

Welcome to Apartment Living at the University of Rochester.

We are so glad UR here!



**Riverview and Brooks Crossing
Area Handbook**

Office Information

Undergraduate Apartments Office:

Contact: 585-276-6839

Email: riverview@reslife.rochester.edu, or brookscrossing@reslife.rochester.edu

Located in B114 Sigma Epsilon House, basement entrance off of Fraternity Road

Office Hours: Monday-Friday, 8:30am-5:00pm

Riverview (Somerset) Maintenance Office:

Contact: 585-235-2161

Located in Riverview Building C

Office Hours: Monday-Friday,

8:00am-4:00pm

Brooks Crossing Maintenance Issues:

<https://tinyurl.com/brookscrossingrequest>

Staff Information

Resident Director, Undergraduate Apartment Communities (Southside, Riverview, Brooks)

The Area Coordinator is a full time, master's level professional who is responsible for the day-to-day operations of the Undergraduate Apartments. The Area Coordinator supervises the Graduate Head Resident, and indirectly supervises the Apartment Resident Advisors. The Area Coordinator also serves in the on-call crisis response rotation, as a student conduct-hearing officer, and a general support system for the students living in the Undergraduate Apartments.

Contact Information:

Ashlan Hudson, MS

515 Fraternity Road

B114 Sigma Phi Epsilon House

585.276.6839

ashlan.hudson@rochester.edu

Other staff available to help you:

Graduate Head Resident (GHR)

The Graduate Head Resident is a current graduate student at the University of Rochester. They supervise the Apartment Resident Advisor staff, as well as serve as a resource for students living in the Undergraduate Apartments.

Apartment Resident Advisors (ARAs)

The Apartment Resident Advisors are a team of undergraduate students who go through extensive training to be able to support students living in the Undergraduate Apartment. Specific contact information will be posted throughout your building, as well as communicated to you electronically.

ARA Duty hours are 8:00pm-8:00am. The ARA on duty phone number is 585-683-8507.

Emergency Information

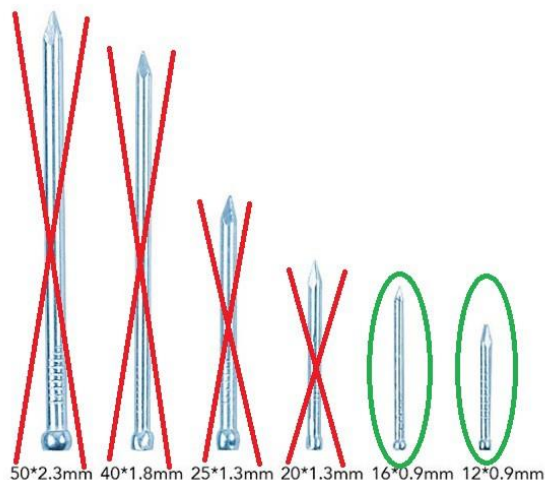
- In case of an emergency, call Security at (585) 275-3333 or DIAL 911 and let the dispatcher know you are on UR Campus.

Illness or Injury

- In the event that you become ill or injured and need help, notify your CA.
- In case of an emergency, call Security (585) 275-3333.
 - The Medical Emergency Response Team (MERT) and a Security officer will respond. They will dispatch an ambulance as needed.

Student Posting Policy

- Residential Life and Housing asks that students residing in Riverview Apartments and Brooks Crossing use only 1 inch penny nails, thumb tacks or poster putty to hang posters or pictures in their rooms.
 - ***The use of tape and 3m hooks could result in damage to the walls. Students are financially responsible for any damages that occur in their room during the time of occupancy.***
 - The following image is an example of the type of nail that you should use to hang items in your space.



In the Event of a Fire

- Safely evacuate the building when you hear the building fire alarm or the smoke detector in your room. Use the stairwells. Be sure that you know their location. **NEVER USE AN ELEVATOR IN THE EVENT OF A FIRE!**
- If you see smoke, then pull the building fire alarm, safely evacuate the building, stand at least 30 feet from the building and then call to notify Security.

Lockouts

Brooks Crossing

- Carry your keys, access card, and ID with you at all times.
- If you are locked out and your suitemates are not around, then you may borrow a loaner key for up to 24 hours from the Area Office (B114 Sigma Phi Epsilon).
- If you are unable to get a loaner key, please call Public Safety for your lock out.
- Do not attach your ID card to your keys.

Riverview

- If you are locked out and your suitemates are not around please call Public Safety for a lockout.
- Do not attach your ID card to your keys.

Personal Safety

- Always lock your room and apartment/suite door and carry your ID card with you.
- Do not prop doors. Propping doors endangers everyone who lives in the area.
- When walking on campus, it is good to use the “buddy system.”
- Additionally, a campus escort service is available evenings by contacting Security.
- Note the location of the Blue Light Emergency Phones which give you direct access to UR Security.
- If you are ever the victim or witness of a crime, call Public Safety.

Room Changes

- All room changes require prior approval from the Central Residential Life Office located in 020 Gates (Susan B. Anthony Hall), in order to assure proper billing and accurate housing files.
- Once permission is granted, please complete the room change within 48-hours, return all keys, and paperwork to the Area office in order to avoid additional charges.

Roommates/Apartment- mates/Suitemates

- Please speak with your CA if you need assistance mediating a dispute or any problems between the people with whom you live.
 - Disputes such as but not limited to: cleanliness, guest policy, noise etc.

Cooking

- There are kitchens in the apartments. Residents are responsible for cleaning the kitchen regularly and working out schedules for kitchen sharing.
- You are permitted to have small kitchen appliances that make sense to use in a kitchen (toaster, blender, ext). You may not use these appliances outside of the kitchen

Student Furnishing

- Do not remove furniture from your room and/or living area.
- Do not take furniture out of the lounges or other public spaces.
- Personal mattresses are not permitted unless approved by 020 Gates and Disability Services and Support, (585) 876-5075.

Storage

- There is no student storage available.
 - All student possessions must be removed from all areas at the time of your check-out.
- Failure to remove items from your area will result in an Abandoned Property charge on the overall condition of the vacated room/suite.

Trash & Recycling

- All residents are responsible for removing their own garbage and recycling from their rooms, apartments, and suites.

Brooks Crossing

- Trash chutes are located on each floor for garbage disposal.
- Pizza boxes and other large items should **not** go down the chutes or placed in hallways.
 - Take large items to appropriate areas for disposal.

Riverview

- You are responsible for purchasing your own trash can for your apartment.
- The dumpster gates outside need to be LATCHED after you put your trash in them to avoid unwelcomed critters.
- Please make sure that you dispose of your trash and recyclables appropriately in the outside bins to avoid community cleaning fees.

Bike Storage

Brooks Crossing

- Brooks Crossing has a bike room for indoor storage. Bike storage is only available during the Academic Year.
- You are responsible for removing your bike upon check-out at the end of each semester.
- Bikes left after you have departed for the semester will be considered abandoned property.

Riverview

- Bike racks are available outside of Riverview Apartments at various locations.
- Bikes left after you have departed for the semester will be considered abandoned property.

Laundry

- Laundry facilities are available in the basement of Brooks Crossing and in every building of Riverview. Laundry is pre-paid and included in your housing fee.

Lost/Stolen ID Cards

- Lost/Stolen ID cards must be replaced at the Customer Service Center located in Susan B. Anthony Hall.
 - The cost for a replacement card is \$10.00.

Packages

- The Area Office cannot (and will not) accept personal packages.
- All packages sent to you on campus must be addressed to your CPU box number.
 - A photo ID is needed to pick up a package from the Todd Union Post Office.

Common Space Reservation

- The Area Office will be happy to assist you with the planning of your events by reserving a location.
 - The only space open for reservation is building F in Riverview.
 - Please stop by the office during normal business hours to reserve this space.

The Area Office can help you with:

- Lost Keys/ Loaner Keys (Brooks Crossing)
- Room/Location Reservations
- Hall Council Information
- Program and Event Planning Information
- Special Interest Housing Information
- Greek Housing Information
- Check-In and Out Procedures

Riverview Maintenance

- If you experience a water leak, loss of power, or other disruption of services, then please notify a Somerset Employee on the first floor of Building C.
- The Somerset office will be staffed on site between 8:00am – 4:00pm, Monday – Friday.
- Their office number is 585-235-2161.
 - After business hours please notify the ARA on duty.
- Please remove personal belongings from the area that needs repair. In the event of an emergency staff may enter your room.

Brooks Crossing Maintenance

Brooks Crossing maintenance requests will go directly through the following link
<https://tinyurl.com/brookscrossingrequest>

Useful Campus Numbers

College Center for Academic Support- (585) 275-2354
Bursar's Office- (585) 275-3931
Campus Bookstore- (585) 275-4012
Center for Excellence in Teaching and Learning- (585) 275-9049
Facilities- (585) 273-4567
Financial Aid- (585) 275-3226
ID Office- (585) 275-3975
Interfaith Chapel- (585) 275-4321
Library – Circulation Desk- (585) 275-4471
Parking Office- (585) 275-3983
Pest Control- (585) 275-3241
Post Office (Todd Union)- (585) 275-3991
Residential Life Office- (585) 275-3166
Public Safety (585) 275-3333
Time and Temperature- (585) 274-TEMP
Registrar- (585) 275-8131
University Health Services- (585) 275-2662
University Counseling Center- (585) 275-3113
University IT- (585) 275-2000

Residential Life Policy Information

The following is a *partial* listing of the policies of most day-to-day concern for residents. For more information please refer to the University Residential Life and Center for Student Conflict Management Websites.

Fire Safety

- Candles, incense, propane, charcoal, lighter fluid, fireworks, or any open-coil and open-flame devices are not allowed in our halls.
- Please be aware of everyone's safety. If you cover a smoke detector you are endangering the lives of everyone else.
 - Violations of this kind may lead to **removal from housing**.

Fire Equipment

- Every room/suite/apartment has a smoke detector and every floor is equipped with a pull station.
 - Tampering with any of this equipment endangers all residents.
- Do not cover the smoke detector, hang things from it, or in any way hinder the unit from working.
 - Penalties for tampering with or for pulling a false alarm may include **removal from housing, fees and/or criminal charges**.
 - This includes failure to evacuate the building during an alarm.

Quiet and Courtesy Hours

- Quiet hours are in effect Sun – Thurs, 12am to 8am.
- Fri and Sat quiet hours are 2am to 10am. Courtesy hours are 24 hrs a day.
- Please note: A resident's right to study or sleep takes precedence over another's right to make noise.

Alcohol and Drugs

- The legal drinking age in New York State is 21 years of age.
 - Residents of legal drinking age may consume alcohol in the privacy of their room and/or in their suite with other **of age** peers.
- Underage drinking is a violation of State law and University policy.
 - Residents who violate the law and the policy will be subject to disciplinary action.
- Funnels, beer-pong (Beirut) tables, other drinking game paraphernalia, kegs, mini- kegs, beer balls, boxed wine, and other multi-serving containers are also PROHIBITED.
- Hosts are responsible for the behavior of their guests at all time.
 - Please consult the Alcohol Policy for these standards.
 - All illegal substances (any drug not prescribed to you) and all drug paraphernalia are PROHIBITED.

Social Gatherings

- Parties are NOT PERMITTED in the apartments.
- Parties are defined by behavior and atmosphere, as well as excess of room occupancy.
 - While we encourage our residents to be social, they should do so without breaking any University, State, or Local laws (including, but not limited to underage drinking, drinking games, and/or noise policies).
 - Social gatherings will be asked to disband if there are any disturbances to the community.
- The amount of people in your apartment at one time can never be greater than double your apartment size plus one.
 - For example, a three-person apartment cannot have more than seven people at one time.

Pets (Fish Only)

- No air-breathing pets allowed. The only pets allowed will be fish in a small aquarium (no larger than a 5 gallon tank).
- Dogs, cats, rabbits, ferrets, insects, spiders, and snakes are strictly prohibited in student housing.
 - Consequences for breaking this policy could include **removal from housing**.

Smoking

- University of Rochester is a smoke free campus including the undergraduate residence halls and apartments.
- You may NOT smoke in your room, suite, or bathroom.
- If you choose to smoke outside please use the designated smoking areas <http://www.rochester.edu/tobaccofree/>

Vandalism

- Replacement/repair costs for damage in community building areas (hallways, stairwells, foyers, etc.) may be divided among the residents of the building if the responsible parties cannot be identified.
- Vandalism is preventable.

Damages/Cleaning

- To maintain proper health and sanitation requirements please make sure to clean your apartment and your room.
 - Failure to do so may result in additional cleaning fees.
 - This billing includes removal of trash left after check out.
- Your apartment should be left in move-in ready condition (thoroughly cleaned and vacuumed) when you move out. Failure to do so may result in cleaning fees.

Visitation

- Guests may visit for up to 72 hours at a time with PRIOR approval from all roommates/suitemates.
 - Please note: A resident's right to privacy (be it a roommate or a suitemate) takes precedence over another's right to visitors.
 - Visitors may be asked to leave immediately if policies are being broken.
 - Please communicate with your room/suitemates before inviting guests into your room/suite.
 - Cohabitation is prohibited.

Bar-be-cues

- Charcoal grills and gas grills are permitted but MUST be used 30 ft. away from the buildings.
- Please store all flammable material off campus or buy-and-use immediately.
- The owner of the grill may be subject to disciplinary action if not in compliance with UR policies.
 - For more information please review our Environmental Health and Safety guidelines: www.safety.rochester.edu

Additional information about policies and procedures can be found in UR Here,
Student Handbook, your housing contract or visit:
www.rochester.edu/reslife/