

Riverview & Brooks Crossing Handbook

The Bridge Area Office: 585-276-6839

Located in B114 Sigma Epsilon House- basement entrance off faculty Road

Riverview Maintenance Office- 585-235-2161

Located in Building C on the ground floor

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 responsible for any damages that occur in their room during the time of occupancy.

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. 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 stop 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 ResLife Office located in 020 Gates, 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.

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

All residents are responsible for removing their own garbage 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. Be responsible and take care of your own garbage. Take large items to appropriate areas for disposal.

Riverview: Each apartment comes with a clean trash and recycle bin. Please make sure that you dispose of your trash and recyclables appropriately in the outside bins to avoid community cleaning fees.

Recycling

Residents are asked to be responsible for their own recyclables and garbage disposal in each Area.

Bike Storage:

Bike racks are available outside of Riverview Apartments at various locations. 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.

Hall Government

The Hall Councils plan events and hold regular meetings that are open to our residents. Events often include festivals and celebrations. All residents are encouraged to be involved in the planning.

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.

Multiple Locations for Reservations:

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 do so.

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

To place a work order please call 585-235-2161, or stop in to their office on the ground floor of Building C. 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 can be submitted on the University of Rochester Facilities website, or by calling (585) 273-4567.

Other Available Services:

◦ For room changes, call the ResLife office at 020 Gates, SBA Hall (585) 275-3166.

Riverview/Brooks Crossing RA on Duty:

The Riverview and Brooks RAs are on duty nightly. If you need to contact the RA on duty, look for signs posted.

Useful Campus Numbers:

College Center for Academic Support
(585) 275-2354
Bursar's Office (585) 275-3931
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
Security non-emergency (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:

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.

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.

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.

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. This billing includes removal of trash left after check out. 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.

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.

Additional information about policies and procedures can be found in UR Here, Student Handbook, your housing contract or visit:

www.rochester.edu/reslife

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

Wall Damage

Residential Life and Housing asks that students residing in Riverview Apartments and Brooks Crossing use **only the following**:

- **1 inch penny nails**
- **thumb tacks**
- **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 responsible for any damages that occur in their room during the time of occupancy.