



Guide to Residence Living 2021-2022

WELCOME!

Dear Residents,

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

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

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

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

As specified in the housing contract that you signed, residents are responsible for abiding by the policies set forth 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 <http://www.du.edu/housing/>.

We look forward to having a wonderful year together!

Welcome Home!

Sincerely,

The Housing & Residential Education Team

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COVID-19 Culture of Care

As members of the Housing & Residential Education (HRE) Community, we **all** have the responsibility to Protect DU, ourselves, and others during the COVID-19 pandemic.

As a member of the HRE Community, I will

- follow DU's [COVID-19 Protocols for Face-Coverings and Social Distancing](#).
- contact the Health & Counselling Center and/or HRE staff virtually and remain in my room if I am feeling sick.
- communicate with HRE staff members and students who live in my HRE community virtually whenever possible if I am feeling sick.
- keep my contact information, including my cell phone number, local address, and emergency contact information updated in PioneerWeb.
- follow all [DU COVID-19 Protocols](#) and other applicable policies and procedures.
- not exceed the stated room capacity for my assigned living quarters, as communicated by HRE staff.
- clean and disinfect my room, including (if applicable) the bathroom and kitchen within my suite/apartment, and follow DU's [COVID-19 Protocols for Cleaning and Disinfection](#) or other instructions from HRE staff.
- practice good hygiene, including thorough and frequent hand washing for at least 20 seconds and using hand sanitizer when hand washing is not available, especially after entering the building, after using a restroom, and before meals.

To promote safety in the HRE Community, I will

- follow the currently applicable HRE COVID-19 guest policy. For Fall quarter 2021, I will only have guest(s) in my assigned living quarters who are assigned to my residence hall or apartment building. I understand that I am not permitted to have in my assigned living quarters anyone who is not assigned to my residence hall or apartment building, including DU students living in other residence halls, apartments, or off-campus, and individuals who are not DU community members, such as siblings, parents, other family, or friends. HRE will communicate any updates to the HRE COVID-19 guest policy and when such changes are effective.

- only access my own residential building and not access other residence hall or apartment buildings unless to visit the dining hall in that building.
- not provide anyone else access to my residence hall or apartment building either by letting someone follow me into the building without swiping their access card or by opening the door for someone. All residents will only have access to their assigned residence hall or apartment building and the dining hall areas in other residential buildings.
- keep up to date on all DU COVID-19 protocols and HRE policies and procedures as I understand they may change throughout the term or from term to term.

To prevent the spread of COVID-19, I will

- participate in required COVID-19 testing as specified by the [COVID-19 Mandatory Testing Protocol](#) or as otherwise directed by the University. I understand that students will not be separately charged for routine COVID-19 testing provided through the University.
- monitor myself regularly for symptoms of COVID-19.
- prior to arrival on campus at the University of Denver:
 - submit my vaccination record or a request for exemption by September 1;
 - quarantine for 7 days if I am unvaccinated or not fully vaccinated; and
 - take a COVID-19 test on campus either within 48 hours prior to my designated fall arrival date or upon arrival.
- comply with University travel restrictions posted at <https://www.du.edu/coronavirus/travel-visiting-campus>.
- comply with all applicable self-quarantine protocols if I am notified that I have been in close contact with an individual who tested positive for COVID-19.
- upon discovering that I am experiencing any symptoms of COVID-19, immediately call the Health & Counseling Center (HCC) for medical guidance and comply with all medical instructions.
- receive the seasonal flu vaccine when one becomes available at HCC or through another healthcare provider, unless for health reasons the vaccine is contraindicated for me.

- arrange for and fund my own personal travel from campus, or work with the Office of Financial Aid as needed, if the University determines it must close the residence halls and apartments.

If I test positive for COVID-19, I will

- comply with the University's requirements and any applicable public health guidance for quarantine and/or isolation.
- share truthful and complete information with those conducting contact tracing about others who may be at risk based on exposure to me.
- have an alternate caregiver who lives off-campus provide care for my approved emotional support animal while I am in quarantine.

If I violate these requirements or other DU policies, I understand the University will refer me to the Office of Student Rights & Responsibilities for disciplinary action.

HRE Administrative Policies & Procedures

HRE developed the following administrative policies and procedures with the focus on efficiency, safety, and community support. It is important to follow and understand these policies and procedures for residents and staff to have a smooth year. As stated in the terms and conditions of your HRE housing contract, you agreed to abide by the policies set forth in the Guide to Residence Living. The assigned living quarters identified in the housing placement notification may be a room, suite, apartment, or other 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. Submit an application to HRE through the standard housing application process at <https://www.du.edu/housing/student/applying.html>, by no later than the stated deadline.
2. Submit a Request for Accommodation to the Disability Services Program ([DSP](#)). You may submit the accommodation request at any time. However, if you have received your eligibility notification and Letter of Approved Accommodation from DSP prior to June 8th, HRE will be able to consider your accommodation needs during the regular room assignment process. If you have not received your eligibility notification and letter of approval from DSP by June 8th, you may be placed on a waitlist until a space matching your approved accommodation becomes available. HRE and DSP recommend that students begin the [accommodation process](#) as early as possible because DSP may require up to two weeks to process the request after DSP has received all required documentation.

If you acquire a disability or have a change in a medical condition that necessitates 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 quarters.

The University will provide reasonable accommodations, including reasonable accommodations 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.

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

Emotional Support Animals/Service Animals

The University of Denver recognizes the roles and benefits that 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, as well as establishing systems and supports 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 appropriate licensed healthcare or mental healthcare provider, dated within six (6) months prior to 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 animal's registration for the City and County of Denver, if applicable to the type of animal.
- Veterinarian recommended vaccinations.
- 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 in the event that 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 are not limited to, kitchens and food service preparation areas. You must maintain control of the ESA at all times, 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 make arrangements 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 serve 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 website for the Division of Campus Safety at <https://www.du.edu/campussafety>. 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 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, 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.

Fire Safety

The Honor Code and this Guide to Residence Living outline the fire safety policies applicable to students. Students who violate the fire safety policies will be referred to the Student Rights & Responsibilities process. 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 a 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.

Hazardous Materials

Hazardous materials including, but not limited to, gasoline, propane, chemicals, flammable liquids, butane torches, and gas grills are not permitted in the residence

halls/apartments under any circumstances. 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.

Please see the Safety Resources & Procedures for information on how to safely evacuate your building.

Fire Safety Measures

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 system, strobes, smoke/carbon monoxide detectors); and
- 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 is prohibited:
 - Halogen lamps
 - Incense
 - Candles
 - Candle warmers
 - Butane torches
 - Open flames
 - Space heaters (except those provided by the University)
 - Propane of any kind
 - Grills
 - Hoverboards

Additionally, the use of toaster ovens, toasters, electric frying pans, George Foreman type grills, crock pots, rice cookers, pressure cookers, and any appliance or device with an open heating element is prohibited except in suites/apartments with kitchens.

Permitted Items

Residents may use a reasonable number of University approved electronic devices in their room so long as they do not present a fire hazard or consume an excess of power. Use of microwave ovens, popcorn poppers, or other approved electrical appliances is permitted. The following appliances/devices are permitted:

- Alarm clock
- Computer
- Curling/flat iron
- Electric razor
- Hairdryer
- Desk/study lamp
- Electric blanket
- Electric coffee maker/tea maker
- Fan
- Blender
- Microwave (maximum 600 watts and/or 1 cubic ft.)
- Air popcorn popper
- Video game consoles (PlayStation, Xbox, Wii, etc.)
- Stereo
- TV/DVD player/VCR

Guests

During the 2021-2022 academic year, the University may adjust the HRE guest 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. For Fall term 2021, the HRE COVID-19 guest policy applies and permits residents to only host guests from within their own assigned University owned or operated housing.

For the purposes of the Guide to Residence Living, a non-resident guest 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 they are visiting. Hosts must accompany non-resident guests at all times and are responsible for their non-resident guests.

For the purposes of the Guide to Residence Living, a host is defined as a current DU student who has a current housing contract to reside within University owned and operated housing.

When non-resident guests are permitted in University owned or operated housing, to protect the safety and comfort of all residents, HRE has established the following requirements:

- Residents should be aware of their surroundings and what is happening in their living community, and residents should inform the front desk or a HRE staff member of anyone in the building who is causing a disturbance.
- Residents are responsible for escorting their non-resident guests within University owned or operated housing at all times and are responsible for their non-resident guests' behavior at all times. Unescorted non-resident guests may be asked to show identification, a registration confirmation email, and identify the resident whom they are visiting.
- After 10 PM, all non-resident guests must present photo identification and sign in at the front desk and be prepared to show their registration confirmation email at all times.
 - Hosts are expected to meet and escort their non-resident guests to the front desk to register the non-resident guest.
 - Failure to register as a non-resident guest may result in the immediate removal of the non-resident guest from the building.
- Failure to cooperate with the requests of HRE staff or other University or emergency Officials will result in a non-resident guest's immediate removal from the building.
- Providing keys or access cards to non-resident guests or other individuals is strictly prohibited.
- Each resident has the right to have guests 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 room/suitemate's right to privacy. Your room/suitemate or an HRE staff member can require that your guest(s) leave immediately, and if your guest(s) fails to do so, you and your guest may face disciplinary action.
- Cohabitation (allowing someone other than your designated room/suitemate to live in your assigned living quarters) is not permitted.
- Non-resident guests are limited to staying overnight a maximum of two nights per 7-day week (Sunday through Saturday) with the explicit prior permission of room/suitemates.
- If non-resident guests stay overnight, they must sleep in their host's room or apartment. Neither non-resident guests nor residents are permitted to sleep in lounges or other common areas under any circumstances. Neither non-resident guests nor residents are permitted to sleep in a room/suitemate's bed without explicit prior permission of that person.

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 fliers/mailers for residents.

Contractual Provisions

Live On Requirement

The University of Denver has a two-year “live on” requirement, which can be fulfilled in the following ways:

- A student has completed two full years of attendance at the University of Denver or another accredited post-secondary institution before University owned or operated housing opens for fall quarter. For example, a transfer student who has attended another accredited institution for at least two years is exempt from the live on requirement. The student’s experience must be at an institution of higher education and cannot include high school or boarding school experience.
- The student is 21 years of age or older **before** University owned or operated housing opens for fall quarter.
- The student provides documentation that they are legally married or in a legally-recognized civil union.
- The student resides with their dependent child(ren).
- The student will be living during the academic year at their parent/legal guardians’ **permanent** residence within a twenty-five (25) mile driving radius of campus. This must be the same permanent address documented in PioneerWeb.

Administrative Moves

HRE reserves the right to reassign residents within University owned or operated housing for reasons the University deems appropriate. These reasons may include 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.

Housing Contract

You sign your housing contract, a legally binding document, electronically when you complete the online housing application, which 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](#), or by email at housing@du.edu.

Contract Breakage

After June 30, students may only request to break the housing contract or meal plan requirement for the following reasons:

- Graduation from DU;
- Official withdrawal from DU; or
- Significant, unanticipated change in circumstances that were beyond the student's control and occurred after the date on which the student executed the housing contract.

Students must complete and submit the Contract Breakage Form and include an explanation of and adequate supporting documentation for the significant unanticipated change in circumstances. The University will review the request and inform the student of the decision. Please refer to your housing contract for the financial responsibilities regarding contract breakage.

Contact HRE at HREContractRelease@du.edu for any questions or concerns regarding this process.

Pro-rated Schedule

Until you have returned the keys and completed HRE's check out procedures, HRE will charge you a daily fee.

Room Pro-rated Schedule

For approved move outs, HRE calculates pro-rated room fees on a daily basis. HRE 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 procedures, 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 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 of the ID card system.

(Note: Because of the different processing times, this date may be later than the date of HRE checkout.)

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.

What if I am in A Double Room or Apartment by Myself?

If you find yourself in a double room or apartment without a roommate, you must abide by the Open Space Agreement. You will receive this agreement via email. This agreement shows your understanding that the other half of your room/apartment should be ready at all times 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 for the terms of the Open Space Agreement.

If you are in a double room by yourself, you must keep all of your belongings on one side of the room and keep the other side clean and open for a potential roommate assignment. This means you should only occupy one bed, one desk, one dresser, and one closet. HRE will try to give you advance notice before a new resident moves in, however, roommate assignments can happen at any time, including during break periods. Accordingly, the space should always be ready.

If you have an open room in your suite/apartment, you must keep the suite/apartment clean and open for a potential roommate assignment. Roommate assignments can happen at any time during the fall, winter, or spring quarters, including during break periods. Your assigned living quarters must be kept in a condition that allows a person to move into the space without your belongings or any mess interfering with the move in process.

You may not attempt to keep a potential roommate from moving in or to force a new roommate to move out. Such actions will result in referral to the Office of Student Rights & Responsibilities.

If you do not comply with these requirements (e.g. keeping one side of the room clean, keeping the suite/apartment clean, etc.), you may be assessed a fine, charged for a single room or single apartment retroactive to the beginning of the current term, and/or you may be relocated. 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

Check-In Procedures

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 online 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 found liable 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 quarters 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 bookshelf) or the equivalent space in an apartment.

Mid-Year Check Out Procedures

The following procedures must be completed in order to complete check out and avoid a check out fee during the academic year. (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 a 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 replacement of keys.
- Unless you make arrangements in advance, your meal plan will automatically be cancelled when you complete the check out procedures. Please consult HRE for details.

Your housing contract is for the entire academic year. The only reasons for checking out during the academic year are:

- Official withdrawal or stop-out from the University. For academic questions, contact the Center for Academic Resources if you are an undergraduate student or your department if you are a graduate student;
- If you are not registered in courses for the term;
- Study abroad;
- Medical Leave of Absence;
- Contract Breakage approval;
- Graduation; or
- Removal through the SRR process.

If you are officially withdrawing or “stopping out,” you must notify HRE and check out of your room within 48 hours of withdrawing. If you are moving out due to contract release, breakage, or removal through the SRR process and want to continue your meal plan, you must contact HRE and sign an off-campus meal plan contract. (See the Pro-rated Schedule section of this Guide to find out more on how your charges will be adjusted.)

If you move out for a reason other than those specified above or if you are removed through the SRR process, you will continue to be billed for the remainder of the contract period for both your room and meal plan.

Scheduling a Check Out

1. Express Check Out: At the front desk of your building, there is an express check out box where you can drop your room/mailbox keys. 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.

2. Schedule a time to check out with an HRE staff member at least 24 hours prior to your departure, starting with your Resident Assistants (RA). However, any available HRE staff member for the building in which your assigned living quarters are located may check you out.

End of Year Check Out Procedures

At the end of the academic year, every resident is responsible for checking 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 procedures required for end of year check out. Residents must attend those meetings. Residents who are unable to attend the mandatory floor meetings must follow up with an HRE staff member to learn the check out procedures.

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 housing closes.

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, HRE will assess 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.

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 approximate cost of repair or replacement. Residents should attempt to identify 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 and make a note of pre-existing damages. Damages not noted on the Room Inventory Form at check-in will be charged to you at check out. You have 72 hours from the time that you move in to complete the Room Inventory Form. 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 and are assessed accordingly. If your roommate leaves before the end of the academic year and damage is found at that time, both roommates may be assessed the cost of repair.

The resident must complete a Room Inventory Form and inspection for the condition of the room and its furniture upon move-in. It is also recommended that residents take dated photos of the condition of the room upon check out. This may mitigate the charges assessed at the end of the academic year.

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

Winter Break Procedures

Traditionally, residents may keep their belongings in their assigned living quarters during winter break. Centennial Towers and the Apartments Community may

remain open during winter break. All other residence halls are closed during winter break. HRE will make available winter break housing request forms in November. Winter break housing is based upon available space, and residents interested in staying over winter break may receive a permanent move.

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

Entry by Staff

University staff may enter a resident's assigned living quarters in University owned or operated housing for a variety of reasons. HRE tries to give residents 24-hours advanced notice; however, HRE may not always be able to do so. If HRE discovers a policy violation in any of the situations below, HRE will document the violation and may refer the resident to the Office of Student Rights & Responsibilities.

University officials, including HRE staff members and Campus Safety, may confiscate items that violate University and HRE policies, including but not limited to: candles, incense, alcohol, drugs, controlled substances, false identification, illegal plants, weapons, and drug paraphernalia. Items may be discarded or turned over to Campus Safety for further investigation and/or disposal as appropriate.

The following are illustrative, but not an exhaustive list of, reasons for room entry:

- Fulfill custodial, maintenance, or computer service needs;
- Investigate suspicion that the welfare and/or rights of other members of the University community are being infringed upon;
- Investigate if danger to a student, or danger to the property of a student or the University exists;
- Investigate suspicion of policy violation;
- Check that closing procedures for break periods were completed;
- Turn off alarms, stereos, or other devices that are causing a noise disturbance;
- Cleaning and maintenance inspections;
- Confirm room has been vacated during fire alarm;
- Confirm room is ready for a new resident;

- Confirm space has been vacated by resident if they were scheduled to have been moved out;
- Disruptive noise/behavior caused by an animal (whether emotional support animal, service animal, or unauthorized pet);
- Inspect rooms periodically for fire safety issues, including for the presence of prohibited items, evidence of tampering with fire safety devices, and verifying the following:
 - Fire alarm devices and fire safety equipment are not covered or broken.
 - Nothing obstructs the egress.
 - Nothing is hung from the ceiling.
 - No electrical safety hazards are present.
 - No excessive holiday lights or decorative LED lighting are present.
 - No furnishings are in contact with approved room heaters.

Open Space Agreements

If you have an unoccupied space in your assigned living quarters, HRE will send you via email an Open Space Agreement. To prepare for a potential room/suitemate, you must make sure all your belongings are on your side of the room — and that you occupy only one set of furniture and one closet space in the 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.

Assigned Living Quarters 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 quarters are not permitted to access their 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 quarters to maintain clean, safe, and high-quality housing. Although HRE will endeavor 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 HRE staff determines, in 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. 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 in 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 floor impacted.

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 must 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 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 will routinely ask residents entering a building to show their University of Denver ID card. University of Denver ID cards are not transferable. Students must not lend their University of Denver 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 University of Denver ID card to the [Pioneer ID Card Office](#) promptly and must get a new University of Denver 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, 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 DU ID card to gain access to food service 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 then current rates to your student financial 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

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 show courtesy and consideration of others at all times. All residents are responsible for their own noise level, as well as the noise levels of their guests. Noise that intrudes on others right to sleep and study is prohibited. Reasonable quiet in areas outside the buildings must be maintained. 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 provide assistance.

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

24-hour quiet hours are in effect during finals week.

Rights & Responsibilities Policies

In addition to the policies outlined in the [University of Denver Honor Code](#), residents and guests in University owned or operated housing are expected to comply with all policies in this Guide to Residence Living. Any potential violation of policies may be documented and processed through the Student Rights & Responsibilities process as outlined in the University of Denver Honor Code. Residents must inform permitted guests of all the policies listed in this Guide to Residence Living, as well as in all other University publications, and make permitted guests follow University policies while visiting.

A. Alcohol violations include the following:

1. **Delivery:** Alcohol or alcohol paraphernalia must not be delivered through the mail or other delivery service to any resident under the legal drinking age of 21.
2. **Keepsake:** Residents under the age of 21 must not have keepsake or decorative alcohol containers, empty or full, in any common areas, or in their assigned living quarters, regardless if any roommate(s) or suitemate(s) are of the legal drinking age of 21.
3. **Large Quantities:** Large quantities of alcohol and devices designed to quickly consume alcohol, including, but not limited to, kegs, drinking game set ups, and beer bongs, are not permitted in University owned or operated housing regardless of the age of a resident.
4. **Open Containers:** Open containers of alcohol are not permitted in common areas, including, but not limited to, hallways, stairwells, elevators, lounges, and lobbies, regardless of the age of the individual.
5. **Underage Residents:** Residents under the legal drinking age of 21 cannot be in the presence of alcohol or alcohol use.
6. **Presence of Alcohol:** Alcohol cannot be present in any room/suite/apartment unless all residents assigned to that room/suite/apartment are of the legal drinking age.

B. Balconies and Terraces must remain locked and cannot be accessed.

C. Cleanliness violations include the following:

1. **Common Area Cleanliness:** Leaving or storing personal belongings in common areas, including, but not limited to, hallways, stairwells, elevators, lounges, and lobbies, is not permitted.
 2. **Disposal:** Trash, recycling, and unwanted personal items must be disposed of in the designated trash or recycling locations within the residence building, and large amounts may not be disposed of in common areas, including, but not limited to, bathrooms, laundry areas, hallways, elevators, stairwells, or lobby trash cans.
 3. **Personal Space Cleanliness:** Assigned living quarters must be clean, sanitary, and free of noxious odors. Floors must be kept reasonably clear of items, including, but not limited to, personal items and trash.
- D. Computer Use** violations include the following:
1. **Installation:** Any installation of additional electronic equipment that is not explicitly permitted, including, but not limited to, hubs, switches, routers, and wireless access points, in assigned living quarters or common areas is prohibited.
 2. **Access:** Residents must not access another individual's computer or programs without the owner's permission.
- E. Drug** violations include the following:
1. **Delivery:** Any Federally Illegal Drug (as defined in the Honor Code) or drug paraphernalia may not be delivered through the mail or other delivery service to any resident. This does not include federally legal prescription drugs with a valid prescription from a licensed physician. Medical cannabis is not allowed in University owned or operated housing.
 2. **CBD:** The use of cannabidiol (CBD) is restricted to products with no levels of THC. The product must remain in the original container and the container must state the product has no THC levels. All other CBD products are not allowed in University owned or operated housing.
 3. **Presence:** Individuals may not be in the presence of Federally Illegal Drugs or drug use. This includes, but is not limited to, being in the presence of or use of any prescription drug or other controlled substance, except under

the direction of a licensed physician and with a valid prescription. Medical cannabis is not allowed in University owned or operated housing.

F. Facilities Misuse violations include the following:

1. **Animals:** Service animals, approved emotional support animals, and freshwater fish in aquariums or tanks of 10 gallons or smaller are permitted. All other animals, permanent or visiting, are prohibited.
2. **Furniture:** Any use of furniture that is not consistent with the designed purpose of the furniture is prohibited, including, but not limited to:
 - a) sleeping on common area furniture at any time;
 - b) residents or guests using beds assigned to another resident without explicit permission;
 - c) any removal of furniture from its original location within the residence hall or apartment building, including, but not limited to, removal of furniture from an assigned space, and possession of common area furniture in an assigned space; and
 - d) any construction or configuration of furniture outside of its original construction or configuration. This includes, but is not limited to lofts, stacking of furniture, bed lifts, and stacking beds on concrete blocks.
3. **Painting:** Residents may not make any intentional markings, including, but not limited to, painting, drawing, and chalking on walls, ceilings, or furniture in assigned living quarters or common areas.
4. **Posting:** Failure to abide by the HRE Sign Posting Policy.
5. **Windows:** Any use of windows that is not consistent with the designed purpose is not permitted, including but not limited to:
 - a) throwing, hanging, or dropping any items, liquid or solid, from any window, balcony, or terrace;
 - b) entering or exiting a space through any window or terrace;
 - c) sitting in or on window sills;
 - d) removing screens from windows; and
 - e) modification of or additions to window units.

G. Fire Safety violations include the following:

1. **Cooking:** Failure to follow all cooking fire safety measures and requirements.

2. **Decorations:** Failure to follow decorating restrictions in University owned or operated housing and cannot hang items from a smoke detector, sprinkler head, sprinkler pipe, sprinkler line, or ceiling, temporarily or permanently.
3. **Evacuation:** Failure to follow the evacuation process and follow verbal directives from University Officials and Fire and Police Department Personnel.
4. **Prohibited Items:** Possession of or use prohibited items in University owned or operated housing.

H. Guest violations include the following:

1. **Unauthorized Guests:** Failure to comply with the HRE COVID-19 guest policy and/or other HRE guest policy then in effect.
2. **Unauthorized Entry:** Entry or presence, regardless of intent, within University owned or operated housing, or another resident's assigned living quarters, even if unlocked, without the permission or authorization of the owner or person legally responsible for that property. This includes, but is not limited to, entry in violation of posted hours of operation or entry to a restricted space. Due to COVID-19, for Fall Quarter 2021, residents may not enter any residential building that is not their assigned residence hall or apartment building, except to eat at a dining hall or attend class in an assigned classroom. HRE will communicate any updates to the HRE COVID-19 guest policy and when such changes are effective.
3. **Escort:** Failure of a resident to remain with their guests, when authorized by the applicable HRE guest policy, at all times as required by the applicable HRE guest policy.
4. **Sign-In:** Failure of a resident to make their guest(s), when authorized by the applicable HRE guest policy, comply with sign-in procedures, including, but not limited to, stopping at the front desk to sign-in and presenting photo identification.
5. **Unauthorized Residents:** Failure to comply with the restriction that guests, when authorized by the applicable HRE guest policy, must not stay overnight for more than two nights per 7-day week.

- 6. **Unauthorized Access:** Residents providing their keys or access cards to any individual or a student accepting another person's keys or access card.

- I. **Noise:** Producing noise that can be heard through a closed door or window or that intrudes on the right of other residents to sleep and study, including, but not limited to, playing music, running, slamming doors, elevated conversation, and yelling. This includes violation of the designated Quiet Hours.

- J. **Open Space Agreement:** Failure to comply with the Open Space Agreement.

- K. **Tobacco-Free Campus Policy** violations include the following:
 - 1. **Possession:** Possession of smoking products is prohibited on University Premises. Smoking products include but are not limited to all products or forms used to inhale or otherwise consume tobacco or clove products (for example: cigarettes, e-cigarettes, vaping, chewing tobacco, snuff, snus, IQOS, bidis, kreteks, etc.) and all smoke-producing products for tobacco or cloves (cigars, pipes, hookahs, etc.). Smoking products does not include FDA approved nicotine replacements such as nicotine patches, gum, lozenges, or inhalers, all of which are allowed and are encouraged as substitutes for smoking or vaping on University Premises.
 - 2. **Use:** Use of smoking products and smoke-producing products is not permitted on University Premises.
 - 3. **Delivery:** Smoking products and smoke-producing products must not be delivered through the mail or other delivery service to University owned or operated housing.

- L. **Sports Activities** violations include the following:
 - 1. **Games:** Playing games, including, but not limited to, any form of ball, frisbee, snowball fights, and wrestling, in University owned or operated housing is not permitted. Playing games using provided equipment, courts, or in designated areas is permitted.
 - 2. **Transportation Devices:** Using transportation devices within the residence halls/apartments, including, but not limited to, skateboards, bicycles, and skates, with the exception of assistive devices for individuals with disabilities or medical conditions.

- M. Unauthorized Room Change:** Changing rooms without having received an approved new room assignment from HRE.
- N. Weapons:** Possession or use of weapons, including, but not limited to, knife with a blade over three inches, guns, pellet guns, paint guns, tasers, bows and arrows, machetes, ninja throwing stars, nun chucks, grenades or other explosive or incendiary devices, swords (including decorative), any other illegal weapon, and all ammunition for any type of firearm. This prohibition does not include culinary knives used for their intended purpose in kitchen areas in University owned or operated housing.

Failure to follow Policies & Procedures set forth elsewhere in this document or in other communication from a University Official in the performance of their duties may be considered a violation of the University of Denver Honor Code.

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 at www.du.edu/housing/resources/workorder.html. You can only submit this request through a computer or device using the University internet network. 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. Residents will not be able to request replacement keys or lock changes through this system. Work orders submitted by residents for resident-caused damages will be billed back to the resident.

Front Desk Operations & Amenities

The following residence halls will have front desks operating 24 hours: Centennial Towers, Centennial Halls, and Nelson Hall. All other front desks are open from 8am – 8pm daily. 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 a number of different 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. Some examples are identified below:

Resources available for check out:

- Billiard Table Set (Pool cues, balls, and ball racking triangle)
- Ping Pong Set (Paddles and Ping Pong 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 University of Denver ID.

How to File an Incident Report

Any resident may file a formal, written incident report to inform the University about any alleged policy violation or inappropriate behavior. You can complete this report using the online [Submit an Incident Report](https://cm.maxient.com/reportingform.php?UnivofDenver) form <https://cm.maxient.com/reportingform.php?UnivofDenver>.

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 no later than 8:00 p.m.

Residents will receive an email notification and may pick up the package by showing an ID at the front desk.

If you live in **Nagel**, your packages will be delivered to the Nelson front desk, but your flat mail will still be delivered to your mailbox located in Nagel.

For USPS flat mail please use the following address (collected at your mailbox in Nagel):

(Your Name)

2194 South High Street Nagel Hall Room #___ Denver, CO 80210

*All other non-USPS mail and all packages (These items are collected at the **Nelson** front desk):*

(Your Name)

2222 South High Street Nagel Hall Room #___ Denver, CO 80210

If you live in the **Apartments**, flat mail is delivered to your assigned mailbox in your apartment building.

Packages should be sent to the Apartments office:

(Your Name)

1950 S. York St., #103 Denver, CO 80210

When you receive a package, a staff member in the Apartments office will notify you via email. You will be able to pick up the package during the specified apartment office hours.

If you are missing a package, please stop by the front desk of your building. To better assist you, please provide the front desk staff with a description of the package, who the package was addressed to, courier information, and a tracking number.

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

During Winter Break, all first-class mail, packages, billing statements, etc. will be held until you return in January. 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 break. 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 PioneerWeb.

Personal Property Insurance Coverage

The University and HRE are not responsible for loss or damage to a student's personal belongings or those of 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 renters 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 refer to the following instructions: <https://www.du.edu/it/support/how-to/wepa>.

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

Telephone Services

HRE does not provide phone lines.

Wireless Internet

Wireless networking is provided in residence rooms and is available in common areas of each residence hall (cafeterias, large lounges, etc.). To make sure your connection to the campus network works, your computer should meet the requirements posted on DU's [Website](https://www.du.edu/it/support/how-to/students/laptops) at <https://www.du.edu/it/support/how-to/students/laptops>. If you have any questions or need to request help with your computer, contact the IT help desk at 303-871-4700. HRE prohibits the installation of routers and wireless access points in the residence buildings.

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 through PioneerWeb: <http://www.du.edu/campussafety/>.

Keep the following safety tips in mind:

- When walking on campus at night, always travel with a friend or contact Campus Safety non-emergency line at 303-871-2334 to request an escort.
- Remember to lock your room/apartment doors and windows at all times.
- For your safety and the safety of others, do not prop open outside building doors at any time.
- Help Campus Safety keep our campus a safe place to live by reporting any suspicious behavior immediately.

Fire Evacuation

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 officials or other first responders.

Rally Points for a 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.
- Hilltop
 - Residents should rally near Evans Chapel or on 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.

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 of time, 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.

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 closet stairwell.
- Call 911 or Campus Safety at 303-871-3000 and inform first responders of the person requiring rescue and their current location.

You are required to 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 Member on Duty

HRE has an extensive on-call/duty system. There are always RAs on duty 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 invoke our duty system by calling your front desk or the Division of Campus Safety.

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. The University encourages students to sign-up to receive [emergency notifications](#).

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