



Housing & Dining

UNIVERSITY OF COLORADO **DENVER**

CU Denver Housing & Dining Resident Handbook 2022 – 2023

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Welcome to CU Denver Housing & Dining

CU Denver Housing & Dining is dedicated to serving students attending all institutions on the Auraria Campus, including the University of Colorado Denver, Metropolitan State University of Denver, and the Community College of Denver. CU Denver Housing & Dining currently offers two on-campus living options: City Heights Residence Hall (reserved for first-year CU Denver students) and Lynx Crossing Residence Hall (reserved for all other residential students). In addition, Housing & Dining runs two on-campus dining options: City Heights Dining Hall and Eat Food Market at Lynx Crossing.

By focusing on the holistic student experience, life through Housing & Dining reinforces each student's academic pursuits, as well as our commitment to meaningful connections, leadership development, intercultural competency, and community responsibility. Living on-campus allows students to participate in a wide variety of activities, programs, and living learning communities designed enhance students' personal development throughout their college experience. The procedures, policies, and other information available in this handbook serve to both describe how Housing & Dining staff intend to structure this experience and introduce students to the expected behaviors in supporting holistic development for themselves and all other students living on-campus.

CU Denver Housing & Dining is also committed to promoting a safe and secure on-campus living environment. Student and professional staff are available or on-call 24 hours a day to respond to emergency situations, and our staff maintains active partnerships with campus and local emergency services.

Housing & Dining staff believe in regular evaluation of administrative and programmatic efforts, which is critical to ensuring that efforts continue to meet and exceed student expectations. To that end, there may be changes throughout the year to the policies and procedures listed in this Handbook. Any such changes will be at minimum communicated with all students living on-campus via e-mail messages.

Mission

CU Denver Housing & Dining provides a home away from home where students can be a part of a safe and inclusive community in an urban environment that fosters student engagement, academic achievement, leadership, and personal development.

Vision

To create an innovative housing experience that prepares students for their academic and career endeavors while fostering social development.

Lynx Community Living

PHILOSOPHY

The CU Denver Office of Housing & Dining (“Housing & Dining”) strives to provide a home away from home where students can be a part of a safe and inclusive community in an urban environment that fosters student engagement, academic achievement, leadership, and personal development. Part of each student resident’s developmental journey includes learning to live with others and contribute to a community’s development. It is Housing & Dining’s belief that residents have the capacity and desire to be self-directed and responsible members of their community. Residents have the right to influence their community and environment in ways that support their student experience, coupled with the responsibility to keep the community and environment supportive of others.

LYNX LIVING OUTCOMES

As part of Student & Community Engagement, Housing & Dining aims to work alongside many other offices to create experiences where students develop meaningful connections, leadership, intercultural competency & humility, life skills, and career readiness. Lynx Living specifically provides opportunities for residents to engage in connectedness, community responsibility, cultural humility, and leadership development.

LIVING WITH OTHERS

Living with others requires respect for others, communication, openness to understanding, and patience,. No matter how similar two residents may be, their life experiences, identities, and personalities may provide differences in their expectations of how individuals can or should live together. This includes different expectations of how people interact, show respect, and overall share living and learning environments. That said, these and other differences also contribute to the vibrant diversity Housing & Dining hopes to promote in the Lynx Living experience.

No matter how compatible residents are, there is always potential for conflict. Culture, cleanliness, sleeping patterns, habits, and hobbies are some examples of things that can be different among hallmates, suitemates, and even roommates. Such differences can create conflict, and Housing & Dining staff believe working through such conflicts can serve to be a positive learning opportunity for people living together. Not working through conflict both eliminates this opportunity and can create a negative, even intolerable, atmosphere within the hall. Residents and the attitude that they take in engaging with their roommates, suitemates, and neighbors can determine whether or not the entire community’s experience is positive or negative. Housing & Dining staff are committed to facilitating communication between and among residents living together.

Helpful Tips for Positive Community Living

- Treat your peers as equals. Do not give orders, make unreasonable demands, or expect favors. Seek to understand others’ perspectives to determine if what you are doing (or not doing) is reasonable.
- Respect others’ right to privacy. Do not pry into private affairs or expect to share in their activities unless invited.

- Avoid trying to "reform" or correct your peers. Do not expect them to conform to your standards or accept your beliefs. If you have any concerns regarding the behavior of your roommate(s)/suite(s) or any other resident, please reach out to your RA or other Housing & Dining staff.
- Work out mutually agreeable divisions of chores with roommates/suite(s). Do not wait for your roommate/suite(s) to take care of the housekeeping.
- Make an effort to be respectful of and friendly to roommates, suite(s), and neighbors. Accept routine inconvenience is common when sharing space, but make sure to communicate respectfully with those that commonly cause those inconveniences.
- Do not complain publicly or to others about neighbors or roommates/suite(s) who bother or annoy you. If the annoyances are significant, talk to the other person in a timely and private manner, and not to anyone else. Speaking or posting publicly, including on social media, does not show the other person respect and will likely make the living environment worse for everyone. Consider their feelings and how this behavior would make you feel.
- Respect the efforts of others to study. Do not cause interruptions or make unnecessary noise.
- If you have a disagreement with a peer, talk about it as soon as possible. Do not let your anger or frustration build up. Housing & Dining staff, especially your Resident Assistant ("RA"), are available to support and mediate if necessary.
- Proactively have discussions about and agree to boundaries. These can be about items, personal space, privacy, relationships, academics, and more.

Navigating Your On-Campus Home

What's In Your Room/Suite

All residents' bedrooms include one bed, one desk, one desk chair, one closet or wardrobe, and 2-4 dresser drawers per bedspace in the room. Single-occupancy rooms in Lynx Crossing have beds with full-size XL mattresses, while double-occupancy rooms in Lynx Crossing and all rooms in City Heights have beds with twin-size XL mattress.

Lynx Crossing Studio suites come with a dinette set in addition to their bedroom furniture; all other suites come with a sofa, chair, end table, coffee table, dining table, and dining chairs. All Lynx Crossing Residence Hall suites come with the following full-size kitchen appliances: refrigerator, microwave, and sink. Residents living in certain Lynx Crossing suites may also be provided a dishwasher, oven, and cooktop. The upkeep and cleaning of all kitchen appliances is the responsibility of all residents sharing the suite. All damage and/or improperly functioning elements of any appliance owned by Housing & Dining should be reported through a maintenance request, available through the housing portal.

Residents living in City Heights are not provided any kitchen appliances within their room. However, each resident has access to community lounge spaces within City Heights that include microwaves on every other floor. In Lynx Crossing, microwaves can be found in both common kitchens and suite kitchens.

DISHWASHERS (LYNX CROSSING SUITES)

All single-occupancy suites in Lynx Crossing are equipped with a dishwasher. In order to reduce maintenance problems, the following guidelines should be used: Scrub dishes first, especially if it will be a few days before you run the load. Use only dishwasher detergent. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.

HEATING & COOLING UNITS

Efficiency of your heating & cooling unit is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. Housing & Dining recommends that residents keep the temperature of their room in between 70 and 72 degrees Fahrenheit with the fan function set to "Auto". To prolong the life of your heating and cooling unit, do not run the heating/cooling fan while the windows are open, as this could damage the furnace filter and HVAC system. If you wish to request a new furnace filter, please submit a maintenance request by contacting the Front Desk or through your resident portal. If unsure of how to operate your heating & cooling unit, please ask your Resident Assistant or stop by the Front Desk.

SMOKE DETECTORS & FIRE EXTINGUISHERS

Please note that the smoke detectors in your bedroom/suite are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan on your microwave; this could also help prevent a grease fire. If your smoke detector makes a beeping/chirping sound, it means the battery is low. Complete a maintenance request as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and proceed in a safe manner.

Fire extinguishers are intended for use in *emergency situations only*. In any event that a fire extinguisher is discharged, it should be reported to Housing & Dining staff so that a replacement extinguisher can be installed.

Other Spaces in Your Residence Hall

Housing & Dining offers a variety of amenities for residents to use, including access to free laundry services. Depending on the building, residents may also access multipurpose rooms, common lounges and kitchens, game rooms, study rooms, bathrooms, and a fitness center (Lynx Crossing residents only). The maintenance and care of these facilities is every resident's responsibility, and misuse of facilities may result in their closing. Furniture and equipment located in all amenity spaces must stay in their designated areas so that all residents may enjoy their use.

BATHROOMS

Lynx Crossing and City Heights both have two gender-specific bathrooms on the first floor available to residents, staff, diners, and registered guests. The bathrooms in City Heights are located in the dining hall and only available during dining hall hours.

Bathrooms located in the residential wings of residence halls are only open to residents, staff, and registered guests. Residential bathrooms in Lynx Crossing are located in the suites; consequently, residents will discuss and determine how they and their guests share and use these facilities in their Roommate Agreements. Each residential floor in City Heights has 4-6 all-gender bathrooms shared amongst all residents on the floor. Each bathroom has communal sinks, mirrors, and paper towel dispensers along one wall and four "rooms" with floor-to-ceiling doors along the opposite wall: 1 shower room, 1 toilet room, 1 combined toilet/shower room, and 1 accessible & combined toilet/shower room with a sink.

Do not flush paper towels; they do not break down. Never flush hygiene products, regardless of what the packaging states. Residents living in suites with their own bathroom are required to plunge their own toilet prior to calling in maintenance (plungers are not provided). Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed items.

LYNX CROSSING FITNESS CENTER

Use of the Lynx Crossing Fitness Center is at residents' own risk. Residents must report maintenance problems to front desk staff immediately and not attempt to repair

equipment themselves. Anyone beginning an exercise program should consult a physician prior to using the fitness center. For the safety of all residents, residents must use the equipment provided in the fitness center in the manner for which it is intended. Proper athletic attire including a shirt and shoes must be worn at all times while in the fitness center. No food is allowed in the fitness center, and beverages are limited to water only.

Front Desk

The Housing & Dining Operations Team oversees the Front Desk in each residence hall. The most common staff residents will see at the Front Desk are student Desk Assistants, who are there to provide peer support to all residents and customer service to all who live in or visit the residence halls. The Front Desk is open at published hours to provide the services below to all on-campus residents.

AMENITY CHECK OUT & RESERVATION

Each front desk has a variety of items for residents to check out free of charge, including but not limited to: pool & ping pong equipment, board games, and cleaning supplies. All amenities should be returned in the time-frame allotted by Front Desk.

MAIL

Mail and packages are processed by front desk staff daily. Packages will be logged, and an email notification will be sent to residents when their package is ready for pick up. If residents receive a perishable package, they may be contacted by phone in addition to the package notification email. Residents must bring a photo ID to sign for and receive packages. During high-volume times, mail pick-up may be unavailable at the discretion of the Front Desk to allow for focused mail-processing time.

Residents' mailing addresses follow this format:

Resident First & Last Name
Residence Hall [*City Heights or Lynx Crossing*]
318 Walnut St.
Denver, CO 80204

LOST & FOUND

Lost and found items will be cataloged at each front desk. Residents who have lost their personal belongings can provide a description of the item to their front desk and the front desk staff will return the item to the resident if found. Housing & Dining does not assume responsibility for any lost or stolen personal property.

Laundry Services

Free laundry facilities are provided for resident use in each residence hall. In City Heights, laundry facilities are located on the second, fourth, and sixth floor. In Lynx Crossing, laundry facilities are located on the first floor in the southwest corner of the building. Each resident must provide their own detergent, fabric softener and dryer sheets.

Laundry facilities are checked by housekeeping staff every morning. Any laundry left in the laundry unattended will be removed and stored for 14 days. Any items left unclaimed after 14 days will be disposed of. If you think your laundry has been removed, please see your residence hall's Front Desk for assistance.

All laundry appliances should only be used in the manner for which they were intended (e.g., only filling the machine to the appropriate level as indicated on lid of the machine if indicated). No dyeing of fabric or other materials is ever permitted in the laundry machines. Residents found responsible for improperly using or damaging a machine will be assessed a damage charge. Any malfunctioning laundry appliances should be reported immediately through Maintenance Request.

Lynx Dining

Housing & Dining provides a variety of food options to meet the needs of our on-campus students. First-year students living on-campus are required to have a meal plan as part of their housing contract. Any non-first-year student is encouraged, but not required, to have a meal plan to access our on-campus dining facilities at an affordable rate. Additionally, non-residential CU Denver students, faculty, or staff may choose from various meal plans to fit their needs. Hours of operation, meal plan, and contact information can be found at <https://lynxdining.sodexomyway.com/>

In addition to the procedures below, the following guidelines will also help promote a courteous and welcoming atmosphere in the dining space:

- All residents, guests, and other patrons who must be fully dressed, including a shirt and shoes, to enter.
- All residents, guests, and other patrons who utilize dining spaces should refrain from using their cell phones while ordering or purchasing food and should also be courteous with the audio levels on any electronic device.
- Meal plans are intended for the use of the resident who pays for the meal plan; sharing of meal plans is not permitted. Meal plan holders may pay for a guest with flex cash, credit card, or cash.

CITY HEIGHTS DINING HALL

City Heights Dining Hall is an all-you-care-to-eat facility; this means that diners pay for entry using a “meal” on their meal plan or card/cash at the entry rate, then eat what they care to while they are in the dining hall. Diners may only remove food from the dining hall

if they are utilizing an established carry-out program (see the front register for more information). When dining at City Heights Dining Hall, diners are required to clean up after themselves, which includes removing dishes to the dish return area. Diners may not re-enter the dining hall once they have exited without paying for another entry. No individual may enter the dining hall without payment.

EAT FOOD MARKET @ LYNX CROSSING

The Eat Market @ Lynx Crossing is a retail location where diners may purchase items with cash, credit card, and flex cash; the facility also offers meal swipe exchange combos. This is not an all-you-care-to-eat facility, but does offer a Starbucks coffee bar, a Natural! Smoothie/juice bar, deli, and rotating à la carte food options. Eat Market @ Lynx Crossing offers both dine-in or carry-out options.

ADDITIONAL FOOD OPTIONS

Lynx Dining oversees additional food options on campus that are open to the public and also accept payment through meal plan and Flex cash. These restaurants currently include Qdoba Mexican Eats and Einstein Bros Bagels. See the Lynx Dining website at <https://lynxdining.sodexomyway.com/> for more information.

Meal Plans

Meal plans are loaded onto each individual resident's CU Denver/school ID card. ID cards can be obtained through the [Auraria Campus ID Station](#) located in the Tivoli Student Union. ID cards must be in working order with the swipe function working and a clear student photo displayed in order for meal swipes to be utilized. Damaged or lost ID cards must be obtained directly through the ID Station. The Office of Housing & Dining will not be able to replace any CU Denver/school ID cards.

Meal plans are strictly to be used by the resident holding the meal plan. Residents are not permitted to use their meal cards swipes to pay for guests to eat in any Lynx Dining location. Residents may not lend their card to anyone else to use on their behalf.

Residents may swipe up to four meals per day and no more than twice in the same meal period. Most meal plans have a weekly-swipe limit that resets every Sunday at midnight. Unused meal swipes will be forfeited Sunday at midnight and will not roll over the following week. Residents can submit a written request to the front desk to obtain a usage history and credit balance report for their meal plan.

FLEXIBLE SPENDING ACCOUNTS ("FLEX CASH")

Flexible spending accounts consist of flexible spending "dollars" or "flex cash," which residents can use like cash to purchase items in any Lynx Dining facility. Like a debit card, each purchase made using flexible spending dollars is deducted from the resident's flexible spending account.

Flex dollars will roll from week to week and month to month. However, if there is an unused credit or balance at the end of the contract, change in meal plan, or time of checkout,

these credits will be forfeited and not refunded to the resident. Flex cash credits are uploaded on a monthly basis and meal swipes on a weekly basis. Please note that you may not spend more than your monthly flex deposit in a single day; exceptions will not be made during move out period in May.

MEAL PLAN DURATION

Residents who cancel their meal plan will lose all meals and flex cash balances at the time of the cancellation. Residents who renew their housing contract and elect to buy a meal plan will start their renewal contract with a new meal plan. Any unused meal swipes or flexible spending dollars from their previous housing contract will not roll over to the renewal or new housing contract.

MEAL PLAN CHANGES

Residents may request a change to their meal plan up to the semester census date, which is the same as the last date to drop classes for the semester. Any requests for changes to a meal plan after the census date will not be granted.

MEAL PLAN SUSPENSION OR TERMINATION

Resident meal card services may be suspended or terminated if a resident is in default of their housing contract, has a delinquent account balance, fails to pay any damages or property fines, violates any of the Housing & Dining Resident Handbook policies, housing contract policies, Student Code of Conduct, or local, city, state, or federal law. Services may be restored once CU Denver Housing & Dining acknowledges the account/behavior change. Any meal swipes and/or flexible spending dollars not used due to a meal plan suspension will not be refunded and the meal plan swipes and/or flexible spending dollars will be forfeited.

Parking

Housing & Dining oversees a single parking lot adjacent to Lynx Crossing Residence Hall, and parking is only reserved (on a limited basis) for residents who have paid for parking access. Housing & Dining parking permits only allow for parking at the lot at Lynx Crossing. Permits do not allow for parking at any other Auraria campus parking lots or garages. Each resident is permitted one vehicle to park at Lynx Crossing. Residents may not use their permit for any vehicle other than the one registered, and they may not use their parking access card to let visitors into the parking lot.

Only residents who have parking included on their housing contract prior to the CU Denver census date may park at the Lynx Crossing parking lot. *Changes to the housing contract, including adding parking, will not be allowed after the census date.*

REGISTRATION

All vehicles must be registered with Housing & Dining. Every vehicle will be registered to a specific parking permit number. Residents who have paid for parking access will receive one permit to be displayed on the bottom, left-hand corner of the front windshield. This permit is only for the car belonging to the resident. If a permit is missing or not clearly

visible in the front windshield of the vehicle, the vehicle could be subject to warning stickers and/or towing at the owner's expense. The deadline for displaying permits is the first day of classes each semester. Residents will be charged a replacement fee for any lost, stolen, or damaged parking permits.

In the event that your vehicle registration changes after the census date, you must contact the Housing & Dining at housing@ucdenver.edu to make Housing staff aware of any and all changes prior to parking the new or updated vehicle in the Lynx Crossing parking lot. Failure to provide advanced notice may result in your vehicle being ticketed and/or towed.

Vehicle covers are not permitted as they obscure staff's ability to verify parking permits.

TOWING

Any vehicle parked in a Tow Zone, Loading Zone, Reserved/Renewal designated space, or Handicapped space without an appropriate Handicapped decal will be towed immediately. All non-permitted vehicles parked on the property will also be towed without warning.

GUEST PARKING

Guests are not permitted to park in the Lynx Crossing parking lot, but they may park in surrounding parking lots and spaces, which require payment. There are a limited number of guest parking spots on the east side of Lynx Crossing. Guests parking in guest spots are required to display a guest parking pass which can be checked out from the Lynx Crossing front desk. Please see the Auraria Higher Education Center ("AHEC" Parking & Transportation Services [webpage](#) for more information on parking when visiting.

PARKING & ACCESS CONSIDERATIONS

Lynx Crossing Residence Hall is located in the heart of downtown Denver, in close proximity to Mile High Stadium, Ball Arena, and other local attractions. Because of its urban location, Lynx Crossing will experience increases in foot and vehicle traffic during special event days occurring at these attractions (e.g., football game days, concerts, etc.). While Housing & Dining works closely with campus and local law enforcement to maintain the safety and security of the residence hall during these event days, residents should be mindful of access restrictions that can occur as a result of increased traffic, including delays in accessing or leaving the Lynx Crossing parking lot. Residents should not allow any individual to enter the parking lot for any reason, particularly on event days.

General Housing & Dining Procedures

Move-In & Move-Out Procedures

MOVE-IN

Prior to moving into CU Denver Housing & Dining, all residents will be provided an electronic copy of all required move-in paperwork. All residents must complete this paperwork and have their school ID in hand before checking into their assigned residence hall. Upon moving into CU Denver Housing & Dining, residents' school ID will be coded to provide access to their main suite/bedroom door. Lynx Crossing residents will also be issued a separate bedroom key upon moving into Lynx Crossing. Residents will not be provided access to their suite/bedroom or issued a bedroom key until they have checked in with a Housing & Dining staff member and completed all necessary paperwork.

Each resident will also be provided access to an electronic Inventory Inspection on the day they move in which details the condition of the suite/bedroom. Residents are responsible for ensuring the Inventory Inspection accurately lists the condition of their suite/bedroom, as this will protect the resident from being charged for any damages which may have occurred before taking occupancy of the space. Instructions for inputting comments and accepting or not accepting pre-inspected conditions of items will be provided electronically upon Move-In. Residents' comments on Inventory Inspections are due within two weeks of moving into a space; after this point, Housing & Dining staff will assume that the resident agrees with staff's inspection of the spaces and any changes will require time-stamped photo evidence.

MOVE-OUT

All residents are expected to move out of their residence hall by the date and time specified in their housing contract. Any resident who plans to move out prior to the end of the housing contract, must contact the Residence Life Coordinator for their residence hall to schedule a check-out appointment. Residents who move-out before the end of the housing contract must also complete the online [Petition to Terminate](#) form if requesting a cancellation of their remaining housing contract. Completion of the petition form does not guarantee that a resident's housing contract will be cancelled; however, failure to complete the petition form will result in full housing contract charges being applied to their student account, regardless of if they continue living in on-campus housing.

To properly check out of Housing & Dining, each resident must make a move-out appointment with a Housing & Dining staff member. Prior to the appointment, an email will be sent notifying a resident of all the steps involved in moving out, including but not limited to moving out all personal items, returning the room/suite to move-in condition, having their suite inspected, and turning in any keys. Any resident who moves out without scheduling and/or attending a move-out appointment with a Housing & Dining staff member per the provided instructions will be assessed an improper checkout fee, in addition to any applicable missing key and/or cleaning and damage charges.

Any resident who would like to extend their move-out date past the date specified in their contract must receive written approval from the Associate Director of Residence Life or designee. Typically, only residents who are graduating or have a final exam on the last day of the contract will be provided with extension approval; however, all extension requests received by the provided deadline will be evaluated on a case-by-case basis.

WINTER BREAK HOUSING

City Heights Residence Hall is closed over the Winter Break period, and City Heights residents will not be permitted to stay in City Heights over this break period. City Heights residents *DO NOT* have to fully move-out of City Heights for Winter Break. They will be provided information on how to prepare their room for the break period, which includes unplugging all appliances, turning off all lights, and packing any personal items needed for the break period. Any resident who would like to live on campus for any portion or all of Winter Break must apply to live on-campus for the break period and will be responsible for paying a Winter Break fee. The application form will be sent later in the Fall semester. Any resident approved to live on-campus for Winter Break must reside in Lynx Crossing Residence Hall for the entire break period.

Confiscated Items

Any items violating a Housing & Dining and/or University policy will be confiscated by a member of the Housing & Dining staff. All confiscated items, including drugs, drug paraphernalia, and alcohol, will not be returned to the student at any time. All confiscated items will be disposed of by Housing & Dining staff.

Damages & Related Charges

Residents are responsible for the condition of suite and bedroom furnishings and will be billed for all repair, replacement, moving, and/or additional cleaning costs. Any and all repairs needed within suites and other areas must be performed by authorized maintenance personnel. Residents will be charged for any damages or cleaning issues for which they or their guests are responsible, including those in suite, bedroom, and common/shared areas of the residence halls. If Housing & Dining staff are unable to determine the individual(s) responsible for damage to common areas, staff may split the repair, replacement, and/or cleaning charges between all residents of a floor or entire residence hall.

Any repair, replacement, moving, and/or cleaning costs related to an alleged policy violation will not be incurred until the case has been adjudicated by a Conduct Educator. If a resident is found responsible for violating related policies, the charges will be assessed as a Restitution sanction.

All charges will be assessed to the residents' student accounts. Any unpaid charges may result in additional late fees, collection attempts, or termination of the housing contract.

See **Appendix A: Charges Sheets** for more about specific charge amounts.

Inspections & Entry into Room

Housing & Dining Staff will perform bedroom/suite inspections for health and safety conditions, preventative maintenance, and occupancy. Housing & Dining staff will announce these inspections in advance via e-mail at minimum, and they will knock on doors multiple times and verbally announce themselves before entering any room. Inspections will occur as scheduled and announced whether residents are present or not. Residents present in the room/suite during these inspections must comply with staff and allow entry into the unit.

In limited circumstances, Housing & Dining staff or other University officials may key into a suite or bedroom without a resident present. These circumstances include scheduled maintenance and safety walks as well as cases when the health and/or welfare of a resident is in question.

In addition, if a resident has allegedly violated their housing contract regarding proper cleanliness, guest privileges, drug violations, the pet policy, or other policies, this serves as notice that Housing & Dining staff may re-inspect the room/suite as necessary to ensure the alleged violation is no longer present.

Residence Hall, Suite, & Room Access

All residents have electronic access to their assigned residence hall via their school ID. Upon moving into on-campus housing, a resident's school ID will be coded with the appropriate access to their residence hall and other amenities. Residents must have your school ID in hand prior to moving into the residence halls. The school ID also functions as their meal plan card and provides access to the parking lot at Lynx Crossing (if applicable). Residents of Lynx Crossing, except residents living in studios, are also issued an individual bedroom key upon moving into Lynx Crossing.

LOCKOUTS

If a resident is locked out of their suite or bedroom, they may go to their residence hall's front desk to regain access to their room; if the Front Desk is closed, they can call the RA on Duty. Each resident will receive at least two (2) free lockouts per semester. After the final free lockout, the resident will be charged an administrative fee of \$10.00 per additional lockout.

LOST KEYS/IDS

If a resident loses any key, they will be assessed the following replacement fee(s):

- Bedroom Key (*Lynx Crossing residents only*) - \$150 (requires a full re-core and re-cutting for all occupants of the bedroom). This charge will be billed directly to the resident's account by the Office of Housing & Dining.
- Lost ID cards must be replaced through the Auraria Campus ID Station, located in the Tivoli Student Union, Tivoli Station Bookstore. Please visit the [ID Station](#)

[website](#) for more information about replacement ID costs.

If a resident's bedroom key is stolen, they should file a police report with AHEC Police Department and bring a copy of the police report to the Front Desk. A Housing & Dining staff member will work with them to request a replacement bedroom key.

DAMAGED IDS

If a resident's ID Card is damaged or not working, they must request a replacement ID card through the [Auraria Campus ID Station](#). No one should discard or destroy any ID card.

Roommate Agreements

We encourage you to set parameters and rules at the beginning of the year with your roommate(s) and/or suitemate(s). This will allow everyone to have a firm understanding of everyone's expectations in the suite and will ultimately lead to a successful experience. Each RA will work with every suite to establish a Roommate Agreement at the beginning of the year. We require that each resident complete each section of the roommate agreement and submit them to Housing & Dining. Should there be any future personality conflicts, each roommate/suitemate will be able to refer to their Roommate Agreement drafted at the beginning of the year and work with their Resident Assistant to amend as needed – this is a “living document” that develops as students develop. This agreement will also help with roommate mediations should the need arise.

In addition to the Roommate Agreement, we encourage you to utilize your RA as a guide in navigating and solving roommate concerns. RAs are trained and aware of how to handle roommate concerns and conflict management.

Room Changes

Housing & Dining has several programs in place to intervene if you and your roommate(s)/suitemate(s) are not getting along as well as you would like. The most important step you can take is to discuss your concerns with your roommate(s)/suitemate(s). Frequently, conflict occurs because one roommate assumes the other should know that they are upset, but the roommate/suitemate does not actually realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, talk with your Resident Assistant, who can help you to communicate with your roommate/suitemate and hopefully reach a compromise. This may include reviewing and revising your Roommate Agreement.

Moving to another bedroom/suite with new roommates/suitemates is a last resort and will be treated as such. The possibility of a room change may not be feasible due to space constraints so it should never be seen as a guarantee.

Moving rooms/suites is not the norm. Since our philosophy encourages students to be an active part of their community, each room/suite change request is assessed on a case-by-case basis.

During the year, if you wish to move to another room/suite, the first step is to contact the Residence Life Coordinator who will assist you in completing the appropriate procedure. All room/suite changes must be approved by the Associate Director of Residence Life or designee.

Please note the following guidelines about the room/suite change request process:

- The room/suite change request period will open after the first two weeks of class. The request period will end two weeks prior to the end of the semester.
- Room/suite changes will not occur during University holidays, including Fall, Winter, and Spring Break.
- Room/suite change requests are evaluated on a first-come, first-served basis and are evaluated based on space and availability. If no space is available, the resident will be placed on a waitlist.
- Evaluations of room/suite change requests can take up to 7 business days.
- Making a room/suite change request does not guarantee a room change will occur.
- Room/suite changes are specific to individual residents. Requests do not include roommate(s)/suitemates(s).
- All approved room/suite changes are subject to an administrative fee of \$200.
- All unapproved room/suite changes will result in a \$200 administrative fee **and** will require that the resident(s) move back into their originally assigned space.
- Residents who are approved to change rooms/suites will not be eligible to move again for the remainder of the year unless there are extenuating circumstances.

Depending on room/suite availability, all residents may be offered an opportunity to change rooms/suites without incurring administrative fees during the first full week of October (“Milo Moves Week”). All room/suite changes approved during Milo Moves Week must be approved by the Associate Director of Residence Life or designee. All room/suite changes approved during Milo Moves Week must be completed no later than 5:00 pm on Friday of Milo Moves Week.

See [Appendix: Room/Suite Change FAQ](#) for more about the room change process.

Policies & Procedures

While this entire Resident Handbook serves as notice of Housing & Dining policies and procedures, the policies included below are meant to inform residents of the behavioral expectations and responsibilities to maintain a safe & inclusive living-learning environment for all residents and guests. These policies do not supersede any expectations listed in any Code of Conduct of any institution on the Auraria Campus or any directives issued by the AHEC or University of Colorado administration.

Access, Keys, & Locks

Residents must keep their school ID and bedroom key with them at all times. Residents must use their individual ID to access areas and show their school ID upon entry into the residence hall. Residents may not duplicate, distribute, or loan their bedroom key or school ID to any individual, including other residents or guests. Loaning keys and/or IDs to other residents and guests presents a serious safety concern.

Residents may not change locks or install additional locks, chains, or barriers on any door. Upon completion or termination of the housing contract, all bedroom keys must be returned to Housing & Dining. Failure to return keys will result in replacement costs, paid by the resident.

RESTRICTED ACCESS

Only authorized staff may enter certain areas of the residence halls to maintain the safety and privacy of all residents. This includes areas within and behind Front Desks, roofs, maintenance and housekeeping closets, mechanical rooms, storage areas, and other designated areas of the residence halls.

Alcohol

In accordance with federal, state, and local laws, the use of alcohol by underage students and the abuse of alcohol is not permitted in the residence halls. The legal drinking age in Colorado is 21.

Only residents who are 21 years of age or older may possess and consume alcohol in their own room. If the student is underage, this prohibition includes a student who knew, or reasonably should have known, they were in the presence of alcoholic beverages, or possessed, displayed, or was in the presence of alcohol containers or packages.

Manufacturing, distributing, or selling alcoholic beverages is not permitted.

RESIDENTS 21 AND OVER

Students of legal drinking age (21 years of age and older) are permitted to drink alcoholic beverages in their personal rooms when no individuals under the age of 21 are present.

- When residents of legal drinking age are transporting alcohol in and out of the residence hall, the containers may not be visible or opened.
- Residents of legal drinking age who live in suites with underage residents must keep all alcohol in their personal bedroom behind a locked door at all times.
- Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance.
- Alcohol is not permitted in any areas outside of bedrooms or suites.

ALCOHOL BEVERAGE CONTAINERS

To promote healthy, legal consumption of alcohol, full or empty bulk dispensers (kegs, taps, beer bongs, beer funnels, shot skis, etc..) and alcohol related paraphernalia (beer pong tables, etc.) may not be brought into the residence halls, regardless of resident's age. In addition, collecting and/or displaying empty alcohol containers or packaging is not permitted, regardless of resident's age.

Appliances

Residents are permitted to bring mini fridges for their personal bedroom. Mini fridges must be no larger than 3.3 cubic feet. Each resident is permitted to bring their own mini fridge; however, due to space limitations, we strongly encourage residents to coordinate with their roommate(s) regarding sharing one mini fridge. Due to electrical and fire safety concerns, microwaves are not permitted in any bedroom for any reason.

There are a number of additional appliances not permitted in the residence halls due to the fire, electrical, or life safety concern they present; please see the Prohibited Items policy for a list of these items. Other small appliances, such as coffee pots, tea kettles, etc., may be brought into the residence hall as long as they are UL-approved and have an automatic shut-off function.

Assault, Abuse, & Harassment

Physical, verbal, and other abusive behavior and threats of any kind toward resident(s) or Housing & Dining staff are strictly prohibited. Displays of any abusive behavior will result in a referral to the University conduct process and violations may result in termination of the housing contract. Refer the [University of Colorado Denver's Sexual Misconduct, Intimate Partner Abuse, and Stalking Policy](#) and the [Student Code of Conduct](#) for more information on prohibited behaviors that fall within this category.

Animals in the Residence Halls

No pets or other animals may be brought into the residence halls. The only exception is aquarium-bound fish (up to a 5-gallon capacity) that are capable of living underwater 24 hours a day. Residents found to have any unapproved pet or animal within the residence hall will be asked to remove the animal immediately. Residents may not feed/shelter stray animals. Residents are obligated to inform Housing & Dining staff of stray animals so action can be taken to remove and protect the animal(s).

The “No Pet” policy within the residence halls does not apply to approved emotional support animals or service animals, defined generally as “assistance animals”. Assistance animals may be approved through a request for accommodations when an animal is necessary to provide a student an equal opportunity to use the residence halls and participate in the Lynx Living experience.

Residents with assistance animals are expected to care for the animal at all times while residing in the residence halls.

- Residents are expected to maintain a clean and healthy living environment for the animal as well as other residents in the building. Maintaining a healthy environment includes cleaning up after the animal and its waste. There are several [designated outdoor relief spaces](#) located across the Auraria Campus. Residents living at Lynx Crossing may also access an additional animal relief area located in the Lynx Crossing south parking lot. If an assistance animal requires indoor relief space, the resident is responsible for maintaining a clean relief space within their individual space.
- Assistance animals are not allowed to roam the residence hall or residence hall premises freely outside of the resident’s personal suite/bedroom space. Emotional support animals are not permitted to be in any common area, including dining service areas, with or without their resident. Service animals accompanying their resident are permitted in all areas of the residence halls while assisting their resident.
- All assistance animals traveling outside of the resident’s suite must be kept on a leash.
- Assistance animals that display repeated disruptive behavior may result in the resident being referred to the student conduct process or, in extreme circumstances, the resident’s contract being terminated and/or the animal being excluded from the residence halls.

Approval for an emotional support animal or service animal must be requested at least **14 business days before** a resident brings an animal into the residence halls. Any resident with an unapproved animal will be asked to remove the animal immediately.

Requests for reasonable accommodations, including having a service animal, can be submitted through the CU Denver Disability Resources and Services (DRS) Office. The

DRS Office is committed to providing assistance to students with disabilities and coordinate reasonable accommodations in order to provide students equal access to the institution’s programs, activities, and services. More information on DRS, including contact information and location, can be found at

<https://www.ucdenver.edu/offices/disability-resources-and-services>

For more information on how to request approval for an emotional support animal or notify Housing & Dining regarding a service animal’s occupancy, please contact the Associate Director of Residence Life.

Ball Playing

Ball playing (including, but not limited to: baseball, football, soccer, cricket, hockey, etc.) is not permitted within the residence halls, including courtyards. These activities have the potential to create excessive noise, inflict damage, and can cause physical injury.

Bicycles, Hover Boards & Skateboards

Following uniform fire code, bicycles should be stored only in designated areas. Any bicycles parked and/or locked in any common areas, stairways, breezeways, or in front of interior or exterior doorways will be removed at the owner's expense. Housing & Dining will not hold any bicycles after move-out. All remaining bicycles will be disposed.

All bicycles must be registered each year with AHEC Police Department using the [online registration form](#). Housing & Dining advises residents to provide their own vandal proof bike lock and to always lock the bicycle frame and wheels to the racks. Housing & Dining is not responsible for lost, stolen, or damaged bicycles.

Bicycle riding, skateboarding, rollerblading, or use of any equipment with wheels are prohibited within the buildings, suites and courtyard, and other common areas. In addition, Housing & Dining prohibits the use, possession or storage of hover boards, Segway's, electric bicycles, electric scooters, and similar devices.

Commercial Ventures, Gambling, & Solicitation

The use of suites and bedrooms for commercial purposes (personal or corporate) and participating in or encouraging door-to-door solicitation within the residence halls is not permitted. This includes, but is not limited to, canvassing and polling for any purpose.

Gambling and running a business within the residence halls are also prohibited. The internet connection provided as part of the housing contract may not be used for any commercial or profit-making enterprise.

Compliance with Personnel

Per the CU Denver Code of Conduct, all residents and their guests are expected to follow the directions of all CU Denver and AHEC personnel, including student staff, who are performing their duties.

Disruptive Behavior

According to the University of Colorado Denver Code of Conduct, residents may not interfere with, obstruct, or disrupt a normal university activity. This includes, but is not limited to, behavior that results in injury; damages property; and/or interferes with, obstructs, or disrupts the free movement of any member of the residential community or their guests. Many pranks may be considered disruptive behavior.

Drugs & Marijuana

The use, possession, manufacturing, or sale of marijuana, including medical marijuana or related paraphernalia, used or possessed under Colorado Constitution Article 18, section 14, is strictly prohibited on campus, including in and around the residence halls. The Colorado state constitutional amendment authorizing individuals over the age of 21 to recreationally use marijuana (“Amendment 64”) does not change this prohibition or authorize a student to use marijuana on Housing & Dining property or the Auraria Campus. Federal law, including the Drug-Free Schools and Communities Act, prohibits the presence or use of drugs, including marijuana. Thus, marijuana use or possession, even if in compliance with Amendment 64, is prohibited on campus. Violations of this policy will result in a referral to the University conduct process, as well as possible termination of the housing contract.

This prohibition includes a student who knew, or reasonably should have known, they were in the presence of drugs or drug paraphernalia when knowledge of the drugs and/or paraphernalia is reasonable.

MEDICAL MARIJUANA

Residents who possess a medical marijuana card will not be permitted to use or have marijuana while living on-campus. Residents who fail to report and/or are documented in the presence of medical marijuana are also in violation of this policy. Violations will result in referral to the conduct process and possible termination of the housing contract.

OTHER DRUGS

The use, possession, distribution or selling of any illicit drug is also strictly prohibited in the residence halls.

All marijuana, illicit drugs, and related paraphernalia found within the residence halls will be confiscated and turned into AHEC police. Any and all drug paraphernalia that is confiscated will not be returned to residents at any time.

Refer to the [Student Code of Conduct](#) for a comprehensive definition of prohibited drug-related behaviors.

Elevators

If an elevator malfunctions, residents and guests must press the alarm and stay inside until help arrives. Occupants must not attempt to pry open doors or climb out. Residents will be charged the cost of labor and repair needed due to their misuse of elevators. Residents will also be charged the cost to retrieve items dropped down shafts.

Fire & Life Safety

Residents must evacuate the building when the fire alarm sounds. Residents must follow all posted fire and life safety policies, including evacuation routes and occupancy limits, in addition to local fire codes. All fire and life safety equipment must remain intact, installed and functioning. This includes fire extinguishers, smoke detectors, sprinkler systems/pipes/heads, EXIT signs, and other equipment that provides protection and safety to all building occupants.

Part of living in a community is reporting any equipment that is failing, being tampered with, or has been destroyed. All residents are responsible for reporting any vandalism, damage, or theft of fire & life safety equipment of which they should have reasonably known the status.

Any individual allegedly tampering with, removing, damaging, or possessing any fire/life safety equipment will be referred to the student conduct process, and if found responsible may be assigned a restitution sanction of \$500. In addition, residents may be held financially responsible for false fire alarms and/or evacuations caused by behavior in violation of Housing & Dining policies, including but not limited to Smoking, Room/Suite Decorations, and the Unapproved Items policies.

Modifications to, or changes in, electrical wiring are not permitted. No "splices," "octopuses" or modification devices of any kind may be used to add plugs in a room or suite. Only UL-approved, grounded power strips with circuit breakers may be used ; a maximum of two power strips may be used per resident.

There are several items not permitted in the residence halls due to the potential fire hazard they present. Please see the Prohibited Items policy for more information.

Refer to the [CU Denver Student Code of Conduct](#) for additional university policies on fire and life safety.

Guests

All residents are permitted to have guests visit them in the residence hall. Note that the safety and comfort of residents takes priority over the comfort or desire of guests to visit.

“Guests” are defined as any individual who is not checked-in as a resident of the residence hall and/or not assigned to the room or suite they are visiting. This includes, but is not limited to, family members, residents of another residence hall, friends, other Auraria campus students, etc. *Guests are also defined as someone that you allow into the residence hall even if you do not know them.*

Residents may only host guests in their bedrooms/suites with the permission of roommates or suitemates. In turn, residents are expected to provide reasonable permission to roommates/suitemates to host guests. Residents should continually discuss comfort with guests and document these discussions in their Agreements.

GUEST REGISTRATION

- All residents must check-in their guest at their residence hall’s front desk each day the guest visits the residence hall, upon that guest’s arrival.
- Upon checking in, guests will receive a daily wristband for each day they are at the residence hall. These wristbands indicate that the guest has been appropriately checked in for that day only.
- Guests must have a valid photo ID to check in at the residence halls.

GUEST EXPECTATIONS

- Guests must abide by Housing & Dining policies. Residents are responsible for communicating these policies to guests.
- Residents are responsible for their guests and their actions while at the residence hall, including any damages caused by guests.
- Guests must be escorted and accompanied by their resident host at all times while in the residence hall.
- Guests not complying with policies will be asked to leave and may be restricted from Housing & Dining property.
- Conflicts that arise from guests or guest-related issues will be addressed with support from Residence Life staff. Guests causing extended and/or severe disturbances to the residential community may be restricted from visiting the residence hall.
- Guests’ daily wristbands must be worn and visible at all times.
- Any resident wishing to host a guest under the age of 18 years must receive written authorization from the Executive Director of Housing & Dining or designee prior to the guest’s arrival at the residence hall.

OVERNIGHT GUESTS

- Overnight guests are allowed to remain for no more than three consecutive days within a fourteen-day period, but it must be agreed upon by all roommates/suitemates.
- Overnight guests must be at least 18 years of age or older.
- Overnight guests must check in at the residence hall front desk each day they are in the residence hall. Once they have checked in, they will receive the appropriate daily wristband.

Hammocks

Hammocks are not permitted to be hung from any tree, post, or other outdoor space in or around the residents halls unless otherwise indicated (there are posts in the City Heights courtyard for this express purpose). This includes courtyard spaces, parking lots, etc. Furthermore, hammocks should not be hung within the interior of the building, including in any suite, bedroom, common space, etc. Hammocks are intended for temporary use and must be removed immediately after use.

Health, Cleanliness, & Trash Removal

All suites, bedrooms, and common areas must be kept clean at all times, “Clean” is defined as free from dirt, stains, contaminants, excessive clutter, debris, and food waste. Any activities that violate any health code are prohibited. Residents may not interfere with the safe and clean environment of others.

All suites, bedrooms, and common areas, including dining halls, eateries, etc., must remain free of noxious odors. A noxious odor is any aroma of such intensity that it becomes apparent to others. Any odor can become noxious when it is too strong. Some examples are perfume, trash, dirty laundry, or the smell of cigarette smoke. When a noxious odor can be localized to a particular room, the assigned resident may be required to meet with Housing & Dining and/or other University staff to correct the odor.

If Housing & Dining believes that your room presents a health risk, you will be notified by staff and you will be asked to clean your space. Housing & Dining Staff will check on the progress of this clean up to ensure that it is complete, and your space is maintained at an acceptable level of cleanliness.

Housing & Dining provides housekeeping for hallways, common areas, common bathrooms, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their bedroom/suite. For your convenience, there are trash and recycling rooms located on each floor of the residence halls. If the trash room near your bedroom/suite is full, please take your trash to another trash room or to the dumpster(s). It is everyone's responsibility to keep the community clean and free of trash. Do not leave trash on the stairwell or in the hallways. If trash is found in inappropriate locations, you may be charged trash removal fees. Please make sure all your trash is properly bagged and placed in appropriate trash and recycling rooms. Courtyard trash bins are not intended for large quantities or bags of trash. In addition to the trash and recycling rooms, recycling bins are located throughout the residence halls. These recycle bins are equipped to handle paper, plastic, and glass. We encourage you to help keep the environment clean by recycling what you can and discarding the rest in the trash.

Identification & Visible Badging

All residents, guests and persons on the property are expected to carry identification at all times. Residents and guests must carry a Auraria Campus ID (i.e., CU Denver, MSU Denver, CCD) or guest wristband, respectively. Other persons must carry a form of government-issued identification. All residents and staff must have their campus ID visible on their person when not in their assigned bedroom, suite, or office.

If a person is unable to produce identification, staff will document this and escort them off the property. If a person refuses to leave the property, they will be deemed as trespassing and will be reported to AHEC police.

Noise & Quiet Hours

Residents must be aware of their noise level and demonstrate respect for other residents. To promote an academically focused community, the following hours have been designated in all residence halls:

COURTESY HOURS

Courtesy hours are in effect 24 hours a day, seven days a week. Residents should always honor the request of the community regarding noise levels, even when it is not during general quiet hours.

Residents experiencing disturbances due to noise should first try to talk respectfully with the responsible resident(s) directly. If you do not get the desired results, take the concern to Housing & Dining staff. Residents asked to reduce their noise are expected to courteously reduce their volume. Through reciprocal cooperation, all members of the community will be able to study, socialize, and sleep successfully.

Shouting down hallways or between rooms is not permitted. Stereos or speakers may not be played out of open windows, as they may disrupt other residents, students, and campus community members.

GENERAL QUIET HOURS

Sunday – Thursday: 10:00PM – 8:00AM

Friday – Saturday: Midnight – 8:00AM

During general quiet hours, noise should not be heard more than one room away from its source. This includes noise from televisions, gaming consoles, stereos, speakers, musical instruments, and other electronic equipment. Any equipment that continually disturbs other residents of the room/suite or hall may be confiscated from the responsible resident.

During quiet hours, residents and their guests are also expected to keep their voices at a reasonable level such that conversation cannot be heard from the room next door.

Residents may be asked to reduce occupancy in certain lounges and other common areas during this time to reduce noise levels.

If any noise from a room can be heard from a door next door or further away, it is too loud.

EXAM WEEK QUIET HOURS

Quiet hours are enacted 24-hours a day during exam weeks, starting with the General Quiet Hours period prior to the first day of exams.

Personal Responsibility

Residents are responsible and accountable for their behavior and for the choices they make as a member of the residence hall community. Residents may not engage in any behaviors that are illegal or endanger themselves or others in the community.

Prohibited Items

The following items are prohibited in the residence halls for fire, electrical, and/or life safety reasons:

- Bulk alcohol dispensers (kegs, taps, beer bongs, beer funnels, etc.)
- Alcohol-related paraphernalia (beer pong tables, etc.), real or simulated
- Empty alcohol containers used as decoration
- Marijuana, illicit drugs, and related paraphernalia
- Microwaves (other than those provided by Housing)
- Deep fryers
- Hot plates
- Air Fryers
- Toasters & Toaster ovens
- Pressure cookers
- Portable or window-unit air conditioners
- Portable or countertop dishwasher, washers, or dryers
- Radiators and space heaters
- Grills
- Combustible or highly flammable materials (e.g., gasoline, spray paint, butane, kerosene, etc.)
- Burning materials (e.g., incense, candles, sage, etc.)
- Smoking devices (e.g., e-cigarettes, vaporizers, hookahs, bongs, etc.)
- Explosives
- Fireworks
- Ammunition

- Any item with an exposed heating coil/element
- Any item using an open flame (e.g., candles with wicks)

Any items restricted or prohibited by other policies should also be considered part of this list. Housing & Dining staff may add to this list as the year progresses. Residents will be informed of any additions at minimum via e-mail from the Associate Director of Residence Life or designee.

Public Posting

All signs and posters in common areas must be pre-approved by the Residence Life Coordinator prior to posting and must be displayed in designated posting areas. For information about publicly posting information in the residence halls, please contact your Resident Assistant.

Responsibility to Assigned Suite/Room

SUITE/ROOM ASSIGNMENT

Residents are assigned to their specific suite, room, and bedspace in the residence hall. They may not enter any other room without being a permitted guest of that room. Residents cannot refuse a new roommate or suitemate or tell a potential roommate that they do not have a vacant space in their suite/room when in fact one or more spaces are unoccupied.

In addition, residents may not occupy or modify furniture in vacant bed spaces in their suite/room. All furniture in vacant spaces must remain open for newly assigned residents to use at any time.

SUITE/ROOM DECORATIONS

Residents are encouraged to personalize their bedroom/suite to make it feel more like home. No items may be attached to the ceiling or to any fire sprinkler heads. All decorations must be temporary so as not to permanently deface or damage doors, windows, and suite furnishings. Tape of any kind on the windows, carpet, or flooring is not permitted. Any damage to ceilings, walls, floor, or furniture will result in a damage charge.

Housing & Dining recommends that residents avoid material that a reasonable person might find offensive. The posting of material that “attacks,” demeans or otherwise exploits an individual or a group of individuals is not permitted. No materials are permitted to be permanently adhered to doors, windows, or other suite furnishings. Residents should not use materials that cannot be readily removed from any surface. Materials affixed to the door must not cover the peephole. Housing & Dining staff reserve the right to ask students to remove any decorations. Covering an entire wall or door with flammable items is a fire hazard and not permitted.

Residents may not paint any walls or furnishings in their room or suite.

SUITE/ROOM FURNITURE

All suites/bedrooms are to remain furnished with the furniture provided upon check-in. In other words, beds must remain on their frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). Furniture may be rearranged in your suite/bedroom as long as it is returned to its original position prior to check-out. No bunk beds or waterbeds are permitted. No construction, wall partitions, bed risers or any similar structures are permitted. All existing furniture must remain intact in each room/suite and cannot be deconstructed or removed.

Housing & Dining does not permit beds to be raised or lofted. All twin XL beds are able to be moved up or down on their provided frame to provide a variety of height and under-bed storage options. All twin XL beds can be raised to a maximum height of 30 inches, with the top of the mattress sitting at 41 inches. Full XL bed heights cannot be adjusted. Students may not attempt to loft beds themselves, as injury can occur, and the bed may not be secure. This includes the use of lofting kits, bed risers, or any other material to raise the bed frame off the floors. Students found lofting their bed or using materials to raise their beds will be asked to restore the bed to its original height and may be assessed a fee for staff to assist with this.

Responsibility to Common Areas

COMMON AREAS DECORATIONS

Residents may not post in or decorate any common areas outside of their assigned room or suite without permission from Housing & Dining staff.

COMMON AREA FURNITURE

All furniture in common areas must remain in the designated areas and not be moved out of the area. Residents may not bring common area furniture into their assigned rooms. When leaving a common area, residents must return furniture to the arrangement it was in when they arrived. Any residents found responsible for moving furniture may be charged for the labor to return the furniture to the designated area.

Responsibility to Report

If you are present in a room/suite, common space, or Housing & Dining function where a policy violation is occurring, you are required to leave the room and/or area immediately to report the violation to Housing & Dining staff.

Smoking

Smoking is strictly prohibited in all suites/bedrooms, hallways, breezeways, common rooms, and courtyards. Smoking is permitted in [designated areas](#) only. At Lynx Crossing, residents are permitted to smoke at the smoking pavilion located in the South parking lot. Hookahs, bongs, vapes, and any other smoking paraphernalia items are strictly prohibited on the property, even when they are not in use.

Vandalism

Vandalism, including but not limited to, damaging university property or property belong to another is not permitted and a violation of the [Student Code of Conduct](#). This includes intentional damage to elevators, white boards/bulletin boards, common areas, door decorations, flyers, and fire and life safety equipment. Residents found responsible of vandalism could face possible termination of the housing contract.

Weapons

Firearms, ammunition, fireworks, explosives, highly flammable materials (including spray paint), projectile devices, guns or knives, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited on Housing & Dining property. Refer to the [Student Code of Conduct](#) for “weapon” as defined by the University of Colorado Board of Regents. A harmless instrument designed to look like a firearm, explosive, or dangerous weapon which is used by or is in the possession of a person with the intent to cause fear in or assault to another person is expressly included within the meaning of weapon.

Residents and guests are not permitted to carry handguns regardless of their possession of a Concealed Handgun Permit. AHEC does offer the option for short-term weapons storage. Questions about AHEC’s weapon’s storage policy should be directed to 303.556.5000. Residents and guests should not possess or store any other types of firearms in the residence halls. Firearms are defined as any gun, rifle, pistol or handgun designed to fire bullets, BBs, pellets or shots (including paint balls or darts) regardless of the propellant used. This includes ornamental rifles used for military or ROTC training.

Windows

Window screens must be left intact and must not be removed, loosened, or altered in any manner. No objects may be thrown or dropped from a window or suites/common area opening. Window stoppers are installed on each window for the resident’s safety. All window stoppers must remain installed in windows at all times. Removal of any window screen and/or window stopper is strictly prohibited.

Safety & Emergency Procedures

Evacuation

Fire pull stations and safety equipment, including fire extinguishers, are to be used only in case of emergency. The activation of fire alarms should be taken seriously, and residents shall proceed according to the instruction posted in and about the property. Activating a fire alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible may face disciplinary action both criminally and in accordance with the CU Denver Student Code of Conduct.

If there is a fire or an alarm is activated, evaluate your options.

Evacuating should be your first priority. Before exiting your suite/bedroom, feel the door with the back of your hand. If it is cool or at room temperature, immediately and safely exit the suite/bedroom, close the door, and proceed to your nearest fire stairwell or emergency exit to evacuate. Leave your belongings behind and do not use the elevators when evacuating. If smoke is present in the hallways, lie down and crawl to your nearest fire stairwell; fresh air will be near the floor.

If you evacuate your suite/bedroom and you realize you cannot make it out of the building, seek refuge in your nearest fire stairwell. Wait in the nearest fire stairwell to be rescued by the fire department.

If a door is hot, don't open it; fill any cracks with wet towels if you have access to a water source. If you live at Lynx Crossing, open your window, and hang a sheet out of it. If you live at City Heights, place a towel or sign in the window. Doing so will signal your location and need for help. From your suite, wait on the floor, near your window to be rescued by the fire department.

In order to avoid falling debris and to give the fire department personnel room to operate, all residents should proceed away from the building and meet at the designated rally points indicated by Housing & Dining staff. Once at a designated rally point, notify a member of the Housing & Dining staff. Based on information provided by the first department and/or emergency services, Housing & Dining staff will indicate to residents when they are able to reenter the residence hall. Do not re-enter the building without explicit guidance to do so.

You are required by law to evacuate the buildings when the alarm sounds unless it is absolutely not possible. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the termination of your housing contract. Additionally, failure to exit the property during a fire alarm or drill may result in fines up to \$1,000.

Missing Persons

As required by federal law, every resident will be given the option of providing confidential contact information which will be used in the event that the resident is reported to be missing. The confidential contact is not required to be a parent or guardian if the resident is 18 years of age or older. If the resident is non-emancipated and under the age of 18, parents or guardians will be called upon determination that the resident is missing. Regardless of the student's age, law enforcement will be notified upon determination that the resident is missing. During the housing application process, every student will be asked to identify that confidential contact.

Personal Property Insurance

Housing & Dining takes many precautionary measures in attempting to aid the well-being of residents and to create the safest possible living environment. These measures include strongly urging residents to keep their suite and bedroom locked at all times and having an extensive preventive maintenance program designed to detect and cure problem areas throughout the physical facility.

Housing & Dining is not liable for any losses or damages that may occur to your personal property. As stated in the Housing & Dining Services Contract, Housing & Dining does not assume any responsibility for the theft, destruction, or loss of money, valuables, or other personal property belonging to or in the custody of the residents, regardless of cause. This includes losses that occur in the resident's room, storage room, laundry areas, public areas, or other areas of the residence and dining hall.

Housing & Dining strongly recommends that residents obtain renter's insurance and/or personal property insurance for their valuables. If a resident is a dependent, they may be covered under their guardian's insurance.

Personal Safety

Personal safety measures are just as important to your well-being as those previously mentioned. As you navigate your student experience, there are steps that can be taken to decrease your likelihood of being a victim. Living in a major metropolitan area carries with it a responsibility to be aware of your surroundings and take certain steps to ensure your safety. Below are some safety tips to keep in mind while both on and off the property:

- Do not walk alone after dark. If you must travel across campus after dark, you may opt to use the Auraria Campus NightRider Service (*when available*). The [NightRider Service](#) will give you a free ride from any campus parking lot to your classroom and back again. This service is provided by calling (303) 556-2000.
- Do not prop open any doors. Do not open doors for strangers.

- When you leave your suite/bedroom, remember to close your door all the way to ensure that it is locked, this applies even when you leave for only a minute. Always carry your ID with you. If your ID or bedroom key is lost or stolen, please report it to the front desk immediately so that appropriate safety measures can be taken.
- Never open your door to someone you don't know. Report suspicious-looking persons to your RA or Housing & Dining staff.
- If you see an unsafe feature on our property (e.g., an EXIT sign is damaged), please notify Housing & Dining staff immediately.
- Foot and vehicle traffic around campus and Lynx Crossing will increase during special event days in downtown Denver (e.g., football games, concerts, etc.), so it is especially important to make sure that no one enters the residence hall who does not live there. Do not allow anyone to follow you through any access gate, including the front door or parking lot entrance gate.

Preventing Auto Crime

Housing & Dining staff recommend keeping your car locked and your valuables out of sight. Housing & Dining is not responsible for any damage or loss to your motor vehicle or its contents. Please reference the following tips to prevent auto crime.

- Roll up windows.
- Never hide a spare key in your car.
- Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Proceed to the driver's door.
- Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- As soon as you get in the car, lock the doors.
- If someone is in your car or loitering around it, call the police. DO NOT confront the stranger.

Security Cameras

To enhance safety and security efforts in the residence halls and dining centers, security cameras are located near external doors, inside main entrances/lobbies/hallways, and around other public areas. The camera's locations only record data in areas considered public, where people would not expect privacy.

Tornados

Know the difference between a tornado watch and a tornado warning. A tornado watch simply means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or has been indicated on radar.

In the situation that a tornado warning is in effect, the safest place for you to stay is in your bathroom. Housing & Dining suggests you take a portable, battery operated radio with you to keep you up to date on the current status of the tornado. Once the tornado warning has been lifted, the immediate danger is over, and you can resume normal activity. If the residence hall has been damaged, emergency first responders will be contacted and determine if residents can return to their suites/bedrooms.

Winter Storm

Because winter storms can be particularly severe and impact campus, you should begin making plans in late fall for the coming winter. Housing & Dining recommends having the following items on hand before the storm season arrives: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, and a fully stocked first aid kit.

The safety and emergency procedures listed above are specific to the residence halls. All policies and procedures listed in the above section should be followed, in addition to those specified in the CU Denver [Student Code of Conduct](#).

Paying for Housing

University of Colorado Denver & Metropolitan State University of Denver

Based on your attending institution, the Office of Housing & Dining submits a semester charge to the CU Denver or MSU Denver at the beginning of the fall and spring semester (typically around late July for the fall, and late December/early January for the spring semester). Your housing charges will be combined with your tuition and fee charges on one bill through your student portal. You will be responsible to log into your CU Denver or MSU Denver student portal and set up payment arrangements on your student account. If you make a housing contract modification you are responsible to make the appropriate adjustment to any payment plan you may have in place.

- The CU Denver Bursar's Office can be reached via phone at (303) 315-1800 or via email at bursar@ucdenver.edu. You can also find useful information on the [CU Denver Bursar's Office website](#).
- The MSU Denver Bursar's Office can be reached via phone at (303) 615.0070 or via email at bursar@msudenver.edu. You can also find useful information on the [MSU Denver Bursar's Office](#) website.

FINANCIAL AID

Financial Aid may be used to pay for all or a portion of the housing contract liability charges. These payments are made for the full semester balance. Please work with the Office of Financial Aid for eligibility and packages.

- The CU Denver Office of Financial Aid can be reached by calling Lynx Central at (303) 315-5969 or via email at financialaid@ucdenver.edu. You can also find useful information at [CU Denver Office of Financial Aid](#) website.
- The MSU Denver Financial Aid Office can be reached by calling (303) 556-8593 or via email at finaid@msudenver.edu. You can also find useful information at [MSU Denver's Office of Financial Aid](#) website.

Any remaining balance unpaid through the University of Colorado or Metropolitan State University Denver will be the sole responsibility of the student and/or guarantor of the housing contract to ensure the balance is paid directly to the appropriate Bursar's Office. Any late payments will be subject to the terms and conditions of your attending institution's late payment policy. Additionally, students with a balance due may receive balance due letters and/or phone calls and emails reminding them of the balance outstanding. An outstanding balance may jeopardize your eligibility for housing. If you are

unsure of your payment status or account balance, please contact, in writing, the Student Accounts Manager at any time at Melissa.niblack@ucdenver.edu

Community College of Denver

The Office of Housing & Dining does not send bills or statements for payments due for CCD students. We do not provide payment slips, payment reminders, etc. Community College of Denver students will not be able to make payments for housing or dining charges through their institutional billing offices. **All Community College of Denver students must contact the Student Accounts Manager, Melissa Niblack, at Melissa.niblack@ucdenver.edu for payment purposes.**

Early Contract Termination

If you would like to terminate your housing contract before the end date specified in your housing contract, you must complete a Housing Contract Termination Petition. You must contact the Student Accounts Manager at Melissa.niblack@ucdenver.edu for more information about the petition process. *Please note that submission of a Housing Contract Termination Petition does not guarantee that your housing contract will be terminated and/or terminated at a reduced cost.*

Appendix A: Charge Sheets

See **General Housing & Dining Procedures > Damages & Related Charges** for more on how, when, and why a resident would be assessed these charges.

General Damage & Labor Charges

Item	Amount
Access/Keys – Lockouts	\$10 per lockout (after first two)
Access/Keys – Lost bedroom key	\$150 each time key is lost
Bed loft/risers removal	\$50
Elevator damage (intentional or negligence)	Actual cost for parts and labor
Fire & Life Safety equipment damage, tampering, or theft (fire extinguishers, EXIT signs, smoke detectors, etc.)	\$500 per item
Furniture movement (returning to correct area)	\$250 per furniture item
Laundry machine damage (intentional or negligence)	Actual cost for parts and labor

City Heights Cleaning and Damage Charges

Reference Sheet

CLEANING

BEDROOM CLEANING	
Door in/out	\$ 10.00
Dusted	\$ 10.00
Desk/dresser drawers/hutch (each unit)	\$ 25.00
Window ledge	\$ 10.00
Vacuuming	\$ 20.00
Walls (per wall)	\$ 20.00
Baseboards	\$ 15.00
Carpet Stains (per hour)	\$ 27.00/ hour
Blinds	\$ 30.00
Wardrobe	\$ 10.00
Windows	\$ 25.00
Sticker or Adhesive Removal	\$ 25.00
Trash (per bag)	\$ 25.00

DAMAGES

CARPET AND FLOORING DAMAGES	
Burn marks (each)	Actual \$
Permanent Spots due gum, tar, dye, etc. - Replace	Actual \$
Carpet Replace (Full)	Actual \$

BEDROOM FURNATURE DAMAGES

Mattress or Box Spring stain, hole, etc. (replacement)	\$ 200.00
Bed Frame	\$ 200.00
Desk Replacement	\$ 270.00
Desk Chair Missing or damaged	\$ 80.00
Dresser (per unit)	\$ 270.00
Smoke Detectors damaged or removed (Each)	\$ 25.00
Smoke Detectors Missing needing replacement (Each)	\$ 100.00
Wardrobe	\$ 600.00
Sticker or Adhesive Removal	\$ 25.00

WINDOWS AND WALL DAMAGES

Blinds	\$ 200.00
Window Damaged or Replacement (Each)	Actual \$
Holes- Larger then a quarter (per hole)	\$ 75.00
Paint and drywall removed by tape or picture hanger	\$ 25.00
Paint entire wall (per wall)	\$ 100.00
Sticker or Adhesive Removal	\$ 25.00

DOORS AND CEILINGS DAMAGES

Entrance Door Replacement	\$ 1,100.00
Salto Entrance Door Lock - Replacement	\$ 1,600.00
Scratches or Small holes Refinishing	\$ 25.00
Room Number Missing	\$ 50.00
Ceiling Stickers/ Adhesive (includes stars) - Removal	\$ 50.00
Door Stickers -Removal	\$ 25.00
Adhesive Removal	\$ 25.00
Burns, smoke stains (needing repair)	Actual \$

Lynx Crossing Cleaning and Damage Charges

Reference Sheet

KITCHEN/ ENTRY CLEANING		CARPET AND FLOORING DAMAGES	
Floor	\$ 50.00	Burn marks (each)	Actual \$
Inside/Outside of cabinets (each cabinet)	\$ 15.00	Permanent Spots due gum, tar, dye, etc. - Replace	Actual \$
Kitchen sink	\$ 25.00	Carpet Replace – Living Room/Bedroom	Actual \$
Counters	\$ 20.00	Vanity Carpet Replace	\$ 500.00
Inside and outside of refrigerator	\$ 75.00	Kitchen Tile Replacement	\$ 500.00
Inside Oven	\$ 100.00	Bathroom Linoleum Replacement	Actual \$
Microwave	\$ 25.00	Carpet/Hard Floor Transition Strip	\$ 50.00
Stove Hood and Top	\$ 20.00	Front Door Threshold	\$ 100.00
Outside of dishwasher	\$ 20.00	BEDROOM DAMAGES	
Walls washed (per wall)	\$ 20.00	Mattress stain, hole, etc. (replacement)	\$ 200.00
Entry carpet/tile clean	\$ 50.00	Bed Frame	\$ 200.00
Baseboards	\$ 15.00	Desk Replacement	\$ 200.00
LIVING ROOM CLEANING		Desk Chair Missing or damaged	\$ 70.00
Window ledges	\$ 15.00	Dresser Drawers (per unit)	\$250.00
Vacuum carpet	\$ 75.00	Smoke Detectors damaged or removed (Each)	\$ 50.00
Carpet stains (per hour)	\$ 27.00/ hour	Smoke Detectors Missing needing replacement (Each)	\$ 100.00
Walls washed (per wall)	\$ 20.00	Closet Shelving	\$ 75.00
Dining room table	\$ 50.00	MISCELLANEOUS DAMAGES	
Baseboards	\$ 15.00	Small scratches on wood furniture (Each)	\$ 15.00
Blinds	\$ 30.00	Adhesive hooks, air fresheners, etc. not removed	\$ 30.00
Coffee Table	\$ 25.00	Smoke/unusual odor- requires paint and clean (per room)	\$ 200.00
Couch	\$ 50.00	BATHROOM/VANITY AREA DAMAGES	
Dining Room Chairs (Each)	\$ 10.00	Lavatory – Chip/damaged	Actual \$
BEDROOM CLEANING		Toilet Bowl and Tank Replacement	\$ 250.00
Door in/out	\$ 10.00	Toilet Lid	\$ 25.00
Dusted	\$ 10.00	Vanity Area Light - Replacement (each)	\$ 50.00
Desk/dresser drawers/hutch (each unit)	\$ 25.00	Bathroom Light Replacement	\$ 50.00
Window ledge	\$ 10.00	Towel Bar Replace (Missing or Broken – each)	\$ 25.00
Vacuumed	\$ 20.00	Towel Bar Reinstall	\$ 15.00
Walls (per wall)	\$ 20.00	Toilet Paper Holder - Replace (Missing or Broken – each)	\$ 25.00
Baseboards	\$ 15.00	Toilet Paper Holder - Reinstall	\$ 15.00
Carpet Stains (per hour)	\$ 27.00/ hour	Shower Curtain Rod - Replacement	\$ 50.00
Blinds	\$ 30.00	Tub/Shower - Replacement	Actual \$
Closet	\$ 10.00	Mirror - Replacement	\$ 250.00
Windows	\$ 25.00	Sink - Replacement	\$ 150.00
Sticker/ Adhesive Removal	\$ 25.00	Countertop - Replacement	\$ 600.00
BATHROOM CLEANING		Faucet - Replacement	\$ 150.00
Sink/Vanity/Counter	\$ 30.00	WINDOWS AND WALL DAMAGES	
Floor	\$ 25.00	Blinds	\$ 100.00
Tub/shower	\$ 100.00	Window Damaged or Replacement (Each)	\$ 400.00
Cabinets/Drawers (each)	\$ 25.00	Window Screen Damaged	\$ 25.00
Walls	\$ 20.00	Window Screen - Replacement	\$ 60.00
Shower, towel, TP, bars (each)	\$ 5.00	Holes- Larger then a quarter (per hole)	\$ 75.00
Mirror	\$ 20.00	Paint and drywall removed by tape or picture hanger	\$ 25.00
Door in/out	\$ 10.00	Paint Bedroom (per wall)	\$ 75.00
Baseboards	\$ 15.00	Paint Living Room (per wall)	\$ 100.00
LIVING ROOM DAMAGES		Paint Kitchen (per wall)	\$ 75.00
Sofa Replacement	\$ 600.00	Paint Bathroom (per wall)	\$ 75.00
Coffee Table Replacement	\$ 200.00	DOORS AND CEILINGS DAMAGES	
Smoke Detectors damaged or removed (Each)	\$ 25.00	Entrance Door Replacement	\$ 1,100.00
Smoke Detectors - Replacement (Each)	\$ 75.00	SALTO Entrance Door Lock - Replacement	\$ 1,600.00
Thermostat	\$ 75.00	Interior Door Replacement	\$ 200.00
KITCHEN DAMAGES		Interior Door Lock - Replacement	\$ 75.00
Refrigerator Crisper Glass (Each)	\$ 25.00	Scratches or Small holes Refinishing	\$ 25.00
Freezer Door – Damaged	\$ 100.00	Apartment Number Missing	\$ 50.00
Ice Cube Tray Replacement	\$ 50.00	Peep Holes Missing	\$ 20.00
Refrigerator/Stove - chip/damaged (Each)	\$ 25.00	Ceiling Holes	\$ 100.00
Refrigerator Replacement	\$ 700.00	Sticker/ Adhesive Removal	\$ 25.00
Stove/Oven Replacement	\$ 450.00	Ceiling Stickers (includes stars)	\$ 50.00
Microwave Replacement	\$ 200.00	Burns, smoke stains (needing new drywall and paint)	\$ 200.00
Microwave Plate	\$ 50.00	KEY REPLACEMENT	
Dishwasher Replacement	\$ 350.00	Bedroom hard key - Replacement	\$ 150.00
Broiler Pan/Rack Replacement	\$ 20.00		
Oven Racks Replacement (each)	\$ 20.00		
Cabinet Shelf Replacement (each)	\$ 30.00		
Cabinet Door Replacement (each)	\$ 50.00		
Kitchen Light Replacement (each)	\$ 100.00		

Appendix B: Room/Suite Change FAQ

WHY IS IT IMPORTANT THAT I STAY IN MY ROOM/SUITE?

- Stability. An essential component of a student's personal development is the ability to form stable and productive interpersonal relationships. Living in your room/suite for the entire year contributes to the stability of these relationships and encourages all residents to rely on each other, solve problems, and contribute to ongoing community development.
- Problem Solving. Working through challenging situations is a valuable life experience and learning to compromise and communicate are essential life skills. We encourage students to put substantial effort into the success of their living situation, which can include navigating conflict and setting appropriate personal and interpersonal boundaries.
- Diversity. Learning to live with others who are different from yourself is an important life skill and contributes to both an individual's and community's overall development. CU Denver is proud to be an incredibly diverse, urban institution, and the positive impacts of having a diverse student body are evident in the residence hall.

WHEN CAN I REQUEST A ROOM/SUITE CHANGE?

We do not accept room/suite change requests within the first 2 weeks of classes. If you feel you are experiencing extenuating circumstances that would warrant a room/suite change before the room/suite change request period opens, contact the Residence Life Coordinator ASAP. Room/Suite change requests can be made until 2 weeks before the end of the semester.

WHY AM I BEING CHARGED A FEE?

Room/Suite changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. Students experiencing extenuating circumstances or requiring medical accommodations may be exempt from the fee.

HOW MANY ROOM CHANGE REQUESTS DO YOU RECEIVE A YEAR?

The number of requests varies from year to year and depends on the occupancy of the residence hall and availability of rooms. More room/suite change requests are received than are approved.

WHAT REASONS ARE LIKELY TO BE APPROVED?

- A resident has a specific health or medical concern that cannot be accommodated in their current living situation.
- A resident has experienced a roommate conflict that they have attempted to resolve throughout the semester, but the conflict is no closer to being reconciled. As part of this, the resident must demonstrate the variety of ways that they have attempted to resolve the conflict both individually and with the assistance of Housing & Dining staff.
- A resident is in a situation where there are immediate health concerns, safety concerns, or other extenuating circumstances that can only be mitigated by moving rooms/suites.

WHAT REASONS ARE LIKELY TO BE DENIED?

- A resident is experiencing non-emergent roommate conflict that they have not attempted to resolve on their own with the assistance of the Housing & Dining staff.
- A resident would prefer to live with their friend on a different floor or wing.
- A resident does not like physical aspects of their current suite/bedroom (e.g., it is close to the train, it is farther away from the laundry room, etc.).

WHY CAN'T YOU PROCESS EVERY ROOM CHANGE REQUEST, ESPECIALLY WHEN I KNOW OF SPECIFIC ROOMS THAT ARE AVAILABLE?

- Rooms/suites that appear to be vacant may not actually be available. Since the Office of Housing & Dining signs individual housing contracts with each resident, once a resident takes occupancy of a bed/room space, that a bed/room space remains assigned to that resident until their housing contract is officially terminated. Housing & Dining may also reserve certain spaces for students with specific needs or may have already offered the vacant space to someone else.
- Several students may be requesting the same room/suite. If you know of a vacancy, it is likely that others do as well.
- Room/suite changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. Processing every room/suite change request would not be an effective use of staff members' time, since our primary goal is to promote community and residential personal development.
- Rooms/suites may be kept vacant for alternative uses, including providing spaces for students who are temporarily moved for facilities or construction.

WHAT STEPS SHOULD I TAKE TO REQUEST A ROOM/SUITE CHANGE?

1. You must schedule a meeting with the Residence Life Coordinator (RLC) to discuss the room/suite change request. During this meeting, the RLC will ask if you have taken actions to address any concerns. Actions that you can take on your own include:
 - a. Have a conversation with your suitemate(s). This demonstrates that you have a personal responsibility in resolving the issues and gives you a chance to exercise conflict-resolution skills.
 - b. Have a conversation with your Resident Assistant (RA). This shows that you respect the community and have made an effort to solve problems and share concerns.
 - c. Attempt to utilize other campus resources when appropriate. These can include the Student and Community Counseling Center, Ombuds Office, Office of Disability Resources and Services, Office of Student Life, etc.
2. A likely outcome of the meeting with the RLC will be the development of a plan to support you in your current housing assignment. The RLC may make the following suggestions to include in this plan:
 - a. Creating or amending your Roommate Agreement, if your RA has not already completed this with all occupants of your suite.

- b. Instructing you to approach your suitemate directly about the issues you are facing. Guidance and instruction will be provided to you on how to best prepare for a successful interaction.
- c. Instructing an RA to facilitate a conversation or mediation between you and your suitemate(s).
- d. Formally mediating a conversation involving you and all other suitemates.
- e. Referring you to on-campus resources.
- f. Following-up and/or checking-ins more regularly.

If it is determined that there are extenuating circumstances, the RLC will direct the request to the Associate Director of Residence Life (ADRL) for consideration. **Note that there may or may not be alternate accommodations available even after referral to the ADRL.**

WHAT HAPPENS WHEN MY REQUEST IS APPROVED?

- 1. The RLC will email you with your new room/suite assignment and timeline for making the move.
- 2. You will have until the end of the timeline provided to complete the transfer and return old keys to the front desk. If the move is not completed by the deadline given, the move will be void and your request will no longer be taken into consideration.
- 3. You will work with your new roommate(s)/suitemate(s) to complete a new Roommate Agreement within 1 week of moving into your new room/suite (if applicable).

WHAT IF I DECIDE TO BREAK MY HOUSING CONTRACT ENTIRELY?

You must complete a Housing Contract Termination Petition. You must contact the Student Accounts Manager at Melissa.niblack@ucdenver.edu for more information about the petition process. *Please note that submission of a Housing Contract Termination Petition does not guarantee that your housing contract will be terminated and/or terminated at a reduced cost.*