

## FREQUENTLY ASKED QUESTIONS

**Does the University's Standards of Student Conduct apply to students who live off-campus in a privately owned property?**

All students must adhere to the Standards of Student Conduct, regardless of where they live. Specifically, "Students may be subject to the University conduct system for allegations of unlawful conduct that occurs on University property or that occurs off-campus if such off-campus conduct is associated with a University activity or raises considerable concerns that the individual or group poses a threat to the safety or welfare of the University community." That being said, most situations that occur off-campus between students and neighbors are not covered by the University's Standards of Student Conduct and are best addressed either through the Office for Off-Campus Living or the Rochester Police Department.

**I am observing a lot of activity at a particular house and think that too many students live there. What do I do?**

Contact the Neighborhood Service Center (NSC) for your area. A maximum of four unrelated students may live in a single-family dwelling. There may be violations at the house that should be addressed. See contact numbers for all of the area NSCs in the Resources section below.

**What happens if I report noise at a "college" house?**

If you contact the Rochester Police Department (RPD) for Noise Ordinance violations, they will make every reasonable attempt to visit the location. RPD may also collaborate with University Public Safety and/or the Office for Off-Campus Living.

## WELCOME

The University of Rochester values our adjacent neighbors and strives to maintain good neighbor relations. We realize that there are situations that frustrate you, and we would like to provide you with a way to reach out to a listening ear and other resources that may be helpful, as we all work together. College students do not always maintain the same lifestyles that our permanent residents hold dear, and we will continue to educate our students living in the community about ways to be a good neighbor. If you are having issues with a University of Rochester student(s), we expect that you will be a part of the solution. This could include University of Rochester-facilitated conversations, mediation, or other agreed-upon methods to address these issues.

The University of Rochester's Off-Campus Living Program is committed to fostering good relationships between neighbors and students. We do this by increasing students' awareness of their responsibilities to act as good citizens, as well as addressing neighbors' concerns about student behavior off-campus.

### Office for Off-Campus Living

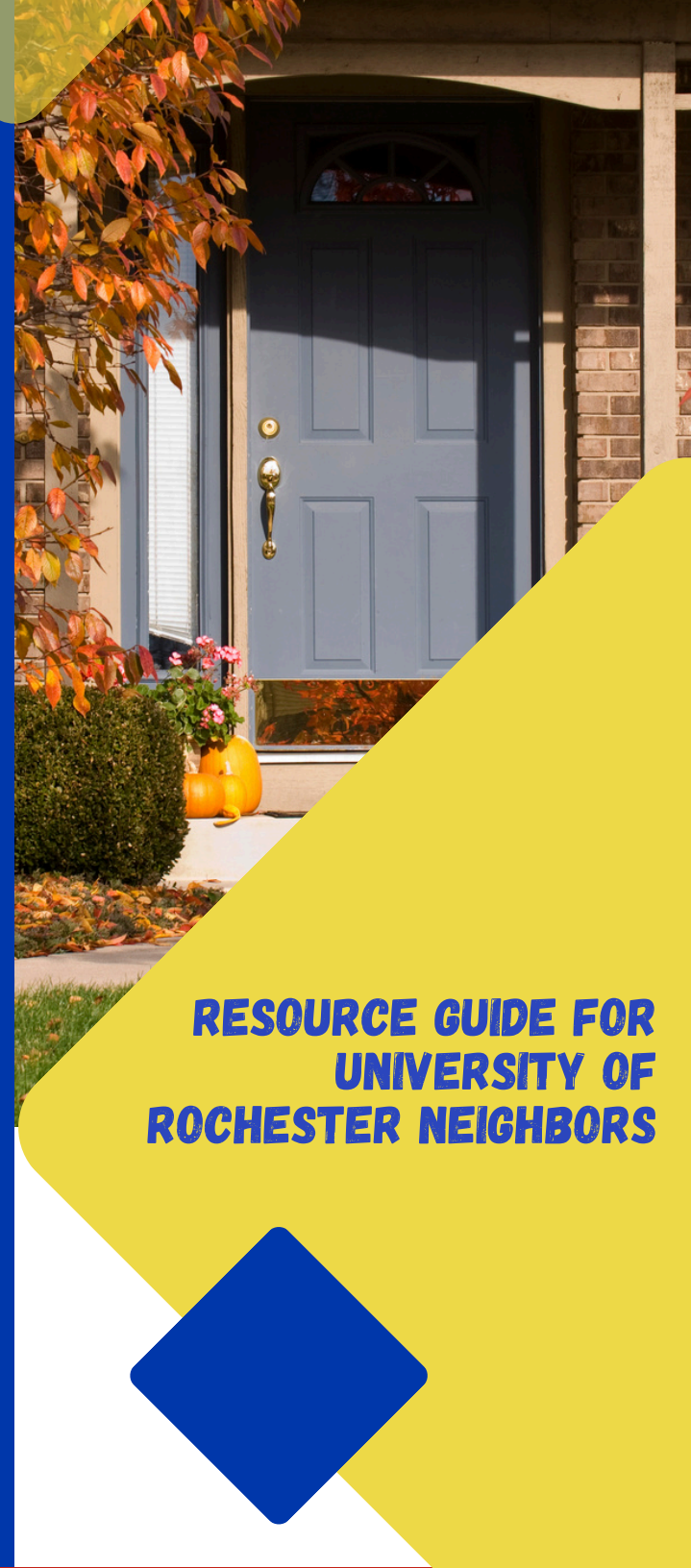
- helps University of Rochester students, faculty, staff, and visitors locate rental housing in the area
- manages our rental property listing service, Places4Students
- reviews leases and rental applications with students
- educates students how to be good neighbors and tenants
- assists with student/landlord dispute resolution and communication
- connects the University of Rochester community with off-campus resources
- works with neighborhood associations and service centers to maintain open communication and promote strong community ties

## CONTACT US

[offcampus@reslife.rochester.edu](mailto:offcampus@reslife.rochester.edu)

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## RESOURCE GUIDE FOR UNIVERSITY OF ROCHESTER NEIGHBORS

## GET TO KNOW OUR STUDENTS AND BUILD RELATIONSHIPS

The Office of Off-Campus Living encourages students and neighbors to get to know one another through personal outreach and community events. University of Rochester students are talented individuals with much to offer to the local community. Working together as neighbors will improve the quality of life for all.

- More often than not, students want to do the right thing and be good neighbors. Connecting with student neighbors first when there is an annoyance typically works to eliminate the problem.
- Just like with any other community members, courtesy from everyone goes a long way to build respect.

## WE WANT TO HEAR FROM YOU

The most common issues that our neighbors bring forward tend to be things like loud/frequent parties, excessive noise/music, and irresponsible behavior such as excessive drinking, littering, and being a public nuisance. We want you to be comfortable reporting these issues. Issues cannot be addressed or fixed if we don't know about them.

## GENERAL GUIDLINES

### WHEN TO REACH OUT TO THE OFFICE FOR OFF-CAMPUS LIVING?

When a disturbance is more of a nuisance than a threat (i.e., loud music, noisy student neighbors, messy yards), first try reaching out to the tenant or landlord. If the behavior continues, please call the Office for Off-Campus Living. We will reach out to the landlord or property manager to notify them about the issue and/or contact the students to remind them of appropriate community behavior, referring to the University of Rochester's Standards of Student Conduct.

### TO REACH THE OFFICE FOR OFF-CAMPUS LIVING

- Call us at (585)275-1081. Business hours are Monday - Friday from 8:30am - 4:30pm.
- Email us at [offcampus@reslife.rochester.edu](mailto:offcampus@reslife.rochester.edu)

### WHEN TO GET THE POLICE INVOLVED

- If you have already tried to talk with the students, the landlord and/or the Office for Off-Campus Living, but the problems continue.
- Sometimes disturbances should be reported directly to the Rochester Police Department (911 for emergencies, 311 for non-emergencies). The University strongly supports equitable treatment for our students; if you would call 911 to report an out-of-control house party at a permanent neighbor's house, you should also call 911 to report a similar disruptive house party at a "college" house.
- When there is escalating behavior (i.e., fighting, public drunkenness, party continues despite requests to stop).

## EXPECTED RESPONSES

- The Assistant Director for Graduate, Family, and Off-Campus Housing is available to meet with students who cause neighborhood disturbances. The initial meeting is to primarily educate students about what is appropriate behavior. If the behavior continues, there may be a request for permanent resident/student tenant mediation or supervised conversation with a Rochester Police Department officer.
- When the Rochester Police Department responds to an incident involving University of Rochester off-campus students, they will follow their regular protocols. In addition, they may notify University of Rochester Public Safety and/or the Office for Off-Campus Living for follow-up.

## RESOURCES

### Neighborhood Service Centers (NSC)

Contact for assistance with problems such as property code complaints and public safety concerns.

Northwest Service Center  
1099 Jay Street, Suite 200, (585) 428-7620

Southwest Service Center  
923 Genesee Street, (585) 428-7630

Northeast Service Center  
500 Norton Street, (585) 428-7660

Southeast Service Center  
320 North Goodman Street, (585) 428-7640

