



GUIDE TO RESIDENCE LIVING

2023-2024



Housing & Residential Education
UNIVERSITY OF DENVER

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.*" We live this mission in various ways, including our core values of student development, staff development, sustainability, and diversity.

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

Community Standards

Administrative Policies and Procedures

HRE Resources

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

Important Dates & Deadlines.....	5
2023 – 2024 Housing Contract	5
Contract Breakage.....	5
Prorated Room or Meal Plan Costs.....	5
Personal Property Insurance Coverage (Renter’s Insurance)	5
Safety & Security	6
DU ID Cards.....	6
Lost DU ID Cards.....	6
Key & DU ID Card Access	6
Lost Keys.....	6
Temporary Keys.....	6
Housing Assignments, Checking In & Checking Out	7
Checking In	7
Room Condition Reports.....	7
Checking Out.....	7
Move-Out Checklist.....	8
Requesting an In-Person Checkout	8
After You Check Out.....	8
Right to Access Rooms	8
University Breaks.....	9
Administrative Moves.....	9
Vacant Spaces & New Roommates	9
Room Change Requests.....	10
Students Requesting Accommodations	10
Modifications to an Existing Accommodation.....	10
Emergency Evacuations.....	10
Assistance Animals.....	10
Service Animals	11
Emotional Support Animals.....	11
Responsibilities for Assistance Animals.....	11
Expectations & Documentation	12
Relocation Requests Due to Animal Presence	12
Temporary Accommodations	12
Living on Campus.....	13

Meet your RA!	13
Meet your Roommate!	13
Roommate Agreements	13
Cleanliness	14
Noise & Quiet Hours	14
Guests	15
Guest Policy.....	15
Printers	16
Recycling & Sustainability	16
Wireless Internet Access	16
Front Desks	16
You've Got Mail!	17
Missing Packages	17
Packages During Winter Break	17
Mail & Packages after Closing or Checkout.....	17
Prohibited Items & Materials	17
Items Prohibited in all Apartments & Residence Hall Communities	18
Items Additionally Prohibited in Residence Halls.....	18
Decorations	18
Bicycles & Storage.....	19
Facilities	19
Furniture	19
Common Area Furniture and University Property	19
Balconies & Terraces	19
Cleaning Requests	19
Damages and Loss of Property	20
Individual vs. Group Damages Charges	20
Appealing Damage Charges.....	20
Sharing an Incident or Concern	21
Reporting concerning behavior	21
Reporting an incident or potential policy violation.....	21
Reporting an incident of discrimination, harassment, and gender-based violence.....	21

<i>Safety Resources & Emergencies</i>	21
Campus Safety	21
Safety Tips	21
Fire Safety	22
Fire Safety Equipment	22
Fire Drills	23
Fire Inspections	23
Fire Alarm Activation	23
Cooking	24
Evacuation	24
Rally Points for Evacuations	25
Individuals with Mobility Limitations	26
Special Considerations	26
<i>Emergency Preparedness</i>	26
DU Alerts (Emergency Notification System)	27
Weather Emergencies	27
What should you do during cold weather?	27
How is snow cleared?	27
<i>Staff Members on Call</i>	27



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 as you navigate this year's campus experience.

2023 – 2024 Housing Contract

Our 2023-2024 [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 but may be for a shorter period in certain specified circumstances, such as for students studying abroad.

If you have any questions concerning your housing contract, contact Housing & Residential Education at (303) 871 – 2246 or 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.

Contract Breakage

The terms and conditions for contract breakage are set forth in the 2023-2024 [Housing Contract](#).

Prorated Room or Meal Plan Costs

For an approved move-out, HRE calculates prorated room fees based on the daily rate for each day beginning on the move-in date designated on your housing placement notification until the day you return your keys and complete the checkout process. If you do not complete the checkout process, HRE will continue to charge you the daily rate until HRE staff confirm that you have moved out.

If HRE approves the cancellation of a student's Housing Contract, HRE will automatically cancel your meal plans. The pro-rated meal plan fees are calculated according to the number of meals/meal plan cash used or a daily rate, whichever is greater.

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.

Safety & Security

DU ID Cards

To promote the security of our residential communities, you will need your DU ID Card for access to any residential building, food service, or classroom within a residential building. DU ID cards are used to verify the identities of residents and gain access to DU buildings, including residential communities. University officials, including a Housing & Residential Education staff member, may ask residents entering a building to show their DU ID card. Students must not lend their DU ID card to another individual for any purpose, including, but not limited to, entry to a building or purchase of meals.

Lost DU ID Cards

Residents must immediately report a lost DU ID card to the [Pioneer ID Card Office](#) and get a new DU ID card to maintain access to their residential community. Before obtaining a new DU ID card, residents must contact staff on call to access their residential community.

Key & DU ID Card Access

The safety of our residents is very important to us. To help secure our residential communities, each resident is assigned a key(s) to access their room and mailboxes, except for Dimond Family Residential Village (DFRV) residents, who use their DU ID card to access their rooms. In addition, all our residence halls and apartments are secured by key or DU ID card access. Students are prohibited from duplicating their University-issued key(s) or loaning their own or possessing anyone else's key(s) or DU ID card.

Lost Keys

Lost keys or DU ID cards can compromise the security and safety of our residential communities. Residents must immediately report lost keys to Housing & Residential Education by going to the front desk of their residential community or emailing housing@du.edu. To protect the safety of our residential communities, we will replace the lock and issue a new set of keys. HRE will add the replacement fee to your student account.

Temporary Keys

If a key is temporarily misplaced, residents can request a temporary key from the front desk of their residential community. The resident must return the temporary key to the front desk within 1 hour. If the resident fails to return the key within that time, HRE will treat the key as lost, replace the lock, issue a new set of keys, and add the replacement fee to the resident's student account. The replacement fee varies per residential community.



Housing Assignments, Checking In & Checking Out

Your housing assignment is specific to you. If you don't have a designated single room, you should always expect to have a roommate.

Checking In

When you check in, HRE will ask you to show your DU ID card before receiving your room keys. Once you receive your room keys, you should go to your room assignment, check the condition of items in your room, and note any potential damage or missing items using a Room Condition Report. If anything in your assigned living space is not in working order or needs attention from our custodial or maintenance staff, you should submit a [work request](#). We additionally recommend that residents take dated photos of the condition of their room upon check-in and check-out to assist us in properly assigning charges.

Room Condition Reports

When you move into your room, you should review the condition of your room, including the walls, lights, and furniture, and complete a Room Condition Report (RCR) online. Damages not noted on your room condition report may be charged to you when you check out. If you do not complete the RCR form within 72 hours of checking in, you agree to accept that the room has no damages or missing items, and you will be charged for all damage to the room or its contents at checkout.

If you aren't sure if something should be listed on the RCR form, make sure to ask your RA promptly!

Checking Out

At the end of the term of their housing contract, every resident must check out of their assigned living quarters on or before the deadline communicated by Housing & Residential Education. Residents not living in University-owned or operated housing for the following academic year may receive a deposit refund, if applicable.

Once residents have completed all their move-out responsibilities, they may check out by placing their keys in an envelope and putting them into a box near the front desk of their residential community. After the resident leaves, HRE will check their room for any damages that need to be repaired or personal items that need to be removed, and HRE will add charges to the resident's student account, as applicable. A resident may request HRE staff to perform an in-person checkout before turning in keys.

Note: Residents must be fully moved out by the deadline communicated by HRE, or HRE may charge the resident.

Move-Out Checklist

Residents must:

1. Remove all of your personal belongings.
2. Clean all areas for which you are responsible.
3. Turn in your keys to the designated key box or HRE staff member (including completing all information requested on the envelope).
4. Failing to complete any or all of the above responsibilities may result in the resident being charged a fee for improperly checking out.

Note: Unless the resident notifies HRE otherwise, HRE will automatically cancel any meal plan when the resident checks out.

Requesting an In-Person Checkout

Residents who do not wish to complete an express checkout may request an in-person checkout. An in-person checkout may be beneficial to residents who would like to:

- Review the room condition together with a staff member.
- Return keys directly to a staff member.

After You Check Out

After you check out, an HRE staff member will assess the condition of your assigned living quarters and assign applicable damage charges. These charges will be added to your student account. HRE will notify residents of any such charges via email.

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.



University Breaks

Residents may keep their belongings in their housing during the winter break if they are returning for the winter quarter and during spring break if they are returning for the spring quarter, but students who would like to stay in their housing over the winter break must submit an application to HRE by the applicable date to remain in their residential community during any portion of the winter break. HRE provides break period housing based on occupancy, and residents requesting housing over the break periods may be required to move housing assignments.

Note: Dining services are unavailable during University break periods, and residents are responsible for making their own meal arrangements during this time.

Administrative Moves

HRE reserves the right to make temporary assignments and to administratively reassign residents for the duration of the Housing Contract at any time at the University's sole discretion. Reasons for temporary assignments and administrative reassignments include, but are not limited to, occupancy needs, facility issues, vandalism, potential violations of the Honor Code or other University policies, and patterns of inappropriate behavior that negatively affect the residential community. HRE may also consider an administrative move of one or more residents if a roommate conflict cannot be resolved.

HRE will attempt to provide at least 48 – 72 hours' notice to impacted residents, but in extenuating circumstances, HRE may initiate an administrative move with limited advanced notification.

Vacant Spaces & New Roommates

Even if you do not currently have a roommate, you should be prepared if a new resident is assigned to your room. Housing & Residential Education will try to give 48 – 72 hours of advance notice before a new resident moves in, but roommate assignments can happen at any time, may be immediate, and could occur during break periods. When a new resident is assigned, we expect that you will be considerate and treat them with respect. Attempting to prevent a resident from moving in or coerce a resident to move out will result in a referral to the Office of Student Rights & Responsibilities for action under the Honor Code.

To prepare for a potential roommate, you must keep all your belongings on your side of the room and keep shared areas reasonably clean and proportionate to the amount of space another resident will need. Our team may periodically check rooms or suites to make sure they are ready for a new resident assignment. If HRE notices that something needs to be addressed, we ask our residents to immediately address the issue.

Room Change Requests

As determined by HRE, room changes can occur after the first few weeks of the quarter. It is important to know, however, that a room change may not be possible depending on occupancy. If a room change request is due to a roommate conflict, HRE will encourage residents to attempt mediation before moving because the roommates may resolve the conflict through mediation, or the residents may move into a more challenging space.

Students Requesting Accommodations

Students with a documented disability, medical, and/or mental health condition who are seeking accommodations related to housing and/or meal plan requirements must contact Accessible DU: Student Disabilities Services (SDS). HRE does not determine a student's eligibility for accommodations or approve accommodations. Once HRE receives notice that a student has an SDS-approved accommodation, HRE will take steps to implement approved accommodations based on HRE's available housing options; however, some approved accommodations may not be reasonably available or may take additional time to implement. When HRE is not in a position to implement an SDS-approved accommodation, students may request to be released from their housing contract and/or the live-on and meal plan requirement. To be eligible for placement in university-owned or operated housing, with or without accommodations, students must still complete their Housing Application by the posted deadlines.

For more information about the accommodations process or to submit a request for accommodation(s), please visit Accessible DU: Student Disabilities Services.

Modifications to an Existing Accommodation

If a student has a change in a disability, medical, and/or mental health condition that results in a modification to existing SDS-approved housing-related accommodations after HRE has assigned the student to a room, HRE will make reasonable efforts to implement the updated SDS-approved accommodation based on HRE's currently available housing options.

Emergency Evacuations

In the event of an emergency, you may be required to evacuate your residence hall or apartment. If Housing & Residential Education receives information that a resident has a mobility limitation that impairs their ability to evacuate a building, HRE can inform first responders about residents who may need assistance.

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

Assistance Animals

The University 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. DU works to balance these considerations consistent with the legal requirements of the [Americans with Disabilities Act](#) (ADA), applicable

provisions of the [Fair Housing Act](#), and other applicable state laws 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

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 wishing to live with a service animal in University-owned or operated housing are encouraged to update the voluntary registration of their service animal with Housing & Residential Education each time they request new housing or a change to their existing housing assignment. This allows HRE to consider appropriate adjustments for other residents, staff, or who may have allergies, phobias, or assistance animals of their own.

Emotional Support Animals

Emotional support animals (ESAs), which can be of a wider variety of species, assist in the treatment of an individual with a disability. Students seeking to have an ESA in University-owned or operated housing must submit a request for accommodation through Accessible DU: Student Disability Services (SDS) and have an SDS-approved accommodation before bringing their ESA to their residence hall or apartments assignment.

To make a request, students must submit a [Request for Accommodation](#) through the SDS [Accommodate Student Portal](#) and provide supporting documentation, as specified in the [ESA Documentation Guidelines](#) that addresses their functional limitations as well as the need for an ESA. 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).

Responsibilities for Assistance Animals

Residents must always maintain control of their service animal or emotional support animal, and residents are responsible for any damage caused to University-owned or operated property and disruption to a residential community caused by their assistance animal. Students are additionally responsible for caring for their animals, including, but not limited to, immediately cleaning up after, and properly disposing of, the animal's waste in a safe and sanitary manner. If a resident is unable or unwilling to personally care for their animal, they must plan for someone else to provide that service, and the resident is responsible for any costs associated with such service.

Expectations & Documentation

Once students receive approval to have an emotional support animal through SDS, they will be asked to review HRE's expectations of the ESA's presence within a residential or apartment community. This includes signing the ***Emotional Support Animal Resident Agreement*** and providing the documentation/information identified below prior to bringing the animal into University-owned or operated housing.

1. A copy of the animal's registration for the City and Country of Denver (if applicable).
2. Documentation of compliance with applicable veterinarian-recommended vaccinations.
3. Confirmation that the animal is spayed/neutered, as applicable.
4. A current photograph of the ESA for HRE and SDS 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.
5. Contact information for an alternate caregiver who lives off-campus to provide care for the ESA if the student becomes unable to care for the ESA.

ESAs are only permitted in a student's residence hall or apartment assignment (as specified in the housing assignment notification), except when the student is taking the ESA to outdoor spaces for natural relief and/or exercise, in which case the student may transport the ESA through common areas solely as needed to access outdoor spaces. Approved ESAs are not permitted in any University facility other than the resident's residence hall or apartment assignment, including, but not limited to, common area kitchens and other food service preparation areas.

Relocation Requests Due to Animal Presence

If a student has an allergy, phobia, or other disability that would make them unable to live with an approved emotional support animal, the student must request accommodations for such allergy, phobia, or disability through SDS. When Housing & Residential Education receives notification of an SDS-approved accommodation, HRE will make reasonable efforts to implement the approved accommodation based on HRE's currently available housing options.

For further information about accommodations, please contact Accessible DU: Student Disability Services at (303) 871 – 3241 or sds@du.edu. You may also find out more information on the SDS [website](#).

Temporary Accommodations

Accessible DU: Student Disability Services provides temporary accommodations to enrolled students with longer-lasting injuries or illnesses, and HRE will implement SDS-approved temporary accommodations based on HRE's currently available housing options.



Living on Campus

Living on campus can be a new or familiar experience. In this section, we provide important information to help you understand HRE's administrative processes and resources to help you navigate living in one of our residential communities.

Meet your RA!

Your residential community has multiple Housing & Residential Education team members ready to support you while living on campus. Your Resident Assistant, or RA, will be one of the best resources you'll have while living on campus. RAs are student staff who promote strong residential communities, help connect you to resources at DU, and serve a peer that you can go to when you are seeking assistance or guidance. In addition to your RAs, other HRE staff members can support you through a variety of issues that you may encounter throughout the year, including your Resident Director (RD) and Graduate Resident Director (GRD) for your residential community.

Meet your Roommate!

Many, but not all, residents have a roommate. Sharing a room can be a new experience for many residents and can present challenges as you and your roommate(s) navigate differences in personalities, expectations for cleanliness, and habits. It's important for roommates to share their expectations early and communicate concerns in a respectful manner, especially when things get challenging.

Roommate Agreements

Learning to live with someone is not always easy. Good communication is the key to successful roommate relationships. Within the first few weeks of living together, you and your roommate must create a roommate agreement. This agreement helps you and your roommate communicate expectations and needs when living together. It is important for you to be honest about your living needs during this conversation and be willing to compromise if your needs differ significantly from your roommate's. Completing a roommate agreement can help prevent challenges before they happen. As you and your roommate continue living together, you can always reach out to your RA to help you create or update your agreement.

Should a conflict arise during the academic year, you should review your Roommate Agreement with your roommate. If you are unable to work out a solution to your conflict, speak with your RA to set up mediation between you and your roommate. If the problems in your room persist, you can work with your Graduate Resident Director (GRD) or Resident Director (RD) to further mediate your conflict.



Cleanliness

Residents must maintain reasonable standards of cleanliness in their individual rooms, suites, apartments, and shared spaces, including common areas. Hallways, stairwells, and elevators should be free of personal belongings, trash, and recycling. HRE staff may complete periodic inspections to determine whether residents have met the cleanliness standards and to take appropriate actions to address any failure to meet cleanliness standards. This may include scheduling custodial staff to clean at your expense. You may not refuse custodial staff services.

Residents must keep floors clear of personal items and trash. Residents must deposit their waste 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.

Noise & Quiet Hours

HRE expects all residents to always show courtesy to and consideration of others inside and outside the residential buildings. All residents are responsible for their own noise levels, as well as the noise levels of their guests. Residents must not make noise that disrupts others' right to sleep, study, or enjoy a reasonably quiet environment. Noise will be considered disruptive if it can be heard through a closed door or window, including, but not limited to, excessive bass or loud music, running, door slamming, shouting in the hallways, and yelling out windows. Residents who are being disturbed by noise are encouraged to respectfully approach others to request they reduce their noise. When another resident or HRE staff member asks a resident to reduce the noise level, residents are expected to always comply immediately consistent with the expectations of behavior for all residents of University-owned or operated housing. Should a resident need help handling a noise complaint, contact the front desk of your building for help from an HRE staff member.

During quiet hours, residents should be particularly conscious of their noise levels because most residents are expecting a quieter environment during these times.

Residents who are being disturbed by noise are encouraged to respectfully approach others to request they reduce their noise. When another resident or HRE staff member asks a resident to reduce the noise level, residents are expected to always comply immediately consistent with the expectations of behavior for all residents of University-owned or operated housing. Should a resident need help handling a noise complaint, contact the RA-on-Call or front desk of their building for help.

All residential communities observe the following quiet hours:

- Sunday through Thursday: 10:00 pm to 7:00 am
- Friday and Saturday: Midnight to 9:00 am
- Beginning at 6:00 pm on the last day of class, 24-hour quiet hours are in effect while final exams are occurring



At all other times, which are considered “courtesy hours,” residents are expected to be considerate and maintain a reasonable volume.

Guests

For purposes of this *Guide to Residence Living*, **guests** are individuals not affiliated with the University or DU community member who does not live in the particular residence hall or apartment building. A **host** is a current resident who has another individual(s) visiting regardless of that individual’s residential status. Hosts must always accompany guests and are responsible for the actions of their guests.

Guest Policy

Each resident is privileged to have guests with the prior permission of roommates/suitemates. But every resident has the right to privacy in their room. A resident’s privilege to have guests does not supersede their roommate/suitemates’ right to privacy. A roommate/suitemate or Housing & Residential Education staff can require a guest to leave immediately. Residents should be aware of their surroundings and what is happening in their residential community and inform an HRE staff member if any non-affiliated individual is of concern.

If a resident’s guest fails to follow the reasonable requests of University officials. Including HRE staff, hosts may be referred to the Office of Student Rights & Responsibilities for action under the Honor Code and have their guest privilege revoked, and guests may be restricted from the residential community(ies).

To protect the safety and comfort of all residents, Housing & Residential Education has established the following guest policy:

- **Guest Registration:** Hosts must register and check in their guests through the Housing Portal or at the front desk of the residential community.
- **Guest Check-in:** The host must meet their guest upon their arrival at the residential building. Guests should be prepared to present photo identification and will be given a card to show that they have been registered. If a guest does not return their visitor card, HRE will charge the host a \$30 fee.
- Failure to register and/or check in a guest may result in the guest being removed and the resident being referred to Student Rights & Responsibilities for action under the Honor Code.
- Residents are responsible for always escorting their guest within the residential community and are responsible for their non-resident guest’s behavior at all times. Unescorted guests may be asked to show their guest card, identify the resident they are visiting, and return to the front desk with their host to check in if they haven’t already done so. Failure of a guest to cooperate with the requests of any University Official (including HRE staff) or emergency officials will result in a non-resident guest’s immediate removal from the residential community.



- Guests are limited to staying overnight a maximum of two nights per 7-day consecutive day period with the explicit prior permission of room/suitemates.
- Cohabitation (allowing someone other than your designated roommate to live in your room) is prohibited.
 - Guests who stay overnight 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 or in a roommate/suitemate's bed without explicit prior permission of that person.
- Guests must use gender-neutral or gender-specific bathrooms that match their gender expression.

Printers

Printers are located at the front desk for your residential community. You will need your DU ID card to print. For more information on how to connect your personal computers and how to use the DU printers, please see the instruction guide from DU's Information Technology [website](#).

Recycling & Sustainability

Recycling bins are available in every student room and 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](#).

Wireless Internet Access

The University provides 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.). HRE prohibits the installation of routers and wireless access points in HRE residential buildings. If you need assistance accessing wireless internet services, contact the IT help desk at (303) 871-4700 or submit a request online through the [IT Service Portal](#).

Front Desks

All residential front desks are staffed 24 hours during non-University break periods. Desk Assistants staff the front desk from 8:00 a.m. – 12:00 a.m. and security personnel staff from 12:00 a.m. – 8:00 a.m.

The front desk in your residential community is where you **pick up mail** and **request temporary keys or key cards**, among other things during the hours that Desk Assistants staff the front desk. If there is a problem in the building and you need staff assistance, please get in touch with the front desk. You can also find out what's happening in your community at the front desk!

Each front desk has items, such as board games, vacuum cleaners, and trash bags to borrow! The availability of these resources varies by building. To borrow any of these resources, stop by the front desk for your residential community and bring your DU ID Card.



You've Got Mail!

The front desk for your residential community sorts all mail. **Your mail is typically placed in your mailbox** by the end of each business day, but delivery may take longer depending on the volume of mail received. When you receive a **package, you will receive a notification**. You will need your DU ID or other form of identification to receive your package.

Missing Packages

If you are looking for a package, please stop by the front desk for your residential community. You will be asked to describe the package, to whom the package is addressed, carrier information, and a tracking number (if available). Our team will then try to locate your package and update you on what we discover.

Packages During Winter Break

During winter break, front desks in our residential communities operate on a different schedule. If you are in a building open during winter break, you can pick up packages at your designated front desk during the break. For residential communities where front desks are closed, all mail is forwarded to the front desks in either Centennial Towers or Nelson Hall.

We also try to work with carriers to forward mail, but sometimes we see mistakes in delivery during this time. 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. Housing & Residential Education is not responsible for lost or misdelivered mail or packages during the break.

Mail & Packages after Closing or Checkout

At the end of the year all mail will be forwarded through the last week of August to your permanent address on file with the University or returned to the sender. You can update your permanent address by logging into your MyDU portal.

After checking out during the academic year, including early checkouts or study abroad, mail will be returned to the sender.

Note: After checking out of your room, you should submit an address change or forwarding request through the appropriate carriers, such as USPS.

Prohibited Items & Materials

In addition to items prohibited by the University's Honor Code, certain items are prohibited in all University-owned or operated housing and other items are prohibited except in suites/apartments with a kitchen.



Items Prohibited in all Apartments & Residence Hall Communities

Possession or use of the following items are prohibited within **all** University-owned and operated housing:

- Personal air condition units (except that students in Centennial Halls, Johnson-McFarlane, Hilltop Apartments and 4D House may have evaporative air coolers up to a capacity of 150 watts/44 BTUs and a 3-gallon tank)Grills within or external to any residential community
- Extension cords
- Motorized equipment within a residential building including, but not limited to, electric skateboards, electric longboards, one-wheels, and scooters
- Any gas-powered equipment
- Candles, incense, or any other item that maintains a persistent flame
- Items with exposed coils or heating elements including, but not limited to: hot plates with coil burners, space heaters, electric grills with exposed coils, electric coil burners, and electric kettles with exposed elements
- Halogen lights or lightbulbs
- Hazardous materials including, but not limited to, gasoline, propane, butane, or other flammable liquids or gases

Items Additionally Prohibited 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
- Air fryers, frying pans, griddles, or grills (e.g., George Forman grills)
- Rice cookers, slow cookers, pressure cookers, or multi-cookers (e.g., Crock Pots, Instant Pots)

Decorations

HRE supports residents decorating their rooms, however residents must comply with the following requirements:

- Do not use fireworks, floating lanterns, or paper bag lanterns
- Do not overload electrical outlets and do not use extension cords, which are additionally prohibited in University-owned or operated housing
- Do not obstruct exits or fire extinguishers.
- Do not hang decorations from ceilings or fire safety equipment including, but not limited to, fire sprinklers, fire alarms, strobes, or smoke/carbon monoxide detectors



Bicycles & Storage

Students must register their bicycles (for free!) through [Parking and Mobility Services](#). DU provides bicycle racks in each residential community, available on a first-come, first-served basis. Students may also choose to store their bicycles within their room or a bike storage room if their residential community includes one. HRE is not responsible for any stolen or damaged equipment. Campus Safety will impound unregistered or abandoned bicycles. Students must reclaim their impounded bicycles within 90 days, or the University will treat the bicycle as abandoned property.

Facilities

Furniture

Furniture should be used as designed. Additionally, residents must not construct or configure furniture differently from its original design. Examples may include lofting beds, stacking furniture, or using bed lifts. These can create unsafe conditions or damage to the furniture.. HRE may charge the resident for repair or replacement of the damaged furniture caused by misuse. Also, HRE may refer the student to the Office of Student Rights & Responsibilities for action under the Honor Code.

Common Area Furniture and University Property

Lounge furniture and other University property placed in common areas are for the use of the entire residential community. You may not take, borrow, or add additional table to the common areas for 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) an administrative fee, as well as charges for any damage incurred.

Balconies & Terraces

While some rooms or residential buildings may have balconies and/or terraces, Housing & Residential Education may lock them, with or without prior notice to residents, to protect residents' safety. These actions are taken with consideration for your safety. Residents with locked balconies and/or terraces are not permitted to access them.

Cleaning Requests

If you find something that needs to be repaired or a shared 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 HRE 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 cannot request replacement keys or lock changes through this system. Please see your Resident Director (RD), Graduate Resident Director (GRD), Desk Manager, or Desk Assistant (DM or DA) for any issues pertaining to keys.



HRE may charge residents who cause damage related to such requests.

Damages and Loss of Property

HRE attempts to assess charges for damage to or loss of University property based on the individuals who are responsible for the property damage or loss. In addition, when property damage occurs, and individuals are identified as potentially responsible, HRE may make a referral to the Office of Student Rights & Responsibilities for action under the Honor Code. When an individual(s) cannot be identified as the source of the damage, HRE may 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.

Individual vs. Group Damages Charges

HRE determines charges related to damages or loss of property by an individual resident based on the information in the Room Condition Report and the inspection upon or after the resident checks out. HRE assesses charges related to individual damages to the resident's student account. However, HRE assesses charges for damages to common areas in a room or apartment on a shared basis among the residents in the room or apartment unless HRE identifies the individual(s) who may be responsible for the damage.

When damages occur in a common area, such as in a floor lounge, hallway, or bathroom, HRE staff will attempt to determine the individual(s) who may be responsible. HRE will email the community members to notify them of the damage and the approximate cost of repair or replacement. HRE encourages residents to share any information that could be helpful in identifying the individuals who may be responsible for any damage and report any damage or vandalism to the HRE immediately. When HRE cannot identify the responsible individual(s), HRE may assess group damage charges to all residents of that community.

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. Typically, a resident must include the following in their appeal:

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



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 share their concerns 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

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/or to seek assistance from confidential resources at the University or in the local community. You can report such conduct to the Office of [Office of Equal Opportunity & Title IX](#) (EOIX) by completing the [EOIX online reporting form](#). For information on resources, please see [EOIX's website](#).

Safety Resources & Emergencies

Campus Safety

For your protection, the Department of Campus Safety [is](#) available 24 hours a day.

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>

Safety Tips

Keep the following safety tips in mind:

- Be aware of your surroundings, and when walking at night, try to travel with a friend, contact Campus Safety non-emergency line at (303) 871-2334 to request an escort, or use the DU Safe app for a virtual walk home or friend walk.
- Always lock your room/apartment doors and windows.
- Do not prop open outside building doors at any time or allow others to tailgate behind you.
- Report any concerning behavior or safety concerns to the RA-on-Call or by calling Campus Safety.

Fire Safety

You are expected to follow all fire safety policies in The Honor Code and in the Guide to Residence Living. Residents who may have violated a fire safety policy may 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/or 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 and/or civil liability for property damage or personal injury.

Fire Safety Equipment

The University has installed advanced fire safety technology 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.

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 may 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 may be referred to the Office of Student Rights & Responsibilities under the Honor Code, subject to criminal charges and/or civil liability for property damage or personal injury caused by the fire and/or water, and/or otherwise held financially responsible.

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 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 per year, typically once per quarter during the academic year. During a fire drill, representatives from the Department of Campus Safety will expect the following, or the building will fail the fire drill:

- 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 in the event of an alarm sounding may result in a referral to the Office of Student Rights & Responsibilities for action under the Honor Code.**



Cooking

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

- If the cooking surface or cookware is messy, dirty, or excessively greasy, clean the cooking surface and/or cookware before use.
- When using electric cooking appliances, such as microwaves, kettles, or toasters, do not overload the circuit.
- Never leave food that is cooking or an active cooking surface 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 after you are finished cooking, be sure to clean up, dispose of trash, and turn off all appliances.

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.

Evacuation

If a fire alarm activates, you should immediately exit the building in a safe manner. If you are not in your own room, do not go back to your room to retrieve items.

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.



- **Do not re-enter the building until told to do so** by Campus Safety officers or other first responders.

Rally Points for Evacuations

• **Centennial Towers**

- On the west side of the building, residents should proceed across Williams Street and on top of 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 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 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 and Nagel Hall**

- On the west side of the buildings, residents should proceed across High Street.
- On the east side of the buildings, residents should proceed 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 and proceed around Sturm Hall to Driscoll Green.

Individuals with Mobility Limitations

If an individual is unable to evacuate a building due to mobility limitations, the individual should, with assistance as necessary:

- Move to
 - the designated area of rescue for the building, if the building has a designated area; or
 - the closest stairwell if the building does not have a designated area of rescue.
- Call 911 or Campus Safety at 303-871-3000 and inform first responders of the location of the individual requiring rescue.

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.
- Residents of the Apartments Community should gather in the Richie Center

Emergency Preparedness

The University of Denver is committed to facilitating a safe environment for our community and 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)



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 for [DU Alerts](#). All members of the DU community will also receive an email when a message is sent through DU Alerts. If you would like to receive voice messages or text messages, you must register your number or numbers with the system.

Weather Emergencies

DU maintains a weather emergency page that provides the most updated information. For more information see: <https://www.du.edu/campusafety/emergency-preparedness/weather-closure-delay>

For more information or questions about emergency preparedness, please reach out to Housing & Residential Education at (303) 871 – 2334 or the Department of Campus Safety.

What should you do during 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 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.

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](#).

Staff Members on Call

Housing & Residential Education has a comprehensive on-call protocol. Resident Assistants (during designated hours), Administrators (AOC), and Senior Administrations (SAOC) serve on-call. AOCs and SAOCs are on-call 24 hours a day throughout the year.

You can reach the RA on Call using the number for your residential community during their on-call shifts and the Administrator-on-Call at any time by calling Campus Safety at (303) 871 – 2334.