance, your meal plan will automatically be canceled when you complete the check-out procedures. Please consult HRE for details.

Checking out of your Residence Hall or Apartment (End-of-Year)

At the end of the academic year, every resident must check out of their assigned living quarters before 9 a.m. on the Friday of finals week. RAs will hold mandatory floor meetings to share information about required procedures for end-of-year checkout. Residents who are unable to attend the mandatory floor meetings must follow up with an HRE staff member to learn the check-out procedures because residents are responsible for knowing and understanding that information.

If you are not returning to University-owned or operated housing for the following academic year, your housing deposit refund, if applicable, will be credited to your student account approximately 30 business days after your check-out.

Scheduling a Check Out

1. **Express Check Out:** You can drop your room/mailbox keys in the express check out box at the Front Desk of your building. You must write your name, student ID number, and room number on the envelope, put the keys inside, and drop the envelope into the express check out box.

Please understand that by choosing the Express Check Out option, you are forfeiting your right to appeal any damage charges.

Damage Charges

When property damage occurs, and individuals are identified as potentially responsible, HRE may make a referral to the Office of Student Rights & Responsibilities. When an individual(s) cannot be identified as the source of the damage, HRE will assign the costs evenly to all members of the impacted community. Although HRE makes most damage assessments at the end of the year, some residents may be charged during the term. The two types of charges residents may be assessed for are individual damages and group damages.

For more information about specific damages, contact your Resident Director.

Group Damages Charges

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

When there is damage to a public area and HRE cannot identify the responsible individual(s), HRE may assess group damage charges to the residents of that community. This means that everyone in that community shares the cost of the 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, including furniture, make a note of pre-existing damages, and submit the Room Inventory Form within 72 hours from the time that you move in. Damages not noted on the Room Inventory Form upon check-in will be charged to you at check out. If you do not complete the form within 72 hours, you agree to accept the room without any damage or flaws.

Charges for damages to common areas in the room/apartment are shared by you and your roommate(s)/suitemate(s) and are assessed accordingly. If your roommate/suitemate leaves before the end of the academic year and damage is found at that time, all roommates/suitemates may be assessed the cost of repair or replacement.

HRE recommends that residents take dated photos of the condition of the room upon check out to assist in mitigating the charges assessed at the end of the academic year.

Winter Break Procedures

Traditionally, residents may keep their belongings in their assigned living quarters during winter break. Centennial Towers, Apartments Community, Nelson, Nagel, and Dimond Family Residential Village may remain open during winter break. Centennial Halls and Johnson & McFarlane are closed during winter break, and all residents in those buildings must leave for the winter break. HRE will make winter break housing request forms available in November. Winter break housing is based upon available space, and residents interested in staying over winter break may receive a permanent move to the location where they stay for winter break.

Dining services are not available during the winter or spring break. Residents will need to plan and provide their own meals during this time.

Room Access

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

- Entry is necessary to investigate a concern about the to the health, safety, or welfare of a member of the University community;

- A suspected violation of University policies or a crime has occurred;
- Cleaning, maintenance, repair, and/or other related inspection is necessary;
- Completion of closing procedures during break periods require verification;
- Inspection is needed to verify that the living quarters are ready for a new resident;
- University property is being or has been damaged.

Assigned Living Space Expectations

Balconies & Terraces

HRE may lock balconies and/or terraces for any reason without prior notice to residents. Residents with locked balconies and/or terraces in their assigned living spaces are not permitted to access the balcony/terrace.

Cleanliness

To protect the health and safety of all residents, residents must maintain reasonable standards of cleanliness in all University-owned or operated housing, including common shared spaces. HRE staff will conduct periodic inspections in all assigned living spaces to maintain clean, safe, and high-quality housing. Although HRE will attempt to notify residents of inspections, HRE is not required to provide notice and HRE can conduct inspections at any time and without prior notice to the resident. If the HRE staff determines, at its discretion, that a resident(s) has not met cleanliness standards, the HRE staff member will take appropriate action to resolve the concern with the resident(s), which may include scheduling the Custodial Staff to clean the space at the expense of the resident. HRE will bill these costs at the current rates to the resident(s) of the space.

Residents may not refuse Custodial Staff services at any time.

Residents must keep floors clear of personal items and trash. Residents must deposit their trash and recycling in designated areas in a timely manner and cannot allow trash and recycling to accumulate. Residents must not empty their personal trash and recycling cans in bathrooms, laundry areas, or lobby trashcans.

Residents must keep hallways, stairwells, and elevators free of personal belongings, including trash and recycling. Failure to follow the cleanliness guidelines may result in an hourly fee for staff cleaning time at the current rates, which HRE will bill to an individual resident or the residents of the impacted floor.

Furniture

Furniture is to be used as designed and must not be removed from its original location. No other constructions or configurations of furniture are allowed (e.g. lofts, stacking of furniture, bed lifts, or stacking on concrete blocks). In addition to any charges for repair or replacement of damaged furniture caused by misuse, HRE may refer the students to the Office of Student Rights & Responsibilities, and HRE may assess the student(s) a minimum \$75 administrative fee for misuse of furniture or other construction in rooms. Lounge furniture and

other University property is placed in common areas for common use. Residents must not take, borrow, or add additional furniture to the lobby areas for their own personal use. If residents violate this prohibition, HRE may refer them to the Office of Student Rights & Responsibilities, and HRE may assess the student(s) a minimum administrative fee of \$50 per item per incident, as well as charges for any damage incurred.

Residents may not remove closet doors.

The mattresses in residence halls/apartments range from full to twin extra-long (36" x 80" x 7").

Identification Cards

A University of Denver ID (Pioneer ID Card) card is used to verify the identity of residents and gain access to specific University-owned or operated housing. For security reasons, a residence hall staff member could at any time ask residents entering a building to show their Pioneer ID card. A Pioneer ID card is not transferable, and students may not lend their Pioneer ID card to another individual for any purpose including, but not limited to, entry to a building, misrepresentation of age, or the purchase of meals.

Students must report a lost Pioneer ID card to the [Pioneer ID Card Office](#) promptly and must get a new Pioneer ID card to be able to access the entrance and elevators/stairways of their building.

To promote the security of University-owned or operated housing, you will need your Pioneer ID Card to enter Halls, JMAC, Nelson, Nagel, Towers, Dimond, or the Apartments Community (Ridgeline, Summit, Mesa, Hilltop, Lynn Marie, University Lofts, and University Place). You will need your University of Denver ID card to gain access to the residential areas and the exterior doors after business hours. During business hours, DU Community members can use their Pioneer ID cards to gain access to food services and classroom facilities.

Keys

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

If a resident is locked out of their assigned living quarters, the resident can check out a lockout key from the front desk of their building, but must return the key to the front desk within 15 minutes after checking it out. Failure to return the lockout key within 15 minutes may result in a lock change and costs assessed to the resident.

Residents must report lost keys to the front desk or apartment office immediately. To protect your safety and the safety of the community, HRE will re-core the lock for any lost keys and will assess a re-core charge at the

current rates to your student account. HRE will assess this charge regardless of where or how their key(s) went missing. Because of safety concerns, residents may not provide their own replacement keys or refuse a re-core of the lock for their assigned living quarters.

Noise, Quiet Hours & Courtesy Hours

Noise is a particular concern in University-owned or operated housing where many students live and study together in a relatively small space. HRE expects all residents to always show courtesy to and consideration of others. All residents are responsible for their own noise levels, as well as the noise levels of their guests.

Noise that intrudes on others' right to sleep and study is prohibited. Residents must maintain reasonable quiet in areas outside the buildings. Noise will be considered disruptive if it can be heard through a closed door or window. Excessive bass, loud music, running and shouting in the hallways, yelling out windows, and door slamming are always considered unacceptable.

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

Quiet hours

For all University-owned or operated housing quiet hours are as follows:

- Sunday through Thursday: 10 p.m. to 7 a.m.
- Friday and Saturday: 12 a.m. to 9 a.m.

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.

Courtesy hours

Courtesy hours are observed 24-hours a day throughout University-owned or operated housing. When asked by another resident or staff member to reduce noise level, residents are expected to immediately comply as a courtesy to fellow community members.

Finals Week Quiet Hours

During finals week, 24-hour quiet hours are in effect.

COMMUNITY STANDARDS

Residents and guests in University-owned or operated housing are expected to uphold all University Policies, including Housing & Residential Education's Community Standards set forth in the Honor Code. If student may have violated the Honor Code, including the Community Standards, the violation may be documented, and the student referred to the Office of Student Rights & Responsibilities for resolution using the process set forth in the Honor Code. Residents must inform permitted guests of all the Community Standards listed in the Honor Code and are expected to require guests to follow University Policies while visiting.

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 wellbeing of another DU student may share their concern with [Student Outreach and Support](#) by completing an [SOS Referral](#).

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

Residents who have experienced, witnessed or have received a report of discrimination, harassment and gender-based violence please share with the office of [Equal Opportunity and Title IX](#) and complete the following [Incident Report](#).

HRE RESOURCES

Cable Television

HRE does not provide cable television.

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](#). Please note that, to submit a work order, you must be connected to the DU network using your MyDU login credentials. 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 HRE Central Office (located in Dimond Family Residential Village). Residents will not be able to request replacement keys or lock changes through this system. Please see your Resident Director (RD), Graduate Resident Director (GRD), or Desk Manager or Desk Assistant (DM or DA) for any issues pertaining to keys.

Work orders submitted by residents for resident-caused damages will be billed back to the resident.

Front Desk Operations & Amenities

All front desks are open from 6 am - 12 am and are staffed for security surveillance from 12 am-6 am. The front 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 building or on campus. If there is a problem in the building and you need staff assistance, please contact the front desk.

HRE offers several amenities located at your residence hall and apartment community's front desks. Please go to the front desk of your building to learn more about what is available.

Resources available for check out:

- Billiard Table Set (pool cues, balls, and ball racking triangle)
- Table Tennis (paddles and balls)
- Drying Racks
- Vacuums
- Dollies
- Various Games
- Trash bags

To check out any of these resources, stop by your building's front desk and bring your Pioneer ID Card. **Please note the availability of these resources could vary by building.**

Mail and Packages

At all on-campus residential communities – Halls, Towers, Nelson, Nagel, JMAC, Dimond, and the Apartments – the front desk staff sorts your mail. Any mail you have received will be placed in your mailbox by end of the day on the day it was received.

Residents will receive an email notification and may pick up packages by showing an ID at the front desk during that building's normal desk hours after receiving the DU email notification.

Missing Packages

If you are missing a package, please stop by the front desk of your building. Please provide the front desk staff with a description of the package, to whom the package is addressed, carrier information, and a tracking number (if available).

Packages During Winter Break

During winter break, HRE front desks operate at limited capacity due to the decreased presence of students on campus. As a result, all residential mail is forwarded to either the Centennial Towers or Nelson Hall front desks. HRE works with carriers to forward mail. However, we often see mistakes in delivery by carriers during this time. We strongly encourage that, if you are a resident of a building whose front desk closes for winter break, you pause all mail delivery to the building a week prior to the start of break and do not place any new orders for packages to be sent to campus during the break. HRE is not responsible for lost mail and packages during the break due to carrier delivery errors. Please make sure you make proper arrangements before you leave campus for winter break. However, if you are in a building that is open during winter break, you will be able to pick up packages at your designated front desk during the break.

Packages at the End of the Year

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. You can update your address by logging into MyDU.

Permanent Address

Your permanent address is the address in your MyDU account. If an address change occurs, you must change your information on MyDU for mail forwarding purposes.

Personal Property Insurance Coverage (Renter's Insurance)

The University and HRE are not responsible for loss or damage to a student's personal belongings or those of the student's guest(s), regardless of cause. The University is also not responsible for damage caused by water due to sprinkler system discharge or broken pipes. We recommend that you consult your insurance policy to confirm that your personal belongings are covered for loss or damage due to any cause, including but not limited to accidental or intentional activation of the sprinkler system and other water damage, during your stay in University-owned or operated housing. If not, we recommend you obtain a renter's insurance policy from the company of your choice. If you experience any damaged, stolen, or lost property in University-owned or operated housing, you should process any claims through your personal renter's or homeowner's insurance policy.

Printers

The front desk is also home to printers available to print with your University of Denver ID card. For detailed instructions on how to connect your personal computers and how to use the DU printers, please see the instruction guide [here](#).

Recycling & Sustainability

Recycling bins are available in every student room and in the lobbies of each residential building. We have single-stream recycling, which means you can put all recyclables in the same bin. For details on what can and cannot be recycled on campus, please visit the Sustainability [website](#).

Telephone Services

HRE does not provide individual phone lines.

Wireless Internet Access

Wireless networking is provided in the residence hall and apartment rooms and is available in common areas of each residence hall (dining halls, large lounges, etc.). To make sure your connection to the campus network works, your computer should meet the requirements posted on DU's [Information Technology Website](#). HRE prohibits the installation of routers and wireless access points in the residence buildings. If you need any assistance accessing wireless internet services, contact the IT help desk at (303) 871-4700.

SAFETY RESOURCES & PROCEDURES

Campus Safety

For your protection, [Campus Safety](#) staff members are available 24 hours a day. For non-emergencies, call 303-871-2334. For emergencies, call (303) 871-3000. We recommend that all students sign up for Campus Safety emergency alerts (see [DU Alerts](#)) through MyDU.

Keep the following safety tips in mind:

- When walking on campus at night, always travel with a friend or contact Campus Safety at the non-emergency line at (303) 871-2334 to request an escort.
- Remember to always lock your room/apartment doors and windows.
- For your safety and the safety of others, do not prop open outside building doors at any time.
- You should also be badging into your building every time you enter and avoid holding doors open for other persons.

Help Campus Safety make our campus a safe place to live by reporting any suspicious behavior immediately.

Fire Alarm Evacuation & Fire Drills

If a fire alarm sounds, residents must immediately vacate the building via the nearest stairwell and proceed at least 50 feet (15 meters) outside the building until a Campus Safety officer or first responder allows residents to re-enter the building. Residents and guests must fully cooperate in all evacuations. Failure to evacuate the building in the event of an alarm sounding may result in a referral to the Office of Student Rights & Responsibilities.

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

- Check to see if the doorknob is hot.
- If it is hot:
 - Do not open your door,
 - Wait in plain view next to your window,
 - Open blinds and leave your lights on, and
 - Call Campus Safety at 303-871-300 or 911 to report your location if a phone is available.
- If your doorknob is not hot:
 - Take a dampened towel and cover your nose and mouth to prevent smoke inhalation,
 - Put on shoes,
 - Close doors behind you, and
 - Exit via the stairway closest to your room/apartment – do not use the elevator.
- If the outside exit door does not open immediately, kick the emergency strike plate. When evacuating the building:
 - Leave the building immediately.
 - Do not investigate the source of the emergency.
 - Walk, don't run, to the nearest exit.
 - Use stairs, not elevators.
 - Follow instructions of the Department of Campus Safety officials or other identified emergency personnel.
 - Upon exiting the building, move at least 50 feet (15 meters) away from the structure.
- Do NOT re-enter the building until told to do so by Campus Safety officers or other first responders.

Rally Points for Fire Alarm/Fire Drill Evacuation

- **Centennial Towers**
 - On the west side of the building, residents should rally across Williams Street.
 - On the east side of the building, residents should rally across High Street.

- **Centennial Halls**
 - On the west side of the building, residents should rally across High Street.
 - On the east side of the building, residents should rally near the intramural sports field and the lacrosse stadium tunnel.
- **Dimond Family Residential Village**
 - Residents should exit the building, move north to Asbury Avenue, and follow Asbury Avenue around Sturm Hall to Driscoll Green.
 - Residents should not gather in the courtyard between the east and west wings of the building.
- **Johnson-McFarlane Hall**
 - On the west side of the building, residents should rally across High Street.
 - On the south side of the building, residents should rally across Iliff Avenue.
 - Residents of Johnson-McFarlane Hall may also rally in the Nelson Hall cafeteria.
- **Nelson Hall and Nagel Hall**
 - On the west side of the buildings, residents should rally across High Street.
 - On the east side of the buildings, residents should rally near Evans Chapel or the green space on the east side of Hilltop.
- **Apartments Community**
 - Residents should rally 50 feet (15 meters) away from their apartment building, preferably across a street if they are able to cross safely without impeding emergency services.
- **Transfer Living Community**
 - Residents should exit the building, move over around Sturm Hall to Driscoll Green.

Special Considerations

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

- Residents of Halls will gather at Towers' main lounge.
- Residents of Towers will gather at Halls' main lounge.
- Residents of JMAC will gather inside the Nelson lobby.
- Residents of Nelson and Nagel will gather at the JMAC main lounge and classroom.
- Residents of the Dimond Family Residential Village will gather at Halls' main lounge.
- Apartments Community should head over to the Richie Center

Persons with Disabilities

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

- If the building has a designated area of rescue, the person should be moved to this area.
- If the building does NOT have a designated area of rescue, the person should be moved to the closest stairwell.
- Call 911 or Campus Safety at 303-871-3000 and inform first responders of the person requiring rescue and their current location.

You must evacuate the building safely and quickly when a fire alarm sounds. Failure to comply with these directions may result in referral to the Office of Student Rights & Responsibilities and potential criminal action based on federal, state, or city fire codes.

Campus Shuttle Service

The University of Denver has contracted with a third party to provide the Campus Shuttle Service. Users will need to download [TripShot](#). For more information regarding hours and routes of the shuttle service, please see the [Campus Shuttle website](#).

Staff Members on Call

HRE has an extensive on-call system. There are always RAs on call in each building every 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 use our on-call system by calling your front desk or the Campus Safety at 303-871-2334.

Tornado Warning

If you learn of a tornado warning, do not go outside. During a tornado, move to an enclosed area away from glass windows and doors, such as the basement of your building, interior stairwells without glass windows on the lowest floor, or the interior bathroom area of your floor/apartment.

The City of Denver has tornado sirens.

If you are monitoring weather updates, please know that Denver is located in Denver County.

EMERGENCY PREPAREDNESS

The University of Denver is committed to facilitating a safe environment for our community and has created an [Emergency Procedures](#) 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)

DU Alerts (Emergency Notification System)

Timely and accurate information regarding an emergency can be the difference between life and death. The Office of Emergency Preparedness & Fire Safety is responsible for issuing emergency messages to everyone affiliated with the University of Denver in a very short period.

The University encourages all community members to sign-up to receive [emergency notifications \(DU Alerts\)](#). All members of the DU community will receive an email when a message is sent through DU Alerts. However, if you would like to receive voice messages via telephone or text messages via your mobile device, you must register your number or numbers with the system.

Fire Drills

DU policy and Denver Fire Code require that all residence halls have a fire evacuation drill three times per year. These drills are performed during the fall, winter, and spring academic quarters. During a fire drill, representatives from the Department of Campus Safety are looking for the following things:

- 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)
- The building is evacuated in a reasonable amount of time

Upon inspection of the building, representatives from Department of Campus Safety will cite the building for more than one open door or window; failure to evacuate without an order to do so by a Campus Safety official; objects in halls or stairwells; any fire hazards that are contrary to Denver Fire Code.

Should a building fail a fire drill, a remediation fire drill will be held within 7 days following a report of deficiencies to Housing & Residential Education. Should a building fail a remediation drill, HRE may take any number of steps, including, but not limited to, a second remediation drill during the overnight or early morning hours.

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, Housing or Campus Safety personnel by order of the Denver Fire Department.

Fire alarms in residence halls are inspected annually to confirm proper functioning under normal conditions. These inspections are performed by Campus Safety Alarm Technicians or by private contractors.

Evacuation

You should be familiar with your evacuation routes before a fire. Whenever you move into a new building, take note of the two nearest exits to your room. You should always have two ways out of your building. It is natural to use only one way in and out of your building, particularly when you take the elevator to an upper floor. Familiarize yourself with the stairwells and where they lead before an evacuation is necessary.

When you hear a fire alarm or see flashing fire strobes, evacuate the building immediately!

Remember:

- 1) Use stairs; DO NOT use elevators
- 2) Walk; DO NOT run
- 3) Move 50 feet from the building once outside
- 4) There is no such thing as a "false alarm;" evacuation is mandatory and sensible whenever the fire alarm is activated
- 5) Failure to evacuate during a fire alarm may result in disciplinary action, fine, injury, or death

Weather Emergency

DU maintains a [weather emergency page](#) that provides the most updated information.

Cold Weather

Students in residential housing should:

- 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 the Housing Office at 303-871-2246 or <mailto:housing@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.

Snow clearing

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](#).