

Housing and Residential Life

Resident Handbook 2022-2023

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

As a college student, you have rights and responsibilities to guide you throughout your academic career. All students are expected to obey federal, state, and local laws, the rules and regulations of UMass Boston, and directives issued by an administrative official in the course of their duties. All members of the UMass Boston community are expected to reflect the values detailed in the [University of Massachusetts Boston Student Code of Conduct](#). In addition to the behaviors addressed there, the Resident agrees to abide by the behaviors and procedure outlined in this Resident Handbook. All email communication between residents and Office of Housing and Residence Life (OHRL) staff members will be through the student's UMass Boston email account.

NOTE: The Office of Housing and Residential Life reserves the right to update this handbook at any moment it is deemed necessary. Residents are expected to comply with the most up to date version of this handbook as soon as one is made available.

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

CONTACT INFORMATION

Phone: 617-287-6011

Email: housing@umb.edu

Office hours: Monday – Friday 8:30 AM – 7:00 PM (Professional staff available until 5:00PM)

The RA on-call may be contacted for urgent matters that occur after business hours. For urgent matters, please go to the 24/7 courtesy desk on the first floor of each building.

East Security Desk: 617-287-3234

West Security Desk: 617-287-3232

TABLE OF CONTENTS

1. SAFETY & SECURITY 3

- | | | | |
|------|----------------------|-------|--|
| 1.1. | Bedroom Access 3 | 1.7. | Personal Security while Inside Bedroom 6 |
| 1.2. | Community Access 3 | 1.8. | Personal Security while Outside your Bedroom 6 |
| 1.3. | Guests & Visitors 3 | 1.9. | Prohibited Items 6 |
| 1.4. | Fire Alarms 5 | 1.10. | Smoke Detectors 7 |
| 1.5. | Inspection/Entry 5 | 1.11. | Video Surveillance 7 |
| 1.6. | On-call OHRL Staff 5 | | |

2. BEHAVIORAL EXPECTATIONS 7

- | | | | |
|------|------------------------------------|-------|-----------------------------|
| 2.1. | Compliance 7 | 2.10. | Free Speech & Hate Speech 8 |
| 2.2. | Alcohol 7 | 2.11. | Demonstrations & Protests 9 |
| 2.3. | Drugs 7 | 2.12. | Solicitations 9 |
| 2.4. | Drug Paraphernalia 7 | 2.13. | Trash & Recycling 9 |
| 2.5. | Presence During Policy Violation 7 | 2.14. | Pets 9 |
| 2.6. | Quiet Hours 8 | 2.15. | Sports 9 |
| 2.7. | Number of Occupants 8 | 2.16. | Furniture 10 |
| 2.8. | Disruptive Odor 8 | 2.17. | Commercial Enterprise 10 |
| 2.9. | Posting 8 | | |

3. FACILITY POLICIES 10

- | | | | |
|------|---------------------------------|------|-------------------------------|
| 3.1. | Bedroom/Bathroom Cleanliness 10 | 3.5. | Laundry 12 |
| 3.2. | Hallways & Corridors 10 | 3.6. | Bicycles 12 |
| 3.3. | Common Area Use 10 | 3.7. | Pest Control & Eradication 12 |
| 3.4. | Decor. & Bedroom Alterations 10 | 3.8. | Move Out 13 |

4. RESIDENT SERVICES 13

- | | | | |
|------|-----------------------------|------|----------------------------------|
| 4.1. | Lockouts 13 | 4.4. | Information Technology Policy 14 |
| 4.2. | Mail & Packages 13 | 4.5. | Resident Assistant Staff 14 |
| 4.3. | Maintenance Mgmt. System 13 | | |

5. RESIDENT RIGHTS & RESPONSIBILITIES 14

- | | | | |
|------|--------------------------------|------|---------------------------------|
| 5.1. | Contact Release 14 | 5.4. | Roommate & Neighbor Conflict 14 |
| 5.2. | Contract Termination 14 | | |
| 5.3. | Personal Property/Liability 14 | | |

1. SAFETY & SECURITY

Safety and security are the responsibility of all members of the campus community. Residents are encouraged to get to know their neighbors and other members of the community. When you see suspicious or inappropriate behavior or see someone who doesn't live in the community and is not escorted by a resident or by OHRL staff, report it immediately. No security system is foolproof. The best safety measures are the ones you perform as a matter of good judgement and habit in all locations, including on campus. Promptly report any incident of theft, vandalism, or unsafe conditions to the OHRL and/or UMass Boston Public Safety. OHRL staff are on-call 24 hours a day. Additionally, the UMass Boston Department of Public Safety patrol the on-campus property regularly. In the event of an emergency, call UMB Public Safety at 617-287-1212.

1.1. BEDROOM ACCESS

- 1.1.1. Immediately report lost or stolen key fobs to OHRL. Failure to report is considered a violation of your license agreement. Doors will be re-coded to maintain the security of the bedroom.
- 1.1.2. Do not give other people your key fob and do not let other people use your key fob. Do not duplicate fobs. These actions are considered a violation of your license agreement.
- 1.1.3. Do not write your name, address, or phone number on your key fob. Lost key fobs and Beacon Cards have the following replacement cost: \$25 for key fob, \$15 for mailbox key, \$25 for a Beacon Card, (Please note: Beacon Cards can only be replaced by the [Beacon Card Office](#) and cannot be replaced by OHRL.)

1.2. COMMUNITY ACCESS

Upon move-in, each resident's Beacon Card will be activated for residence hall access. Each resident will be issued a key fob to access their assigned room. Your acceptance and use of these items are subject to your compliance with the following guidelines:

- 1.2.1. Immediately report to OHRL a lost or stolen Beacon Card or key fob. Lost cards and/or fobs can be deprogrammed to prevent unauthorized use. Lost, stolen, or damaged key fobs will be replaced and \$25 charged to your Housing Portal. A lost, stolen, or damaged Beacon Card can be replaced for \$25 through the [Beacon Card Office](#). Failure to report a lost or stolen key fob or Beacon Card may result in disciplinary action.
- 1.2.2. Your right to access your room in the residence halls will end when your license agreement ends or is terminated.
- 1.2.3. Do not let other people use or have possession of your Beacon card or key fob. This is considered a violation of your license agreement and the [Student Code of Conduct](#).
- 1.2.4. Mere possession of a Beacon card or key fob does not necessarily confirm right of entry to the residence halls. Therefore, please do not assist someone who appears to be having difficulty gaining entry. Please do not let someone whose access has been revoked, or guests of others, enter the property with your card or fob. This is considered a violation of your license agreement and the [Student Code of Conduct](#).

1.3. GUESTS & VISITORS

- 1.3.1. Guests are defined as any resident who is visiting a room to which they are not assigned or visiting the residence hall community. Residents are responsible for their guests' compliance with this Resident Handbook and [Student Code of Conduct](#). All guests must be in good standing with OHRL and UMass Boston. It is the responsibility of the resident to check with OHRL to ensure the guest is in good standing prior to allowing them to visit the residence halls at UMass Boston. If you allow someone

access to the residence halls, or if they are in your bedroom, they are considered your guest. Guests may stay for up to 48 consecutive hours. Guests who stay more than 48 consecutive hours will be considered an unauthorized occupant. If you have an unauthorized occupant residing in your bedroom, you will be in violation of the license agreement. Residents are required to notify and register their overnight guests through the StarRez portal or at the Security Desk in their residence hall upon arrival.

- 1.3.2. Visitors are defined as any non-residential UMass Boston student or a person who is not affiliated with UMass Boston. Visitors include but are not limited to parents/guardians, siblings, relatives, friends, and significant others. Residents are responsible for their visitors' compliance with this Resident Handbook and [Student Code of Conduct](#). All visitors must be in good standing with OHRL and UMass Boston. It is the responsibility of the resident to check with OHRL to ensure the visitor is in good standing prior to allowing them to visit the residence halls at UMass Boston. If you allow them access to the residence halls, or if they are in your bedroom, they are considered your guest. Visitors may stay for up to 48 consecutive hours. Visitors who stay more than 48 consecutive hours will be considered an unauthorized occupant. If you have an unauthorized occupant residing in your bedroom, you will be in violation of the license agreement. Residents are required to notify and register their visitors through the StarRez portal or at the Security Desk in their residence hall upon arrival.
- 1.3.3. Residents must obtain permission from roommates for guests/visitors to be in their bedroom.
- 1.3.4. Residents must escort their guests/visitors at all times everywhere on the property and guests/visitors may not be left in a bedroom alone.
- 1.3.5. Residents may sign in up to two (2) guests/visitors at one time.
- 1.3.6. If all roommates agree, guests/visitors may stay overnight for up to 48 hours. Each resident is allowed four (4) overnight visits per month from their guests/visitors. An overnight stay is defined as any guest(s)/visitor(s) who visits between 12am and 8am.
 - 1.3.6.1. The four (4) overnight visits per month are a total for each resident not for each guest/visitor. Once a resident has had a guest(s)/visitor(s) stay overnight four (4) times in one month, that resident has reached their limit for overnight guests/visitors. For example, if a resident had a guest stay overnight for two (2) nights in the month of March and then had a different visitor stay overnight for two (2) nights in the month of March, that resident has reached their limit for overnight visitors in the month of March.
- 1.3.7. Residents are allowed to have guests/visitors for no more than 12 overnight stays per semester.
 - 1.3.7.1. The 12 overnight visits per month are a total for each resident not for each guest/visitor. Once a resident has had a guest(s)/visitor(s) stay overnight 12 times throughout the course of the semester, that resident has reached their limit for overnight guests/visitors. For example, if a resident had a guest stay overnight for four (4) nights in the month of September, a different visitor stay overnight for four (4) nights in the month of October, and then a same guest from September stay for four (4) nights in the month of November, that resident has reached their limit for overnight visitors for the fall semester and would not be allowed to have overnight guests for the remainder of the semester.
- 1.3.8. Residents are responsible for the actions and behavior of their guests/visitors, and all expectations and guidelines for residents apply to guests/visitors.

- 1.3.8.1. Guests/visitors who violate policy may be banned from the residence halls and the host resident may lose their guest/visitor privileges.
 - 1.3.9. Residents must meet their guests/visitors in the lobby and begin escorting them upon their guest's/visitor's entry. Residents must also escort their guest to the Security Desk to check out at the end of the visit.
 - 1.3.10. OHRL reserves the right to suspend guest/visitor privileges for the entire residential community when it is deemed necessary.
 - 1.3.11. UNDER 18 GUESTS – Overnight guests under the age of 16 will not be permitted.
- 1.4. FIRE ALARMS

Fire alarms are in all buildings. If/when the fire alarm goes off, all individuals are required to immediately leave the building. Failure to evacuate, including during a drill, tampering with smoke detectors, and/or intentionally causing a false alarm has a serious community impact and is a violation of the [Student Code of Conduct](#) and may result in further disciplinary action ranging from fines and community service to removal from the residence halls.

- 1.4.1. Fire: The University will conduct fire drills and fire safety training throughout the academic year. The following are general procedures when the fire alarm sounds:
 - 1.4.1.1. All staff and students will leave the building immediately and proceed to the assembly area. The assembly area is located between the Clark Athletic Center and the softball field. It is critical that evacuees do not stand in the roadways as to impede access for emergency personnel.
 - 1.4.1.2. If the nearest exit is the source of fire and/or is filled with smoke, use the next nearest exit. Before opening a door, touch the door with the back of your hand to see if the door is hot. Do not open the door if it is hot to the touch.
- 1.4.2. Evacuation Procedure
 - 1.4.2.1. When you hear the alarm, listen to hear if your floor is evacuating. Depending on the situation, it is possible that only the floors closest to the emergency will be evacuated or will be evacuated first.
 - 1.4.2.2. Listen for notification that your floor is being evacuated and for additional instructions. If you are unsure what to do, evacuate.
 - 1.4.2.3. If your floor is evacuated, please exit the building and move to the assembly area. The assembly area is located between the Clark Athletic Center and the softball field.
 - 1.4.2.4. Remain in the assembly area until the Department of Public Safety, Boston Fire Department, or OHRL staff tells you re-entry is permitted.
 - 1.4.2.4.1. The alarm being turned off does not necessarily mean it is safe to reenter. The Boston Fire Department will occasionally turn off the sound alarm so that they can work faster.
- 1.5. INSPECTION/ENTRY – OHRL staff may enter the bedrooms in situations as described in your license agreement. Staff may also enter rooms to ensure compliance with evacuation protocol during fire alarms.
- 1.6. ON-CALL OHRL STAFF – To assist in the safety and security of the community, OHRL staff are available and on-call 24 hours/day to respond to student crises and emergencies. During office hours, staff can be reached in the OHRL office.
 - 1.6.1. The RA on-call may be contacted for urgent matters that occur after business hours. To contact the RA on-call for urgent matters, please go to or call the Security Desk on the first floor of each building.

- East Security Desk: 617-287-3234
 - West Security Desk: 617-287-3232
- 1.7. PERSONAL SECURITY – WHILE INSIDE YOUR BEDROOM
 - 1.7.1. Do not prop your door. Keep doors shut, even while you are home.
 - 1.7.2. Ensure all windows are closed and locked and window screens are in place. Do not remove your screen from your window for any reason.
 - 1.7.3. When answering the door, see who is there by looking through a peephole. If you do not know the person, first talk with them without opening the door. OHRL recommends that you do not open the door for an individual who you do not know.
 - 1.7.4. Call University of Massachusetts Boston Police (UMBPD) for emergencies at 617-287-1212.
 - 1.7.5. Check that your door locks, window latches, and other security devices regularly to be sure they are working properly.
 - 1.7.6. Immediately report the following to OHRL by submitting a work order through the [Resident Portal](#):
 - 1.7.6.1. Broken locks, doors, window locks, windows, screens and smoke detectors.
 - 1.7.6.2. Any malfunction of other safety devices outside your bedroom in common areas, such as lights that are out in stairwells, blocked passages, broken railing, etc.
 - 1.7.7. Close curtains/blinds at night.
 - 1.8. PERSONAL SECURITY – WHILE OUTSIDE YOUR BEDROOM
 - 1.8.1. Lock your doors when you are not in your room. Your door should lock automatically when closed.
 - 1.8.2. Close and latch your windows when you are not home.
 - 1.8.3. Tell your roommates where you are going and when you will be back.
 - 1.8.4. Avoid walking alone at night. Take the [campus shuttle](#) whenever possible.
 - 1.8.5. Do not hide keys in any locations outside/near the bedroom. Always keep your keys with you.
 - 1.8.6. Do not give your Beacon Card, key fob, or mailbox key to anyone.
 - 1.8.7. Let your RA and your friends know if you will be gone for an extended time.
 - 1.8.8. Carry your Beacon Card and/or key fob in your hand, during the day and at night, when walking towards a locked door.
 - 1.9. PROHIBITED ITEMS – In order to ensure the safety of all residents, the following items are NOT allowed in the residence halls. Possession of any of the following items may result in confiscation and/or the student conduct process:
 - 1.9.1. Devices with exposed heating coils such as, but not limited to, hot plates, toasters, griddles, grills, space heaters, heat lamps, etc.
 - 1.9.2. Multiple outlet plugs, “octopus” plugs, or unapproved extension cords. You may use power strips that have a self-contained circuit breaker and extension cords that are U.L. approved with an on/off switch.
 - 1.9.3. Halogen lamps
 - 1.9.4. Candles, incense, or any open flame
 - 1.9.5. Fireworks, explosives, sparklers, ammunition, gunpowder, flammable liquids, or any materials individually or in combination may be noxious or hazardous (including but not limited to propane, charcoal, lighter fluid, butane, and helium). This includes materials for purposes other than their intended use.
 - 1.9.6. Subwoofers and large sound systems

1.9.7. Alcohol and/or drug paraphernalia as outlined in the [Student Code of Conduct](#).

Note: Prohibited items will be removed as directed by OHRL staff or the Department of Public Safety. Prohibited items that pose a safety risk will be removed and/or disposed of by the resident as directed by OHRL staff or the Department of Public Safety. All alcohol and/or drug paraphernalia will be disposed of immediately and cannot be retrieved.

- 1.10. SMOKE DETECTORS – Prior to residents moving in, we will test the smoke detector(s) in the bedrooms for proper operation and working batteries. Do not render the smoke detector(s) inoperable. Report any malfunction, battery replacement needs or inoperable smoke detector(s) immediately.
- 1.11. VIDEO SURVEILLANCE – For safety and security reasons, many public areas in and near the residence halls are equipped with Closed Circuit TV cameras. OHRL or the Department of Public Safety may review camera footage in investigations of matters including but not limited to vandalism, theft, building damages, the student conduct process, etc.

2. BEHAVIORAL EXPECTATIONS

In order to have a positive living environment that supports all residents in their pursuit of their educational goals, all residents will be held accountable to the [Student Code of Conduct](#) as well as those outlined here. Please refer to the Student Code of Conduct, the Resident Handbook, and the [Housing License Agreement](#) for the complete list of policies UMass Boston residential students are expected to abide by.

- 2.1. COMPLIANCE – Residents are required to comply with all instructions from all university professionals and paraprofessionals. Noncompliance is considered as a form of Uncooperative Behavior as outlined in the [Student Code of Conduct](#) (Part 3 Section B13). Residents who do not comply face a variety of outcomes, including but not limited permanent removal from the residence halls.
- 2.2. ALCOHOL – As per the [Student Code of Conduct](#), alcohol is not permitted in the residence halls. The residence halls are considered dry buildings and residential students who are of legal drinking age are not permitted to possess, use, or distribute alcohol in the residence halls.
- 2.3. DRUGS - As per the [Student Code of Conduct](#), drugs are not permitted on campus. Residential students who are of legal age to purchase recreational cannabis and cannabis products are not permitted to possess, use, or distribute recreational cannabis and cannabis products in the residence halls.
- 2.4. DRUG PARAPHERNALIA – Drug paraphernalia including, but not limited to bongs, hookah pipes, water pipes, etc. is prohibited in the residence halls and on campus. The Department of Public Safety, and/or local law enforcement agencies will be notified about drugs, illegal substances and drug paraphernalia found in any bedroom, or vehicle. Possession of an illegal substance in any quantity will result in an investigation and may result in removal from the residence halls. In addition, no accommodations can be made for any student in possession of a medical marijuana registration card.
- 2.5. PRESENCE DURING POLICY VIOLATION – All students in a room/area will be held responsible for their behavior in that room or area. If you're present in a student room, public space, or at an OHRL function, where a violation of policy is occurring, you may be held accountable for a policy violation even if you are not directly participating in said violation.

- 2.6. QUIET HOURS – Unless detailed differently in a building meeting or door posting provided to you after move-in, quiet hours are start at 10:00PM on Sunday, Monday, Tuesday, Wednesday, and Thursday. On Friday and Saturday, quiet hours start at 12:00AM. Quiet hours end at 8:00AM daily. 24-hour quiet hours are enforced during final exams, school closings, and holidays. 24-hour courtesy hours are always enforced.
- 2.6.1. Courtesy Hours– All residents and guests must respect the rights of others at all times by behaving in a manner that is conducive to studying and sleeping. High volume sounds are not permitted. While there are specific “quiet hours”, residents are expected to show consideration and courtesy to other residents at all times of day. Subwoofers and large sounds systems are prohibited. Residents who fail to comply with the request to reduce noise level are subject to the student conduct process.
- 2.7. NUMBER OF OCCUPANTS – The maximum number of people living in a bedroom shall be no more than one person in a single, two people in a double bedroom, three people in a triple and four people in a quad bedroom. Each occupant must have a valid license agreement. If you have suspicion that a person may be staying in a bedroom without a license agreement, report it to OHRL. The maximum number of people (residents and guests) gathered in a bedroom at any time must not exceed:
- Three (3) in single
 - Six (6) in a double
 - Eight (8) in a triple
 - Eight (8) a quad
- 2.8. DISRUPTIVE ODORS – Residents may be held responsible for disruptive odors coming from their bedroom. This may include, but is not limited to smoke, candles, incense, or unclean conditions causing odors.
- 2.8.1. Personal hygiene practices are also considered a way to mitigate disruptive odors. Keep adequate supplies for good hygiene in your residential space (e.g., soap, toothpaste, shampoo, paper towels, and alcohol-based hand sanitizer).
- 2.9. POSTING – All signs and posters must be pre-approved by the OHRL before being posted in community areas. Please bring 2 posters to the office for approval. If the poster advertises an upcoming event, please bring the poster to the office at least 5 business days prior to the event. If approved, posters, signs, and other items will be posted by OHRL staff in the lobbies near the elevators in Residence Hall East and West.
- 2.9.1. Signs and posters that are not approved by OHRL prior to being posted will be taken down and discarded by OHRL staff.
- 2.10. FREE SPEECH & HATE SPEECH - As a state institution, University of Massachusetts Boston (UMASS Boston) is mandated to uphold the protections guaranteed by the First Amendment to the Constitution of the United States, as well as the Constitution of the Commonwealth of Massachusetts. Under the First Amendment of the Constitution of the United States, all persons have the right to freedom of speech and the press.

The definition of hate speech has “...no meaning other than the expression of hatred for some group, such as a particular race, esp. in circumstances in which the communication is likely to provoke violence” as indicated in the Black’s Law Dictionary (10th ed., 2014). Within the United States Constitution, hate speech is not recognized as a crime by itself.

However, the right to freedom of speech is not considered absolute. It has been ruled by the United States Supreme Court that specific types of speech are not protected under the

U.S. Constitution. Forms of speech and expressions that interfere with the well-being, safeness, and overall health of an individual is not protected. Additionally, speech language and expressions that promote/create an unwelcoming and/or dangerous environment, and/or that encourage an unlawful outcome is not permitted. Incitements (which is defined as any action provoking unlawful behavior) and fighting words (which is defined as language that is confrontational, and threatening terminology that triggers instant violence) are also prohibited. Bias/hate speech will not be tolerated within the residence hall and/or the UMASS Boston campus.

Victims of hate speech who would like to report a bias incident should find a campus administrator and/or faculty for support and to begin the process of making a formal complaint. Residents who are not satisfied with how their complaint was handled can contact an upper administrator (Dean, Chancellor, etc.), report their concerns directly to the Office of Civil Rights and Title IX at UMASS Boston, and/or involve outside resources (Boston police, etc.)

All reported forms of bias/hate speech and language will be handled with care and thoroughly investigated under the appropriate office(s) and within the corresponding policies; as well as directly addressed within the residence halls if it happens to occur among UMASS Boston residential communities.

- 2.11. DEMONSTRATIONS & PROTESTS ON UNIVERSITY PROPERTY - As documented in the institution's campus policy, "UMass Boston recognizes the rights of members of the University community to freedom of assembly and speech, and strongly believes in fostering discourse and the free exchange of ideas at the University. However, as a matter of law and University policy, these rights and interests are restricted, and must be exercised on university property in a manner consistent with the mission and operation of the University and the rights of other members of the University community. Accordingly, the University has policies and procedures which take into account these countervailing interests." Please refer to the following link for more information on this segment: [Demonstrations on University Property Policy](#)
- 2.12. SOLICITATION – Door to door solicitation is prohibited with the exception of those approved by the University. For more information, please see the University Space Use Policy.
- 2.13. TRASH AND RECYCLING –Trash must be placed in tightly closed bags and deposited in a trash chute. There is a trash chute in the trash room on each floor. Do not put your bagged trash in trash cans in hallways or common areas. Door-to-door trash pick-up is not provided. Large blue recycling bins are also available in each trash room. Please refer to signage for information about what items are recyclable. A charge may be applied for improper trash and recycling disposal.
- 2.14. PETS – Pets including visiting pets, are prohibited in on-campus housing. Aquarium fish are approved for tanks up to 10 gallons. Service and emotional support animals (ESAs), where appropriate, must be approved through an OHRL Accommodations Request.
- 2.15. SPORTS –Any sports-related activity (including but not limited to using sports equipment, ball playing, rollerblading, skateboarding, water/food fighting, playing with metal-tipped darts, scooters, etc.) and any activity which could cause personal injury or cause damage to property is prohibited within on-campus housing. Snowball throwing and/or snowball fighting are prohibited in or around the residence halls.

- 2.16. FURNITURE – Misuse of University property, including possession of common area furniture/equipment in your bedroom, is prohibited and may result in a replacement charge and/or return of the property and the student conduct process.
- 2.17. COMMERCIAL ENTERPRISES – Conducting any business or commercial enterprise is prohibited in the residence halls.

3. FACILITY POLICIES

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

- 3.1. BEDROOM/BATHROOM CLEANLINESS – You must maintain your bedroom/private bathroom in a clean, orderly, and sanitary condition at all times. Unclean conditions may create an unhealthy environment for your roommates and/or your neighbors.
 - 3.1.1. Keep adequate cleaning supplies. Clean and disinfect your room and bathroom regularly.
 - 3.1.2. If OHRL must clean your bedroom to ensure sanitary conditions, the resident(s) will be responsible for all costs incurred.
 - 3.1.3. The bedroom must be cleaned upon moving out. Residents are responsible for their assigned bedroom and private bathroom when applicable and share responsibility for common areas. Bedrooms and private bathrooms must be reasonably clean, or residents will be charged a cleaning fee. The minimum cleaning fee is \$100.00 however, the fee can increase depending on the condition of the room.
 - 3.1.4. Health and Safety Inspections occur in the Fall and Spring semester for all residential spaces. OHRL will notify residents the week prior to scheduled inspections unless there is immediate concern for the safety of residents. OHRL reserves the right to conduct additional health and safety inspections when it is deemed necessary.
 - 3.1.5. Residents should also be aware that OHRL staff members may occasionally have to enter bedrooms without notice on matters relating to the comfort of fellow residents such as, but not limited to, turning off an alarm clock in an unoccupied room and addressing immediate maintenance concerns.
- 3.2. HALLWAYS & CORRIDORS – Keep hallways and corridors clean and uncluttered at all times.
- 3.3. COMMON AREA USE – OHRL utilizes the community's common areas for a variety of educational, recreational, and social programs. Furniture in lounges and common spaces may not be moved into individual resident rooms. For further information about utilization of these facilities, please contact OHRL and/or your resident assistant (RA). When common areas are not being used for planned programs/events, residents are welcome and encouraged to use the facilities while maintaining common sense and consideration for fellow residents.
- 3.4. DECORATIONS/BEDROOM ALTERATIONS
 - 3.4.1. All decorations should be temporary in nature so as to not permanently deface or damage any bedroom's finishes. Residents can hang posters and other wall decorations with thumbtacks, or any other method that will not damage painted wall surfaces (small finishing nails, 3M wall hangers, and poster putty, etc.). Residents may be held responsible for any damage done to the walls.
 - 3.4.2. Residents cannot wallpaper or paint their bedroom and/or private bathrooms. All decorations must be removed prior to moving out. Any wall decorations may not cover more than 70% of the wall per fire safety regulations (i.e., wall tapestries, excessive postings/coverings, etc.).

- 3.4.3. Large nails, staples, screws, wall anchors, or tape on walls or doors inside or outside the room are prohibited.
- 3.4.4. Do not hang anything from sprinkler heads or cover fire protection equipment or other emergency equipment. Damage to emergency fire equipment may result in flood damage for which responsible parties will be financially responsible.
- 3.4.5. Aluminum foil may not be placed in windows as insulation or decoration.
- 3.4.6. External antennas or satellite signal receivers are not permitted.
- 3.4.7. Decorations may not block air vents or cover light fixtures or lamps.
- 3.4.8. Live trees and/or other live greenery (excluding potted houseplants) are prohibited. Artificial trees and potted houseplants are permitted inside bedrooms.
- 3.4.9. Windows:
 - 3.4.9.1. Residents may not hang, stick, or erect anything in, on, or about any windows or anywhere else on the outside of any building.
 - 3.4.9.2. Canned spray snow is not permitted on the windows.
 - 3.4.9.3. Window coverings must be the provided blinds. Residents may bring curtains for additional light control if needed. Curtains may be hung with tension rods only.
 - 3.4.9.4. Solar film, or white poster board is not permitted on the windows for additional light control.
 - 3.4.9.5. Removal of window screens is prohibited.
 - 3.4.9.6. Disposing of items or liquids out of the windows is prohibited.
 - 3.4.9.7. Cardboard, aluminum foil, cellophane, or other types of window coverings are not permitted on windows.
- 3.4.10. Signs or advertisements that are visible in public areas or from outside the bedroom including but not limited to; alcoholic beverages, drugs/controlled substances, controversial, antagonistic, or pornographic materials are prohibited.
- 3.4.11. Removing mounted fixtures from walls or ceiling is prohibited.
- 3.4.12. Installing private door locks on any exterior or interior doors is prohibited.
- 3.4.13. Any renovations or changes to the bedroom are prohibited.
- 3.4.14. Aftermarket or home manufactured bed loft kits are prohibited.
- 3.4.15. Spirit foam, shoe polish, paints or other methods used for writing on the exterior of the buildings are prohibited. Sidewalk chalk may be used on the sidewalks with advance permission. Requests can be made through the OHRL office. You will need to submit a drawing of what you intend to put on the sidewalk.
- 3.4.16. Peepholes may not be covered or removed.
- 3.4.17. OHRL provided furniture is not to be taken outside of the bedroom under any circumstances. If OHRL furniture is found outside of the bedroom, resident(s) may be charged to replace or fix the item(s). If furniture is missing during the move-out inspection, resident(s) will be charged for the missing item(s).
- 3.4.18. Decorative lights may be used with the following stipulations:
 - 3.4.18.1. Decorative lights are not allowed outside of the bedroom.
 - 3.4.18.2. Do not place or hang decorations near sources of heat such as TV, lamps, etc.
 - 3.4.18.3. Do not hang decorations on smoke detectors, sprinkler heads, or outside windows.
 - 3.4.18.4. Do not hang electrical lights using metal fasteners (staples, nails, etc.)
 - 3.4.18.5. All electrical decorations (such as lights), must bear the "UL" or "FM" tags. Please check packaging before bringing lights to the residence halls. Please

note, a bedroom can handle a limited electrical load. Additional demand in the form of lights and decorations may cause an electrical overload leading to a power outage.

3.4.18.6. Disconnect lights when not in use.

3.4.18.7. LED lights are encouraged.

- 3.5. LAUNDRY FACILITIES – Laundry facilities are for residents' use only. There is one laundry room on the first floor of each residence hall. It cost \$1.50 to wash and \$1.75 to dry each load of laundry. Machines accept debit and credit cards. A limited number of machines accept quarters. Residents must provide their own laundry detergent. When doing laundry, please do not overload the machines. OHRL and/or the University are not responsible for unattended laundry.
- 3.6. BICYCLES – Residents should not ride bicycles through the residence halls. Bicycles may not be chained to trees, fences, or stored in a manner that blocks entries or walkways. Bicycle racks are available outside both residence halls for convenience. As with all personal property, OHRL does not assume risk or liability for any bicycles stored on campus. There is no camera surveillance over the bike storage area. Bicycles may not be stored in resident bedrooms or hallways.
- 3.7. PEST CONTROL/ERADICATION: OHRL is responsible for responding to complaints or concerns of unhealthy or unsafe conditions by residents or guests, including those potentially associated with insect or other pest outbreaks. OHRL is committed to an effective and efficient response to reports of pests. Our pest control measures include regular inspections and housekeeping controls and material treatments as needed. The materials and processes used to treat rooms/bedrooms are carefully selected to be safe and effective and administered by pest control professionals. Residents are required to report exposure to or suspicion of pests in their bedroom to OHRL. Early detection and management is critical. Do not treat with chemicals, sprays, or any other type of product to control or kill pests as that may hinder the efforts of professional exterminators. Residents are responsible for practicing good housekeeping to help deter insects and pests. Residents are expected to:
- 3.7.1. Immediately report pest issues to OHRL.
 - 3.7.2. Store food in properly sealed containers.
 - 3.7.3. Promptly clean dirty dishes/utensils.
 - 3.7.4. Launder clothing and bedding regularly to help reduce the chance of harboring pests.
 - 3.7.5. Empty and inspect backpack regularly.
 - 3.7.6. Keep room reasonably clean.
 - 3.7.7. Remove trash promptly.
 - 3.7.8. If pests are identified in any personal belongings, the resident agrees to work with the office to eliminate the pests. This may include disposing of the item or removing from the residence hall. Residents may not bring in any upholstered furniture or carpeting in the residence hall as it may contain pests.
 - 3.7.9. While traveling, residents must take precautions to minimize the chance of bringing pests to campus.
 - 3.7.10. Residents who disregard good housekeeping and/or promote pest infestation may be responsible for the cost of extermination.
- 3.8. Move Out – All residents are required to attend a mandatory move out meeting led by their RA, which will outline the steps required to successfully complete a proper move

out. Residents who do not follow the checkout process completely will be charged an improper checkout fee of \$100.00.

- 3.8.1. Resident must attend the mandatory move out meeting scheduled and hosted by your RA
- 3.8.2. Residents may return keys at the East or West security desk 24/7 or at OHRL during business hours, using the provided checkout envelopes during designated move out dates. After the residence halls have closed, OHRL will inspect space to determine charges (if any).
- 3.8.3. Residents are expected to be moved out of the residence hall assignment within 24 hours after their last final exam.
- 3.8.4. Students must vacate their bedroom by the End Date of the License Agreement unless otherwise approved by OHRL prior to the End Date of the License Agreement. Failure to do so could result in a fee.
- 3.8.5. Mailbox keys and key fobs must be returned upon move out. Residents who do not return their mailbox key or key fob will be charged for their replacement.

4. RESIDENT SERVICES

4.1. LOCKOUTS – If a resident is locked out of their room, they must contract OHRL staff for assistance. If the office is open (M-F 8:30AM-8PM), proceed to the office. If the office is closed, go to either Security Desk on the first floor for assistance. The first two lockouts for residents are free. To avoid unnecessary lockout charges, OHRL recommends that residents first contact their roommate(s) to ask if their roommate is home and can answer the door. Lockout charges are added to resident's housing portal and cannot be waived.

- 3rd lockout: \$10 fee
- 4th lockout: \$15 fee
- 5th +: \$20 fee for each lockout

If a resident tries to avoid the lockout charge by attempting to enter their bedroom on their own, the resident will be responsible for all damages (such as damage to windows, screens, doors, locks, etc.). Attempting to enter their own room without the use of a key fob is considered unauthorized access. Any unauthorized access through windows and/or locked doors is a violation of the [Student Code of Conduct](#) and residents may be subject to the student conduct process.

4.2. MAIL & PACKAGES – The United States Postal Service delivers mail on Monday through Friday. Mail is then sorted and placed in the resident's mailbox. Packages are delivered and placed by the carrier into package lockers. The lockers are located in Residence Hall East on the first floor behind the Academic Support Room, across from the Dining Commons entrance. Residents must register with Parcel Pending to use the lockers. Residents will receive an email and/or text message notification with instructions to retrieve their package. OHRL does not assume responsibility for lost and/or damaged mail and packages.

4.3. MAINTENANCE MANAGEMENT SYSTEM – OHRL takes pride in providing residents with a well-maintained community. OHRL demands high standards of service from our suppliers, subcontractors, and service personnel. Except during emergencies, an electronic work order must be submitted online for all service requests. Residents can submit work orders through the [Resident Portal](#). Emergency maintenance issues such as, power failures, loss of heat (if the outside temperature is below 55°F), loss of air conditioning (if the outside temperature is above 90°F), water leaks and rising water may be reported by calling OHRL

(M-F 8:30AM-8PM) or at the 24/7 Security Desk. Promptly report water leaks and equipment malfunctions to minimize your inconvenience and property damage.

- 4.4. RESPONSIBLE USE OF INFORMATION TECHNOLOGY POLICY – All students are expected to follow the [Acceptable Use Policy](#) for all services provided by Information Technology including, but not limited to, internet connection and University provided email.
- 4.5. RESIDENT ASSISTANT STAFF – Student leaders are hired by OHRL to assist the professional staff in providing residents a caring, supportive, and inclusive living experience that furthers the educational mission of the University. Resident Assistants (RAs) work to plan and implement programs for residents. Residents are encouraged to take advantage of and participate in the programs within housing and at UMass Boston.

5. RESIDENT RIGHTS & RESPONSIBILITIES

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

- 5.1. CONTRACT RELEASE – The Cancellation Policy as outlined in your Housing License Agreement is in effect for all residents. For additional information, please see the [Housing License Agreement, Section 13](#). The \$300 Housing Reservation Fee is non-refundable after May 1st. To request a cancellation of your Housing License Agreement, submit the completed [License Cancellation Request](#) and supporting documentation by emailing housing@umb.edu.
- 5.2. CONTRACT TERMINATION – Termination of the license agreement does not release a resident from responsibility of paying the housing fee. OHRL may terminate the license agreement under the conditions stated in the following circumstances:
 - 5.2.1. The University may terminate or temporarily suspend performance of any part of this agreement without notice in the event of an urgent matter that would make continued operation for the community non-feasible.
 - 5.2.2. Residents may be removed or suspended from the residential community at UMass Boston for failure to comply with regulations or if their actions are found to be detrimental to the welfare of other residents.
 - 5.2.3. Eligibility requirements are not met or maintained by the resident. Please see eligibility requirements in the license agreement. Residents must maintain full-time student status or a waiver.
 - 5.2.4. Violation of the license agreement, or any of the policies and guidelines contained in the Resident Handbook.
 - 5.2.5. Non-Payment of the housing fee.
- 5.3. PERSONAL PROPERTY/LIABILITY – OHRL at UMass Boston is not liable for property belonging to Residents, which may be lost, stolen or damaged in any manner wherever that may occur on the premises. Residents assume total liability for any injury, damage, property loss or expense resulting from modifications to the room completed by the Residents. OHRL staff may order the immediate removal of room modifications found hazardous to personal safety or that pose a fire hazard. Decisions regarding safety or fire hazard are made exclusively by housing personnel. OHRL at UMass Boston does not provide but encourages all residents to obtain a renter's insurance policy.
- 5.4. ROOMMATE AND NEIGHBOR CONFLICTS – Conflicts can occur in residential communities. All residents are expected to complete a roommate agreement. The agreement will help lay out roommate expectations and guidelines for all roommates to help make everyone's experience more pleasant. All residents agree to follow the conflict resolution process:

- 5.4.1. Talk with your roommate ahead of any conflict. Contact your RA to help start the conversation.
- 5.4.2. The complaining resident discusses the problem with their RA; RA will give tips on how to talk with the roommate/neighbor; the complaining resident then addresses the concern directly with the roommate/neighbor.
- 5.4.3. RA will follow up with the complaining resident. If the problem remains, a resolution meeting is held among roommates/neighbors and RA. A roommate/neighbor behavior contract may be formulated or updated to help negotiate a compromise.
- 5.4.4. In escalating conflicts OHRL professional staff will be involved in the process along with the RA.
- 5.4.5. OHRL staff will follow-up and work with all residents to revise the roommate/neighbor contract if needed.
- 5.4.6. If the resident or OHRL staff feel that the roommate/neighbor resolution process has been exhausted, and if space is available, a room change can be explored. Failure to get along with roommates/neighbors is not grounds for release from the license agreement.
- 5.4.7. Room changes require OHRL staff approval and facilitation.
 - 5.4.7.1. Residents who change rooms without OHRL staff approval and facilitation are subject to fines.
- 5.4.8. A room move freeze is in effect for the first two weeks of each semester during which room change requests will not be granted.