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 special 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. A student who enrolls at UMass Boston is charged with the obligation to conduct themselves in a manner compatible with UMass Boston’s function as an educational institution. Consequently, students will be held accountable for inappropriate conduct. Students’ rights and responsibilities are detailed in the UMass Boston Student Code of Conduct and the Residence Life 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.

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 – 11:00 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: 617-287-3231
West Security Desk: 617-287-3232

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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, report it immediately. No security system is failsafe. 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. 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.

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.

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 Housing and Residential Life.)

1.2 COMMUNITY ACCESS

Upon move-in, Housing and Residential Life will activate each resident’s Beacon Card for residence hall access and issue each resident 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. 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 for
$25.00 charged to your Housing Portal. A lost, stolen, or damaged Beacon Card can be replaced for $25.00 through the Beacon Card Office. Failure to report a lost or stolen key fob or Beacon Card may result in disciplinary action.

2. Your right to access your room in the residence halls will end when your license agreement ends or is terminated.

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.

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

Guests are defined as any resident who is visiting a room to which they are not assigned or any non-resident visiting the residence hall community. Residents are responsible for their guests’ compliance with the 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 guests through their StarRez portal or at the Security Desk in their residence hall upon arrival.

1. Residents must escort their guests at all times everywhere on the property and guests may not be left in a bedroom alone.

2. Residents may sign in up to 2 guests at one time.

3. Residents must gain permission from roommates for guests to be in their bedroom.

5. If all roommates agree, guests (including residents from other units) may stay overnight for up to 48 hours. Residents are permitted to have no more than 4 overnight per month. An overnight stay is defined as any guest(s) who visits for a cumulative total of 6 or more hours between 12am and 8am.

6. Residents may have guests for no more than 12 overnight stays per semester.

7. Residents are responsible for the actions and behavior of their guests, and all expectations and guidelines for residents apply to guests.

8. Residents must meet their guests in the lobby and begin escorting them upon their guest’s entry. Resident must also escort their guest to the Security Desk to check out at the end of the visit.

9. UNDER 18 GUESTS – Minor guests who are 17 years old at the time of their visit to the residence halls must complete the Underage Guest form at least 2 business days prior to coming to campus. Guests
who are under 17 years old may not be signed in unless their parent or legal guardian is also signed in with them.

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. Fire: The University will conduct fire drills and fire safety training throughout the academic year. General procedures when the fire alarm sounds:

a. All staff and students will leave the building immediately and proceed to the assembly area.

b. 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.

2. Evacuation Procedure

a. 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.

b. Listen for notification that your floor is being evacuated and for additional instructions. IF you are unsure what to do, evacuate.

c. 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.

d. Remain in the assembly area until the Department of Public Safety, Boston Fire Department, or ORHL staff tells you re-entry is permitted.

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. The RA on-call may be contacted for urgent matters that occur after business hours. For urgent matters, please go to or call the Security Desk on the first floor of each building.

East Security Desk: 617-287-3231
West Security Desk: 617-287-3232

1.7 PERSONAL SECURITY – WHILE INSIDE YOUR BEDROOM
1. Do not prop your door. Keep doors shut, even while you are home.

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.

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.

4. Call the Department of Public Safety for emergencies at 617-287-1212.

5. Check that your door locks, window latches, and other security devices regularly to be sure they are working properly.

6. Immediately report the following to OHRL by submitting a work order through the Resident Portal:
   a. Broken locks, doors, window locks, windows, screens and smoke detectors;
   b. 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.

7. Close curtains/blinds at night.

1.8 PERSONAL SECURITY – WHILE OUTSIDE YOUR BEDROOM

1. Lock your doors when are you not in your room. Your door should lock automatically when closed.

2. Close and latch your windows when you are not home.

3. Tell your roommates where you are going and when you will be back.

4. Avoid walking alone at night. Take the campus shuttle whenever possible.

5. Do not hide keys in any locations outside/near the bedroom. Always keep your keys with you.

6. Do not give your Beacon Card, key fob or mail box key to anyone.

7. Let your RA and your friends know if you will be gone for an extended time.

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. Devices with exposed heating coils such as hot plates, toasters, griddles, grills, space heaters, heat lamps, etc.

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.

3. Halogen lamps
4. Candles, incense, or any open flame

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.

6. Subwoofers and large sounds systems

7. Alcohol and/or drug paraphernalia as outlined in the Student Code of Conduct.

Note: Prohibited items must 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 need 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 University of Massachusetts Boston Student Code of Conduct.

2.1 ALCOHOL – Regardless of age, possession or consumption of alcoholic beverages is not permitted in bedrooms or anywhere on the property. For clarification please see the Student Code of Conduct. Violations of the Code of Conduct will result in disciplinary action ranging from fines and/or community service up to removal from the residence halls, possible further disciplinary action with the University and/or arrest.

2.2 HYGIENIC LIVING AND LEARNING ENVIRONMENT- Failure to maintain a hygienic living and learning environment which has a significant impact on the community is a violation of the Student Code of Conduct. Unhygienic living conditions will be documented by OHRL staff and may be addressed through the student conduct process.

2.3 DRUGS AND ILLEGAL SUBSTANCES – As stated in the Code of Conduct, While Massachusetts state law permits the use of medical and recreational cannabis, however federal law prohibits cannabis use, possession, distribution and/or cultivation at educational institutions. Therefore, the use, possession and/or distribution, or cultivation of drugs and/or illegal substances, including, but not limited to cannabis, for medical or recreational purposes is strictly prohibited and will result in disciplinary action. These actions are considered a violation of the license agreement and the Student Code of Conduct. 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. Cannabis intoxication and the scent of cannabis is prohibited even if consumed off campus. In addition, no accommodations can be made for any student in possession of a medical marijuana registration card.

2.4 FAILURE TO COMPLY – As stated in the Student Code of Conduct, you must comply with all written and verbal requests and instructions from University and partnered staff, and local law enforcement and emergency services acting in accordance with their official duties. This includes requests to produce valid identification. Individuals who do not comply with instructions and/or reasonable requests from University and/or partnered staff, local law enforcement and/or emergency services are subject to the student conduct process and may be removed from the residence halls immediately.

2.5 FIREARMS/WEAPONS – Firearms and other weapons are not allowed on the property. The use, possession, or carrying of weapons, including but not limited to, pistols, rifles, shotguns, airsoft guns, paintball guns, pellet guns, dangerous knives (with a fixed blade three inches or more in length), ammunition, bows and arrows, martial arts weapons, any stun device, mace or pepper spray or other dangerous weapons will be considered a violation of the license agreement and will face disciplinary action up to removal from the residence halls. Students who have authorization for concealed carry are not able to carry a concealed gun on campus in accordance with state law. Residents that fail to abide by this policy will be subject to consequences which may result in removal from the residence halls. Please refer to the Student Code of Conduct for further details.

2.6 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 a Housing and Residential Life 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. As stated in the Student Code of Conduct, Part III, Section A, #8, if a policy violation occurs in a resident room, all residents assigned to that space and their registered and/or unregistered guests may be held accountable for a policy violation.

2.7 NOISE – 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 24 hours/day, seven days/week. 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.

2.8 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

2.9 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.

2.10 POSTING – All signs and posters must be pre-approved by the Office of Housing and Residential Life 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.

2.11 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 and start at 12:00AM on Friday and Saturday and 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.

2.12 SMOKING & TOBACCO USE PROHIBITED – The use of any kind of tobacco product (including e-cigarettes, vapes, JUULs, and hookahs) is prohibited in the residence halls. Please see Tobacco Free Policy.

2.13 SEXUAL VIOLENCE – Sexual violence is any physical sexual act or activity engaged in without the consent of the other individual, including when the other individual is unable to consent to the act or activity (see also, consent). Please see Student Code of Conduct.

2.14 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.

That being said, 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.

2.15 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

2.16 HARMING BEHAVIOR – Harming behavior, which includes, but is not limited to: the threat of or actual physical assault or abuse and includes harassment. Please see Student Code of Conduct for more information.

2.17 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.

2.18 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.

2.19 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 OHRL policy.

2.20 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.

2.21 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.
2.22 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.

1. If OHRL must clean your bedroom to ensure sanitary conditions, the resident(s) will be responsible for all costs incurred.

2. 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. Health and Safety Inspections: OHRL reserves the right to conduct health and safety inspections of all residential spaces. OHRL will notify residents the week prior to scheduled inspections unless there is immediate concern for the safety of residents.

4. 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; for example, to turn off the alarm clock, shut a window, etc.

3.2 HALLWAYS & CORRIDORS – Keep hallways and corridors clean and uncluttered at all times.

3.3 COMMON AREA USE – ORHL utilizes the community’s common areas for a variety of educational, recreational and social programs. Furniture in lounges and common spaces may not be removed. 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

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.)

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. Large nails, staples, screws, wall anchors, or tape on walls or doors inside or outside the room are prohibited.
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.

5. Aluminum foil may not be placed in windows as insulation or decoration.

6. External antennas or satellite signal receivers are not permitted.

7. Decorations may not block air vents or cover light fixtures or lamps.

8. Live evergreen trees and/or other live greenery (excluding potted houseplants) are prohibited. Artificial trees and potted houseplants are permitted inside bedrooms.

9. Windows:
   a. Residents may not hang, stick, or erect anything in, on, or about any windows or anywhere else on the outside of any building.
   b. Canned spray snow is not permitted on the windows.
   c. Window coverings must be the provided blinds. Residents may bring curtains for additional light control if needed. Curtains may be hung with tension rods.
   d. Solar film, or white poster board is not permitted on the windows for additional light control.
   e. Removal of window screens is prohibited.
   f. Disposing of items or liquids out of the windows is prohibited.
   g. Cardboard, aluminum foil, cellophane, or other types of window coverings are not permitted on windows.

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.

12. Removing mounted fixtures from walls or ceiling is prohibited.

13. Installing private door locks on any exterior or interior doors is prohibited.

14. Any renovations or changes to the bedroom are prohibited.

16. Aftermarket or home manufactured bed loft kits are not permitted.

17. 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.

18. Peepholes may not be covered.

19. 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).
20. Decorative lights may be used with the following stipulations:

a. Decorative lights are not allowed outside of the bedroom.

b. Do not place or hang decorations near sources of heat such as TV, lamps, etc.

c. Do not hang decorations on smoke detectors, sprinkler heads, or outside windows.

d. Do not hang electrical lights using metal fasteners (staples, nails, etc.)

e. All electrical decorations (such as lights), must bear the “UL” or “FM.” 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.

f. Disconnect lights when not in use.

h. 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 as well as 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:

1. Immediately report pest issues to OHRL.

2. Store food properly in sealed containers.

3. Promptly clean dirty dishes/utensils.

4. Launder clothing and bedding regularly to help reduce the chance of harboring pests.
5. Empty and inspect backpack frequently.
7. Remove trash promptly.
8. Residents who disregard good housekeeping and/or promote pest infestation may be responsible for the cost of extermination.
9. Belongings must be free of pests or resident must be willing to work with the office to rid belongings of pests.
10. Residents may not bring into any second-hand or donated furniture or carpeting in the residence hall as it may contain pests.
11. While traveling, residents must take precautions to minimize the chance of bringing pests to campus.

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

1. Resident must attend the mandatory move out meeting scheduled and hosted by your RA
2. Express Checkout is available. Residents who use the express check out process waive the right to appeal any damage and/or cleaning charges.
   a. Residents may return keys at the front desk, using the provided checkout envelopes during designated move out dates. After Express Checkout, OHRL will inspect space to determine charges (if any). Express Checkout waives the right to appeal any damage or cleaning charges.
3. 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.
4. Residents who do not use Express Checkout are required to schedule an appointment with an RA for a preliminary inspection of the bedroom for damages, cleanliness, and removal of all personal belongings. The RA will complete the “checkout” portion of the Room Condition Report (RCR)*.
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.
6. Residents should plan to be moved out of the residence hall within 24 hours after their last final exam.

*Please note that the RA’s inspection is preliminary. OHRL professional staff will complete a second inspection after all roommates have moved out of the room and enter additional information on the “checkout” portion of the RCR. OHRL will bill residents for damages, removal of abandoned items as necessary, or cleaning found during this final inspection, even in cases where these items are not indicated on the RCR during the RA’s initial inspections. Residents will be notified via e-mail of any charges to their student accounts.
4. RESIDENT SERVICES

4.1 LOCKOUTS – If a resident is locked out of their room, they must contact OHRL staff for assistance. If the office is open (M-F 8:30AM-11PM), proceed to the office. If the office is closed, go to the Security Desk on the first floor for assistance. Residents’ first two lockouts 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 residents’ housing portal and cannot be waived.

- 3rd lock-out: $10 fee
- 4th lock-out: $15 fee
- 5th+: $20 fee for each lock-out

If a resident tries to avoid the lock-out charge by attempting to enter your bedroom on your own, you will be responsible for all damages (such as damage to windows, screens, doors, locks, etc.) 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 and 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-11PM) or the 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 following is an overview of the Housing Cancellation Request Process. See the Housing License Agreement, Section 13, for additional details. The $300 Housing Reservation Fee is non-refundable after May 1st. Submit the completed License Cancellation Request and supporting documentation to The Office of Housing and Residential Life 240 Morrissey Boulevard Boston, MA 02125-3450 or by emailing housing@umb.edu.

PRIOR TO START DATE. • Must be in writing and in the form approved by Agent.

Cancellation fee and a portion of the rent may apply. See the cancellation fee schedule. Resident is responsible for the entire term of the License unless the Agent is able to find a replacement Resident.

AFTER THE START DATE/FAILURE TO OCCUPY

• Residents who fail to submit a cancellation request form and do not move into the residence halls are subject to a $500 cancellation fee. They will be released from their agreement with no additional fee other than those listed in this section.

• Residents who move into the residence hall and then request to cancel prior to the end of the add/drop period are subject to a $500 cancellation fee. Residents will be responsible for the first installment payment.

• Residents who do move into the residence hall and request to cancel after the end of the add/drop period will remain responsible for the entire term of the License unless the Agent is able to find a replacement Resident. Agent has no obligation to find a substitute tenant.

WITHDRAWAL FROM UMASS BOSTON • Residents who submit notification of withdrawal from the University and do not move into the residence halls no later than the end of the add/drop period will be released from their license agreement.

• Residents who fail to submit a request to cancel and do not move into the residence halls are subject to a $500 cancellation fee. Residents will be responsible for the first installment payment.

SPECIAL CIRCUMSTANCES

• Agent may release Residents under extreme and very limited circumstances. Resident must file a Housing Cancellation Request Form AND accompanying and appropriate documentation. See license agreement for list of some examples of special circumstances.

• If the License Release is granted within the first five (5) weeks of the Current Semester, the Resident will be financially responsible only for the time they have been in residence. If the License Release is granted after the first five (5) weeks of the current Semester, the Resident will remain financially responsible for the cost of the License for the remainder of the current Semester.

SUSPENSIONS/REMOVALS • Residents who become no longer eligible to reside in the
Residential Facility due to violations of the terms of the License, or for failure to maintain the Required Enrollment Status, will remain responsible for all of the obligations of the License.

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:

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.

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.

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.

4. Violation of the license agreement, or any of the policies and guidelines contained in the Resident Handbook.

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 from time to time on the residential community. All residents are required 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:

1. Talk with your roommate ahead of any conflict. Contract your RA to help start the conversation.

2. The complaining resident discusses the problem with OHRL staff; staff will give tips on how to talk with the roommate/neighbor; the complaining resident then addresses the concern directly with the roommate/neighbor.

3. OHRL staff will follow up with the complaining resident. If the problem remains, a resolution meeting is held among roommates/neighbors and staff. A roommate/neighbor behavior contract may be formulated or updated to help negotiate a compromise.

4. OHRL staff will follow-up and work with all residents to revise the roommate/neighbor contract if needed.
5. 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.

6. Room changes require OHRL staff approval and facilitation.

7. A room move freeze is in effect for the first two weeks of each semester during which room change requests will not be honored.