



# CAMPUS HOUSING

## Resident Handbook 2018-2019

Welcome to the Residence Halls at the University of Massachusetts Boston. We are excited you have chosen to live on campus and believe your decision will help you be a successful student at UMass Boston. Living on campus provides you with the opportunity to meet new people; quick access to campus facilities; and opportunities to get involved in campus life and attend and even plan programs. We hope you make the most of this experience.

As a college student, you have rights and responsibilities to guide you throughout your academic career. All students are expected to obey federal, state, and local laws, the rules and regulations of UMass Boston and directives issued by an administrative official in the course of his/her duties. A student who enrolls at UMass Boston is charged with the obligation to conduct himself/herself in a manner compatible with UMass Boston's function as an educational institution. Consequently, students will be held accountable for inappropriate conduct. Students' rights and responsibilities are detailed in the UMass Boston Student Code of Conduct, Student Handbook, and the Residence Life Handbook. All email communication between residents and Office of Housing and Residence Life (OHRL) staff members will be through the student's UMass Boston email account.

In order to make the on-campus living experience as seamless as possible, OHRL communicates with various offices on campus about items that may be a part of the student record. This communication and access to information is limited to professional staff who work with that particular item/issue.

### CONTACT INFORMATION

OHRL email:	housing@umb.edu
OHRL office hours:	Monday – Friday 8:30 AM – 5:00 PM

*The RA on-call may be contacted for urgent matters that occur after business hours.*

## **TABLE OF CONTENTS**

<b>SAFETY &amp; SECURITY</b>	
Bedroom Access	3
Community Access	3
Guests	3-4
Fire Alarms	4
Inspection/Entry	4
On-call OHRL Staff	4
Personal Security while Inside Bedroom	4
Personal Security while Outside your Bedroom	4-5
Prohibited Items	5
Smoke Detectors	5
Video Surveillance	5
<b>Behavioral Expectations</b>	
Alcohol	5
Hygienic Living & Learning Environment	5
Drugs & Illegal Substances	5
Failure to Comply	6
Firearms/Weapons	6
Presence During Policy Violation	6
Noise	6
Number of Occupants	6
Disruptive Odor	6
Posting	6
Quiet Hours	6
Smoking & Tobacco Use Prohibited	6
Harassment	6
Sexual Violence	7
Harming Behavior	7
Solicitation	7
Trash & Recycling	7
<b>FACILITY POLICIES</b>	
Bedroom/Bathroom Cleanliness	7
Hallways & Corridors	7
Common Area Use	7
Decorations/Bedroom Alterations	8-9
Laundry Facilities	9
Pest Control/Eradication	9
Move Out	9-10
<b>RESIDENT SERVICES</b>	
Lock-outs	10
Mail & Packages	10
Maintenance Management System	10
Responsible Use of Information Technology Policy	10
Resident Assistant Staff	10
<b>RESIDENT RIGHTS &amp; RESPONSIBILITIES</b>	
Contact Release	10-11
Contract Termination	11
Personal Property/Liability	11
Roommate & Neighbor Conflicts	11-12

## **SAFETY & SECURITY**

Safety and security is the responsibility of all members of the campus community. Residents are encouraged to get to know their neighbors and other members of the community. When you see suspicious or inappropriate behavior, or see someone who doesn't live in the community and is not escorted by a resident, report it immediately. No security system is failsafe. The best safety measures are the ones you perform as a matter of good judgement and habit in all locations, including on campus. Promptly report any incident of theft, vandalism, or unsafe conditions to the OHRL and/or UMass Boston Public Safety. OHRL staff are on-call 24 hours a day. Additionally, the UMass Boston Department of Public Safety patrol the on-campus property regularly. In the event of an emergency, remember to always call 911.

### **BEDROOM ACCESS**

1. Immediately report lost or stolen fobs to OHRL. Failure to report is considered a violation of your license agreement. Doors will be recoded to maintain the security of the bedroom.
2. Do not let other people use or have possession of your Fob. Do not duplicate fobs. These actions are considered a violation of your license agreement.
3. Do not put your name, address, or phone number on your key ring. Lost key fobs have the following replacement cost: \$10 for key fob, \$15 for mailbox key.

### **COMMUNITY ACCESS**

Upon move-in, each resident's student ID will be activated for residence hall access. Each resident is also provided with an electronic key fob. Your acceptance and use of these items is subject to your compliance with the following guidelines:

1. Immediately report to OHRL a lost or stolen card or fob. Lost cards and/or fobs can be deprogrammed to prevent unauthorized use. Lost, stolen, or damaged fobs will be replaced for a \$10.00 charge. Lost, stolen, or damaged card will be replaced for a \$25 charge. Failure to report a lost or stolen fob or card may result in disciplinary action.
2. Your right to access your room in the residence halls will end when your license agreement ends or is terminated.
3. Do not let other people use/or have possession of your card or fob. This is considered a violation of your license agreement.
4. Mere possession of a card or fob does not necessarily confirm right of entry. Therefore, please do not assist someone who appears to be having difficulty gaining entry. Please do not let someone whose access has been revoked, or guests of others, enter the property with your card or fob.

### **GUESTS**

Guests are defined as any resident or nonresident of the residence halls that is visiting you that has not been assigned to that space by OHRL staff or any nonresident visiting the residence hall community. Residents are responsible for their guests' compliance with the Resident Handbook and Student Code of Conduct expectations. All guests must be in good standing with OHRL and UMass Boston. It is the responsibility of the resident to check with OHRL to ensure the guest is in good standing prior to allowing them to visit the residence halls at UMass Boston. If you allow someone access to the residence halls at UMass Boston, or if they are in your bedroom, they are considered your guest. Guests staying more than 48 hours shall be considered an unauthorized occupant. If you have an unauthorized occupant residing in your bedroom, you will be in violation of the license agreement. Residents are required to notify and register their guests with OHRL.

1. Residents are required to escort their guests at all times everywhere on the property and guests may not be left in a bedroom alone.
2. All guests must be checked in at the Courtesy Desk.
3. Residents may have up to 3 guests at one time.
4. Residents must gain permission from roommates for guests to be in the bedroom.
5. If all roommates agree, guests (or residents from other units) may stay overnight for up to 48 hours. Residents are permitted to have no more than 4 overnight stays in a month. An overnight stay is defined as any guest(s) that visits for a cumulative total of 6 or more hours between 12am and 8am.
6. Residents may have guests for no more than 12 overnight stays in any given semester.

7. Residents are responsible for the actions and behavior of their guests, and all expectations and guidelines for students and residents apply to guests.
8. Residents must meet their guests in the lobby in order to be escorted from the time of entry.
9. MINOR CHILDREN – In addition to the resident, the parent/guardian must accompany and supervise minor children at all times. Children may not be left unattended in bedrooms or common areas.

**FIRE ALARMS** –Fire alarms are in all buildings. If/when the fire alarm goes off, you and your guests are required to immediately leave the building (this includes real alarms, false alarms, and fire drills). Failure to evacuate, or to intentionally cause a false alarm may result in further disciplinary action ranging from fines and community service to removal from the residence halls. See also the Code of Conduct.

1. **Fire:** The University will conduct fire drills and fire safety training throughout the school year. General procedures when the fire alarm sounds:
  - a. All staff and students will leave the building immediately and proceed to the assembly area.
  - b. If a person with a disability is in your bedroom, it may be necessary to aid that person so they can move to safety.
  - c. If the nearest exit is the source of fire and/or is filled with smoke, use the next nearest exit.
  - d. Do not open a door until you touch it to determine that is not warm or hot.
  - e. Remain in the assembly area until the Department of Public Safety, Boston Fire Department, or their designee announces an ‘all clear’.

**INSPECTION/ENTRY** – OHRL staff may enter the bedrooms in situations as described in your license agreement. Staff may also enter rooms to ensure compliance with evacuation protocol during fire alarms.

**ON-CALL OHRL STAFF** – To assist in the safety and security of the community, OHRL staff are available and on-call 24 hours a day. During office hours, staff can be reached in the OHRL office. After the office is closed, staff can be reached through the RA Duty Phone.

#### **PERSONAL SECURITY – WHILE INSIDE YOUR BEDROOM**

1. Lock your doors, even while you are inside.
2. Ensure all windows are closed and locked and window screens are in place.
3. When answering the door, see who is there by looking through a peephole. If you do not know the person, first talk with him or her without opening the door. *Do not open the door if you have any doubt.*
4. Dial 911 for emergencies. If an emergency arises, call the appropriate governmental authorities first, and then call OHRL.
5. Check your smoke detector monthly for dead batteries or malfunctions.
6. Check your door locks, window latches, and other security devices regularly to be sure they are working properly.
7. Immediately report the following to OHRL through the online work order process:
  - a. Any need of repairs of locks, latches, doors, windows and smoke detectors;
  - b. Any malfunction of other safety devices outside your dwelling, such as burned-out lights in stairwells and parking lots, blocked passages, broken railing, etc.
8. Close curtains/blinds at night.
9. Mark or engrave identification on valuable personal property.

#### **PERSONAL SECURITY – WHILE OUTSIDE YOUR BEDROOM**

1. Lock your doors while you are gone.
2. Close and latch your windows while you are gone.
3. Tell your roommates where you are going and when you will be back.

4. Do not walk alone at night.
5. Do not hide keys in any locations outside/near the bedroom. Keep your keys with you at all time.
6. Do not give electronic key cards to anyone.
7. Let your RA and your friends know if you will be gone for an extended time.
8. While away for an extended period, have your newspaper delivery stopped, or have a friend pick up your newspaper daily.
9. Carry your door key in your hand, whether it is daylight or dark, when walking to your entry door. You are more vulnerable when looking for your keys at the door.

**PROHIBITED ITEMS** – In order to ensure the safety of all residents, the following items are NOT allowed in bedrooms:

1. Hot plates
2. Multiple-outlet plugs, “octopus” plugs, or unapproved extension cords. Note: you may use power strips that have a self-contained circuit breaker and extension cords that are U.L. approved.
3. Halogen lamps;
4. Candles, incense or any open flame and
5. Flammable liquids.

**SMOKE DETECTORS** – Prior to residents moving in, we will test the smoke detector(s) in the bedrooms for proper operation and working batteries. Do not render the smoke detector(s) inoperable. Report any malfunction, battery replacement need or inoperable smoke detector(s) to us immediately.

**VIDEO SURVEILLANCE** – For safety and security reasons, many public areas of the community are equipped with Closed Circuit TV cameras.

## **BEHAVIORAL EXPECTATIONS**

In order to have a positive living environment that supports all residents in their pursuit of their educational goals, community standards need to be respected and followed by all members of the community.

**ALCOHOL** – Possession or consumption of alcoholic beverages is not permitted in bedrooms or anywhere on the property. For clarification please see the Code of Conduct. Violations of the Code of Conduct will result in disciplinary action ranging from fines and/or community service up to removal from the residence halls, possible further disciplinary action with the University and/or arrest.

**HYGIENIC LIVING AND LEARNING ENVIRONMENT**- Failure to maintain a hygienic living and learning environment which has a significant impact on the community is a violation of the Code of Conduct.

**DRUGS AND ILLEGAL SUBSTANCES** – As stated in the Code of Conduct, While Massachusetts state law permits the use of medical and recreational marijuana, federal law prohibits marijuana use, possession, distribution and/or cultivation at educational institutions. Therefore, the use, possession and/or distribution, or cultivation of drugs and/or illegal substances, including, but not limited to marijuana, for medical or recreational purposes is strictly prohibited and will result in disciplinary action. These actions are considered a violation of the license agreement. Drug paraphernalia; including, but not limited to bongs, hookah pipes, water pipes, etc. are prohibited in the residence halls and on campus. Public Safety, and/or local law enforcement agencies will be notified about drugs, illegal substances and drug paraphernalia found in any bedroom, or vehicle. Possession of an illegal substance in any quantity will result in immediate removal from the residence halls. In addition, no accommodations will be made for any student in possession of a medical marijuana registration card.

**FAILURE TO COMPLY** – As stated in the Student Code of Conduct, Uncooperative Behavior, you must comply with all written and verbal requests and instructions from University staff and local law enforcement and emergency services acting in accordance with their official duties. This includes requests to produce valid identification.

**FIREARMS/WEAPONS** – Firearms and other weapons are not allowed on the property. The use, possession, or carrying of weapons, including but not limited to, pistols, rifles, shotguns, airsoft guns, paintball guns, pellet guns, dangerous knives (with fixed blades three inches or more in length), ammunition, bows and arrows, martial arts weapons, any stun device, or other dangerous weapons will be considered a violation of the license agreement and will face disciplinary action up to removal from the residence halls. Students who have authorization for concealed carry are NOT able to concealed carry a gun on campus, in accordance with state law. Residents that fail to abide by this policy will be subject to consequences which minimally include fines and could result in removal from housing. Please refer to the Code of Conduct for further details.

**PRESENCE DURING POLICY VIOLATION** – All students in a room/area will be held responsible for their behavior in that room or area. If you're present in a student room, public space or at a Housing and Residential Life function, where a violation of policy is occurring, you may be held accountable for a policy violation even if you are not directly participating in said violation.

As stated in the Code of Conduct, Part III, Section A, #8, if a policy violation occurs in a resident room, all residents assigned to that space may be held accountable for a policy violation.

**NOISE** – All residents (and guests) must respect the rights of others at all times by behaving in a manner that is conducive to sleeping and studying. High volume sounds are not permitted. While we may establish specific “quiet hours,” you are expected to show consideration and courtesy to other residents 24 hours a day, seven days a week. Please pay special attention to the level of bass when you play your music. Residents who fail to comply with the request to reduce noise level are subject to disciplinary actions.

**NUMBER OF OCCUPANTS** – The maximum number of people living in a bedroom shall be no more than one person in a single, two people in a double bedroom, three people in a triple and four people in a quad bedroom. Each occupant must have a valid license agreement. If you have suspicion that a person may be staying in a bedroom without a license agreement, report it to OHRL. The maximum number of people gathered in a bedroom at any time must not exceed four (4) in single, four (4) in a double, (6) in a triple, and eight (8) in a quad.

**DISRUPTIVE ODORS** – Residents may be held responsible for disruptive odors coming from their bedroom. This may include, but is not limited to smoke, candles, incense, or unclean conditions causing odors.

**POSTING** – All signs and posters must be pre-approved before being posted. If approved, posters, signs, and other items can only be posted in designated areas.

**QUIET HOURS** – Unless detailed differently in a building meeting or door posting provided to you after move-in, quiet hours are determined to be from 10:00pm to 8:00am Sunday through Thursday and from 12:00am to 8:00am on Fridays and Saturdays. Quiet hours are enforced over designated exam periods, school closings and holidays. 24-hour Courtesy hours are always enforced.

**SMOKING & TOBACCO USE PROHIBITED** – The use of any kind of tobacco product (including ‘e-cigarettes’) is prohibited in the residence halls. Please see Tobacco Free Policy: ([https://www.umb.edu/life\\_on\\_campus/tobaccofree](https://www.umb.edu/life_on_campus/tobaccofree))

**HARASSMENT** - Please see Code of Conduct.

**SEXUAL VIOLENCE** – Sexual violence is any physical sexual act or activity engaged in without the consent of the other individual, including when the other individual is unable to consent to the act or activity (see also, consent). Please see Code of Conduct.

**HARMING BEHAVIOR** – Harming behavior, which includes, but is not limited to: the threat of or actual physical assault or abuse, and includes harassment. Please see Code of Conduct.

### **SOLICITATION**

([https://www.umb.edu/editor\\_uploads/images/campus\\_center/University\\_Space\\_Use\\_\\_Policy\\_Updated\\_9.7.17.pdf](https://www.umb.edu/editor_uploads/images/campus_center/University_Space_Use__Policy_Updated_9.7.17.pdf))

**TRASH AND RECYCLING** – Trash must be placed in tightly closed bags and deposited in a trash chute which are located on each floor. Do not put your trash in trash cans in hallways or common areas. Door-to-door trash pick-up is not provided. A \$50.00 service charge will be applied for improper trash and recycling disposal.

### **FACILITY POLICIES**

The following policies have been created to keep a clean and safe community.

**BEDROOM/BATHROOM CLEANLINESS** – You must maintain your bedroom/private bathroom in a clean, orderly and sanitary condition at all times. Unclean conditions may create an unhealthy environment for your roommates and/or your neighbors.

1. If OHRL must clean your bedroom to ensure sanitary conditions, the resident(s) will be responsible for all costs incurred.
2. The bedroom must be cleaned upon moving out. Residents are responsible for their assigned bedroom/private bathroom (if applicable), and share responsibility for common areas. Bedrooms that are not appropriately cleaned will result in a cleaning fee. The minimum cleaning fee is \$100; however, the fee may increase depending on the condition of the room.
3. Health and Safety Inspections: OHRL reserves the right to conduct health and sanitation inspections of all residential spaces. A minimum of 1 week notice will be given in advance of any health and safety inspection unless an imminent matter has been reported.
4. Residents should also be aware that OHRL staff members may occasionally have to enter resident rooms without notice on matters relating to the comfort of fellow residents; for example, to turn off the alarm clock, shut a window, etc.

**HALLWAYS & CORRIDORS** – Keep hallways and corridors clean and uncluttered at all times. Do not hang dry ~~of~~ linens or store unsightly personal property in hallways or corridors at any time.

**COMMON AREA USE** – We will utilize the community's common areas for a variety of educational, recreational, and social programs. For further information about utilization of these facilities, please contact the OHRL office and/or your Resident Assistant (RA). When common areas are not being used for planned programs/events, residents are welcome and encouraged to use the facilities while maintaining common sense and consideration for fellow residents.

## DECORATIONS/BEDROOM ALTERATIONS

1. You may not hang, stick, or erect anything in, on, or about any windows or anywhere else on the outside of any building.
2. All decorations should be temporary in nature so as to not permanently deface or damage any of your bedroom's finishes. You can hang posters and other wall decorations with thumbtacks, or any other method that will not damage painted wall surfaces (small finishing nails, 3M wall hangers, and poster putty). No wall papering or painting is permitted in your bedroom. All methods used to hang decorations must be removed prior to moving out.
3. Large nails, staples, screws, wall anchors, or tape on walls or doors inside or outside the room are prohibited.
4. Do not hang anything from sprinkler heads; cover fire protection equipment or other emergency equipment. Damage to these may result in flood damage, for which you will be financially responsible.
5. Aluminum foil may not be placed in windows as insulation or decoration.
6. External antennas or satellite signal receivers are not permitted.
7. Decorations may not block air vents, or cover light fixtures or lamps.
8. Placement of live evergreen trees and/or other live greenery (excluding potted houseplants) in any part of housing is prohibited. Artificial trees and potted houseplants are permitted inside bedrooms.
9. Canned spray snow is not permitted on the windows.
10. Window coverings must be the provided blinds. Residents may bring curtains for additional light control if needed. Curtains may be hung with tension rods and can request assistance to avoid doing damage to window frames.
11. Solar film, or white poster board is not permitted on the windows for additional light control.
12. Cardboard, aluminum foil, cellophane, or other types of window coverings are not permitted on windows.
13. Signs or advertisements that are visible in public areas or from outside the bedroom including but not limited to; alcoholic beverages, drugs/controlled substances, controversial, antagonistic, or pornographic materials are prohibited.
14. Removing mounted fixtures from walls or ceiling is prohibited.
15. Installing private door locks on any exterior or interior doors is prohibited.
16. Any renovations or changes to the bedroom are prohibited.
17. Dartboards are prohibited.
18. Aftermarket or home manufactured loft kits are not permitted.
19. Spirit foam, shoe polish, paints or other methods used for writing on the exterior of the buildings are prohibited. Sidewalk chalk may be used on the sidewalks with advance permission. Requests can be made through your RA or the OHRL office. You will need to submit a drawing of what you intend to put on the sidewalk.
20. Peepholes may not be covered.
21. OHRL provided furniture is not to be taken outside of the bedroom under any circumstances. If OHRL furniture is found outside of the bedroom, resident(s) may be charged to replace or fix the item(s).
22. Decorative lights may be used with the following stipulations:
  - a. Decorative lights are not allowed outside of the bedroom.
  - b. Decorations are not to be placed near sources of heat such as TV, or lamps.
  - c. Decorations are not to be hung from smoke detectors, sprinkler heads, or outside windows.
  - d. Electrical lights are not to be hung using metal fasteners (staples, nails, etc.)
  - e. All electrical decorations (such as lights), must bear the "UL" or "FM" label. Please note, a bedroom can handle a limited electrical load. Additional demand in the form of lights and decorations may cause overload.

- f. Disconnect lights when not in use.
- g. Remember to use “UL” or “FM” approved FUSED power strips.
- h. If decorative lights are used, LED lights are encouraged.

**LAUNDRY FACILITIES** – Laundry facilities are for residents’ use only. The washer and dryer work best if not overloaded. When doing laundry, please be aware not to stuff the machines. We are not responsible for unattended laundry.

**BICYCLES** – Residents should not ride bicycles through the residence halls. Bicycles may not be chained to trees or fences, or stored in a manner that blocks entries or walkways or on the balconies. Bicycle racks are available outside both buildings on the property for convenience. As with all personal property, OHRL does not assume risk or liability for any bicycles stored on the property. Bicycles may not be stored in resident bedrooms or hallways.

**PEST CONTROL/ERADICATION:** OHRL is responsible for responding to complaints or concerns of unhealthy or unsafe conditions by residents or guests, including those potentially associated with insect or other pest outbreaks. OHRL is committed to an effective and efficient response to reports of pests. Our pest control measures include regular inspections and housekeeping controls and material treatments as needed. The materials and processes used to treat rooms/bedrooms are carefully selected to be safe and effective and administered by pest control professionals. If a resident has possibly been exposed to pests or suspects there may be pests in their residence, reporting the issue to OHRL immediately is requested. Early detection and management is critical. Do not treat room with chemicals, sprays or any other type of product to control or kill pests. This may hinder the efforts of professional exterminators. Residents are responsible for practicing good housekeeping in OHRL to help deter insects and pests. Residents are expected to:

1. Store food properly in sealed containers.
2. Promptly clean dirty dishes/utensils.
3. Launder clothing and bedding regularly to help reduce the chance of harboring pests.
4. Empty and inspect backpack frequently.
5. Keep room picked up and orderly.
6. Remove trash promptly (including pizza boxes).
7. Residents who disregard good housekeeping and/or promote pest infestation may be responsible for the cost of extermination.
8. Belongings must be free of pests, or resident must be willing to work with the office to rid belongings of pests.
9. Residents may not bring into any second-hand or donated furniture or carpeting that may contain pests.
10. While traveling, residents must take precautions to minimize the chance of bringing pests to campus.

**Move Out** – All residents are required to attend a move out meeting, which will outline the steps required to successfully complete a properly move out. The proper check out procedure has been outlined below. An improper checkout fee of \$100 will be assessed to any residents that fails to follow this process.

1. Resident must attend the mandatory check out meeting scheduled and hosted by your RA
2. Students must vacate their bedroom by the End Date of the License Agreement unless otherwise approved by OHRL. Failure to do so could result in a fee.
3. Residents are required to schedule an appointment with an RA for a preliminary inspection of the bedroom for damages, cleanliness, and removal of all personal belongings. The RA will complete the “checkout” portion of the Room Condition Report (RCR) at this time. It is the resident’s responsibility to carefully review the RCR, note any discrepancies in the check-out condition of the space, and sign the form to completely to properly check out of their assigned space.

4. Mailbox and key fobs should be returned upon moveout.

Please note that the RA's inspection is preliminary. OHRL Professional staff will complete a second inspection after all roommates have moved out of the room and enter additional information on the "checkout" portion of the RCR. OHRL will bill residents for damages, removal of belongings, or cleaning found during this final inspection, even in cases where these items are not indicated on the RCR. Residents will be notified via e-mail of any charges to their student accounts from the preliminary or final inspection.

## **RESIDENT SERVICES**

**LOCK-OUTS** – OHRL staff will let you back into your bedroom if you get locked out. To receive assistance, come to the OHRL office during regular business hours or call the duty phone after hours. Two lock-outs per semester will be done at no charge. All other lock-outs will come with a \$10 fee. This charge will be placed on your OHRL account and cannot be waived. If you try to avoid the lock-out charge by attempting to enter your bedroom on your own, you will be responsible for all damages (such as windows, screens, doors, locks, etc.) This will also be considered a violation and grounds for disciplinary action.

**MAIL & PACKAGES** – The United States Postal Service delivers mail on Monday through Saturday. Mail is then sorted and placed in the resident's mailbox. Packages that are too large to fit into a resident's mailbox will be stored at the front desk of the East building. Resident's will receive a Package Notification email, and must bring a form of identification (UMass student ID) in order to retrieve the package. OHRL does not assume responsibility for lost or damaged mail & packages.

**MAINTENANCE MANAGEMENT SYSTEM** – We take pride in providing you with a well-maintained community. We demand high standards of service from our suppliers, subcontractors, and service personnel. Except during emergencies, a written work order must be submitted online for all service requests. If you need assistance submitting a work order, you can get assistance in the OHRL office. Your cooperation with this policy will help us provide you with better service. Emergency maintenance such as, power failures, loss of heat (if the outside temperature is below 55°F), loss of air conditioning (if the outside temperature is above 90°F), water leaks and rising water may be reported by calling OHRL during regular business hours or the RA duty phone. Promptly report water leaks and equipment malfunctions to minimize your inconvenience and property damage.

**RESPONSIBLE USE OF INFORMATION TECHNOLOGY POLICY** – ([https://www.umb.edu/it/policies/acceptable\\_use](https://www.umb.edu/it/policies/acceptable_use))

**RESIDENT ASSISTANT STAFF** – Student leaders are hired by OHRL to assist the professional staff in providing residents a positive and fun living experience that supports the educational mission of the University. Resident Assistants (RA's) work with residents to plan and implement programs for residents. We encourage residents to take advantage of and participate in the programs within housing and at UMass Boston.

## **RESIDENT RIGHTS & RESPONSIBILITIES**

Sanctions will be determined based on the nature, severity, and impact of the violations, and they will be imposed in progressive levels.

**CONTRACT RELEASE** – In the following situations a Resident is eligible to apply for release to the Director of Housing Operations or a designee for a contract release:

1. Graduation: if a resident completes their degree or certificate prior to the end of the license agreement, the resident can apply for a contract release.
2. Assignment to a University sponsored internship, co-op, or exchange program: If a resident is a participant in a University-sponsored internship, or other programs which require living away from campus, the resident can apply for a contract release.
3. Medical or Health Problems: If a resident has a severe medical or health problem which is directly related to bedroom living, the resident may petition to be released from the agreement. The resident must present documentation from their health care provider(s) that describes the severity of the health problem and the rationale for the request. If the University grants a medical withdraw, the resident can apply for contract release.
4. Family death and/or other family emergency: If a resident has a death in the family and/or a family emergency which effects living on campus, the resident may request a contract release.
5. Military Service: If a resident receives military orders for a permanent change of station or to deploy with a military unit for a period of not less than 90 days, [he/she] may request a contract release. Copy of orders will need to be supplied.

OHRL will provide a written response indicating whether the request is authorized or denied within five (5) business days.

**CONTRACT TERMINATION** – Termination of the license agreement does not release a resident from responsibility of paying the housing fee. OHRL may terminate the license agreement under the conditions stated in the following circumstances:

1. The University may terminate or temporarily suspend performance of any part of this agreement without notice in the event of an urgent matter that would make continued operation for the community non-feasible.
2. Residents may be removed or suspended from the residential community at UMass Boston for failure to comply with regulations or if their actions are found to be detrimental to the welfare of other residents.
3. Eligibility requirements are not met or maintained by the resident.
4. Violation of the license agreement, or any of the policies and guidelines contained in the Resident Handbook.
5. Non-Payment of the housing fee.

**PERSONAL PROPERTY/LIABILITY** –OHRL at UMass Boston is not liable for property belonging to Residents, which may be lost, stolen or damaged in any manner wherever that may occur on the premises. Residents assume total liability for any injury, damage, property loss or expense resulting from modifications to the room completed by the Residents. OHRL staff may order the immediate removal of room modifications found hazardous to personal safety or that pose a fire hazard. Decisions regarding safety or fire hazard are made exclusively by housing personnel. OHRL at UMass Boston does not provide, but encourages all residents to obtain a renter’s insurance policy.

**ROOMMATE AND NEIGHBOR CONFLICTS** – Conflicts occur due to a lack of communication between people and resistance to compromise. All residents agree to follow the ROOMMATE/NEIGHBOR CONFLICT RESOLUTION process:

1. The complaining resident discusses the problem with OHRL staff; staff will give tips on how to talk with the roommate/neighbor; the complaining resident then addresses the concern directly with the roommate/neighbor.
2. OHRL staff will follow up with the complaining resident. If the problem remains, a resolution meeting is held among roommates/neighbors and staff. A roommate/neighbor behavior contract may be formulated to help negotiate a compromise.
3. Our staff will follow-up and work with all residents to revise the roommate/neighbor contract if needed.

4. Only after our staff feels that the roommate/neighbor resolution process has been given a chance, and if space is available, will changes in bedroom assignments be considered. Failure to get along with roommates/neighbors is not grounds for release from the license agreement.
5. All moves require OHRL staff approval and facilitation.
6. It is required that you fill out a roommate agreement with the assistance of your building Resident Assistant (RA) within the first week of move-in. This will help lay out clear-cut rules and guidelines for all roommates to follow to make everyone's experience more pleasant.