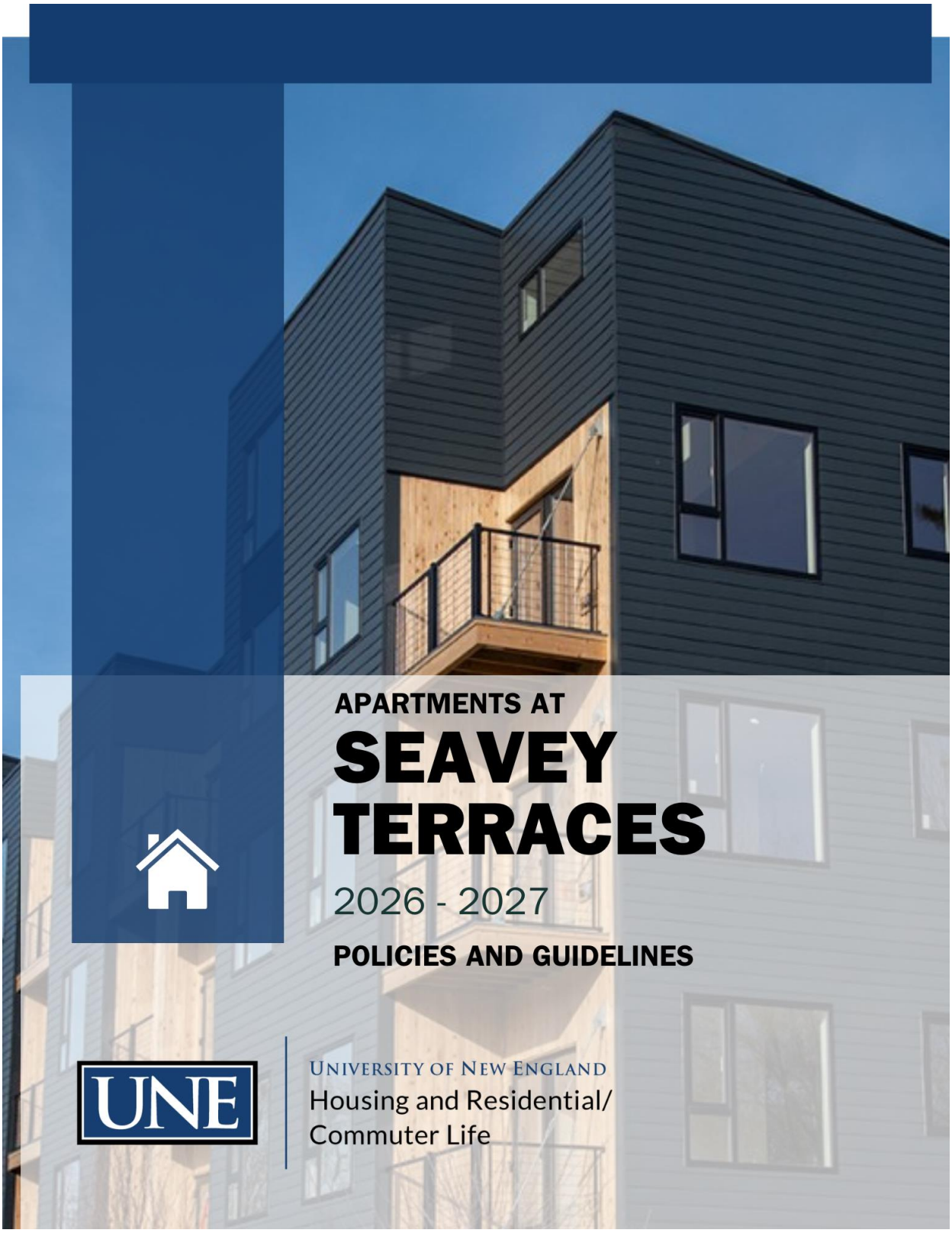
UNIVERSITY OF NEW ENGLAND
INNOVATION FOR A HEALTHIER PLANET

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COMMUNITY AND RESPONSIBILITY AT UNE

A defining feature of a strong academic and residential community is a shared commitment to collective well-being. At UNE, graduate/professional students are not just residents—they are engaged members of a professional and academic environment where mutual respect, responsibility, and integrity are foundational values.

Living in a graduate/professional student community comes with both rights and responsibilities. We encourage students to take an active role in shaping their living environment, fostering a culture of collaboration, and upholding shared community standards. This includes open communication, accountability for one's actions, and respectful engagement with peers. By maintaining these expectations, we help create a living environment that is conducive to both academic success and personal well-being.

As members of the UNE community, graduate/professional students are expected to uphold the highest standards of integrity in both their academic and personal lives. The university is committed to supporting students in their professional and personal growth, recognizing that balancing rigorous studies, research, and daily life requires intentionality and self-reflection. Each student is responsible for their own learning, the consequences of their actions, and their role in the broader community.

Respect, adaptability, intellectual curiosity, and a commitment to meeting one's obligations are all essential to fostering a positive living and learning environment. The University provides clear guidelines on behavior and expectations through the University Conduct Code and this Seavey Terraces Policies and Guidelines, ensuring that all students can live and work in a space that supports their success.

GENERAL INFORMATION

Eligibility

All residents of Seavey Terrace must be currently enrolled in a matriculated UNE program of academic study unless otherwise permitted by the university.

The resident must notify UNE Student Life in writing within ten (10) days of their suspension, dismissal, or leave of absence. Permission to remain in campus housing during a leave of absence is at the University's discretion.

Property Manager

Lux Residential

https://luxresidential.appfolio.com

Subletting and Unauthorized Occupancy

Residents are not allowed to rent, sublet, or transfer their assigned space to anyone, including other students. This means residents may not offer their bedroom or any part of their apartment for rent, list it on lodging rental websites, or make any arrangements for someone else to take over their housing payments or move into their space without prior written approval from the University.

Any resident who violates this policy will lose the opportunity to apply for University housing in the future and will be responsible for any costs the University incurs, including those related to removing unauthorized occupants. Anyone living in University housing without written approval is trespassing and will be removed immediately.

Exclusion of Persons

To the extent permitted by Maine state law/statutes, the University or the Property Managers may exclude from the apartment community guests, or others, who have been:

A. violating the law,
B. violating the License Agreement, the policies outlined here, any apartment rules, or
C. disturbing other residents, neighbors, visitors, or owner representatives.

The University or Property Managers may also exclude from any outside area or common area any person who fails to identify himself or herself as a resident, occupant, or guest of a specific resident in the community.

Guests

Guests are defined as anyone entering a resident's apartment for any reason.

- Residents sharing an apartment must obtain permission from their roommates before inviting guests. This permission should be communicated clearly to avoid conflicts.
- Guests may not stay in the apartment for more than five (5) consecutive days within a two-week period.
- Residents are responsible for the conduct of all guests, invitees, family members, and any other person they allow to enter the property or apartment.

Mail and Packages

The mailing address is:
Resident Name
Apartment #
40 Clover Lane
Westbrook, Maine, 04092

Secure package delivery is handled through the United States Postal Service (USPS), as they have access to the building to deliver directly inside. Other delivery services (e.g., Amazon, UPS, FedEx) typically leave packages in the vestibule at the main entrance.

If you see packages left in the vestibule, please help keep them secure by moving them to the area near the mailboxes.

- Lost packages should be reported directly to the delivery service.
- Stolen packages should be reported to the Westbrook Police Department.
- Be sure to check the label and only take packages addressed to you.

Care of the Apartment, Common Areas, and Damages

Residents are responsible for maintaining the condition of their apartment and any shared common areas. If damage occurs beyond normal wear and tear, residents will be billed for the cost of repairs or replacements.

- Residents must reimburse the University for any loss, damage, or repair costs resulting from a violation of the housing agreement, improper use, negligence, or intentional misconduct by themselves, their roommates, invitees, or guests.

- If a resident does not complete the check-in or check-out process, they waive the right to appeal any associated charges.
- If damage occurs in an apartment and no individual takes responsibility, the repair costs will be split equally among all apartment residents.
- If damage or loss happens in a common area and no responsible individual is identified, the cost will be shared among all residents in the community at the time of discovery.
- Residents are financially responsible for repairs or replacements due to:
    - Damage to doors, windows, or screens;
    - Damage caused by leaving doors or windows open; ***and***
    - Sewer blockages caused by improper disposal of items in plumbing lines serving the apartment

These charges are considered additional fees under the license agreement, and residents are jointly responsible for shared spaces when specific responsibility cannot be determined.

The following are some, but not all, of the standard charges that may be billed back to residents when applicable:

- Lockouts – $50
- Fire Alarm Battery Replacement - $56
- Lost Key / Lock Change – $50
- Lost Mailbox Key – $50
- Drain Clogs – Cost varies based on severity and required service
    - Preventing Drain Clogs: It's relatively easy to avoid clogs with a few simple steps. Scrape food from dishes before washing or loading them into the dishwasher. Use a drain screen in the shower - especially helpful if you have long hair - and periodically use a drain cleaner to help keep pipes clear.
- Activated Fire Alarm Due to Resident Actions – Cost of fire department response and any associated damages

Please take care to avoid these preventable costs. If you have any questions, feel free to reach out.

Personal Property Insurance

All residents are required to maintain personal property insurance to cover their belongings while living in university housing. Proof of insurance must be submitted to housing-office@une.edu before move-in.

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Resident Safety

Security cameras are in use in common areas of this property. However, neither UNE Safety and Security nor property management provide on-site personal security services for Seavey Terrace. If security concerns arise, residents should contact local law enforcement or emergency services as needed. Do not prop doors open or let in anyone you do not know. Please note, any charges resulting from false alarms requiring police, fire, or medical response will be the resident's responsibility.

COMMUNITY POLICIES AND RULES

Residents and their guests must comply with these community policies and rules. Any reasonable changes to written rules will be effective immediately, if they are distributed and applicable to all apartments in the apartment community and do not materially change the terms of the License Agreement.

Alcohol and Drugs

Open alcohol containers are not allowed in shared public areas including grounds of the apartment complex, hallways, lounges, and stairwells.

All residents are expected to comply with State Law and UNE policy regarding the use of alcohol and drugs. Refer to the UNE Student Handbook for UNE's policy.

Balconies and Terraces

Residents will use balconies with care and will not overload them. No apartment furnishings or grills are permitted on the balconies. Exterior terraces may only be used for resident seating, small potted plants and flowers, and the like. No drapes, screens, swings, ropes, outdoor storage, bikes, cooking grills, fireworks or other hazardous items may be stored or used on the terraces.

For safety reasons, residents should not clean snow off the balconies as it could cause damage to property or injury to persons below.

Common Area Concerns

The "Common Areas" shall include all interior and exterior areas of the building except for the apartment units themselves. The resident shall use the common areas so as not to cause injury to a person or property. There shall be no obstruction of the common areas. Nothing shall be stored by residents on or in the common areas, except for the designated bike storage areas. The common areas shall not be decorated or furnished by any resident. Private property shall not be stored in the hallways or stairways.

All private property placed in any part of the building, including without limitation the designated bicycle storage areas, shall be at the sole risk of the resident; the University and building management shall in no event be liable for the loss, destruction, theft, or damage to such property. Use of the common space, bike storage, etc., must be used in accordance with building rules and posted signs.

Decorations

Exterior, outdoor facing, or apartment door signs and displays, may not be placed at the property or in any apartment without prior approval in writing from the University and building management. All decisions about public view compliance rest with university or building management

Nothing can be hung from the sprinkler heads. This can cause damage to the system which will be charged back to the resident(s) of that apartment.

Egress

Walkways may be used only for entry or exit. The resident agrees to keep all walkways and common areas free of obstructions such as trash, storage items, and all forms of personal property. No person shall ride or allow bikes, skateboards, or other similar objects in the passageways.

Elevators

To maintain reliable elevator service, residents must ensure elevator doors are not left open for extended periods and avoid excessive loads. Leaving doors open too long triggers "nudge mode," causing a buzzer to sound and, if ignored, can result in the elevator shutting down until serviced. Overloading can also cause the elevator to trip and become inactive. Please be mindful of these guidelines to keep the elevator functioning for all occupants.

Exterior Doors, ID Cards, Room Keys & Lockouts

Reproduction of apartment or other building keys, and/or the distribution of a key(s), University ID card or otherwise to anyone other than the resident is prohibited.

For reasons of safety, exterior doors of the residence halls are locked 24 hours/day. No exterior or interior door shall be propped open at any time. Locks will not be tampered with nor their latches 'taped" in the unlatched position.

A resident's ID card is as important as their room key and will be used for building access. Residents should always keep their ID with them. If an ID card becomes lost or stolen, notify the UNE Office of Safety and Security immediately.

Residents must always carry apartment keys and their ID card. For security reasons, lost keys must be reported to Lux building management (a $50 fee will be charged for a lockout, room key or mailbox key replacement). Lost ID cards must be reported to the UNE Office of Safety and Security immediately.

Firearms

Weapons, including firearms, are not allowed on any University-owned or leased property, including parking lots and roadways, and are not permitted at any University sponsored event on or off university property. Firearms cannot be stored in any area of Seavey Terraces.

Fire Safety

The use of open flames, candles/incense, kerosene lamps, space heaters or heaters and appliances with open heating elements is prohibited in all areas of the building including individual apartments.

Each bedroom in your apartment is equipped with a wall-mounted electric heater located beneath the window and controlled by a wall thermostat. For the heater to operate safely and efficiently, it must NOT be blocked by a bed/bedding, furniture, or other belongings. Adequate airflow around the unit is essential for proper operation and fire prevention. The Westbrook Fire Department has mandated that there be a twelve-inch (12") clearance for any combustible materials around all sides of the electric baseboard heaters. All Seavey residents are expected to comply with this mandate.

Chemical materials such as gasoline/fuels, kerosene, lithium batteries or compressed gases/air create a serious fire safety hazard and are specifically forbidden.

Fireworks of any kind are prohibited.

No cooking may be conducted anywhere other than kitchens within the apartments or designated outdoor grilling area(s). Please also note that the microwaves mounted on the walls have built-in exhaust fans. If you are cooking, we encourage you to use the fan to help reduce smoke and steam.

Smoke and carbon monoxide detectors are provided in each apartment and in the building common areas. Tampering with, setting off, disabling, destroying, or otherwise using the fire & life safety system (including but not limited to fire extinguishers, pull stations, exit signage, other life safety signage, CCTV cameras, and smoke detectors anywhere in the building) other than for purposes of reporting or exterminating a fire is a violation of university policy and state law and will result in fines of at least $500 (or the maximum amount allowed by regulation), actual damages, attorney's fees, and any other expenses associated with the repair, inspection, and testing of the system.

The resident must immediately report smoke detector and carbon monoxide detector malfunctions to management. Neither the resident nor others may disable smoke

detectors or the carbon monoxide detectors. If you fail to report malfunctions to management, or disable the smoke detectors or carbon monoxide detectors, you may be liable for any fines, damages or loss from fire, smoke or water.

During a building evacuation, residents who fail to exit the building, attempt to re-enter the building without the permission of proper authorities or fail to comply with Fire Safety or building management officials will be subject to disciplinary action.

All devices must be UL approved and in good working condition. Electrical appliances are permitted for use in apartments except for appliances which have exposed heating units or open flames.

Only UL-rated, surge-protected power strips must be used. These power strips can be purchased in different lengths. The “cheater units” do not provide any fuse protection and, therefore, provide no protection for the system. In addition to power strips, only UL -rated extension cords are allowed. Extension cords can only be plugged directly into a wall outlet.

For reasons of fire safety, the following items are not permitted for use:

- plastic lamp shades
- space heaters
- halogen lamps
- non-UL rated lamps,
- any non-UL rated decorations requiring electricity
- sun lamps/tanning beds
- toaster ovens
- hot plates
- 3D printers
- candles with or without wicks
- incense
- candle/tart warmers, potpourri burners or scented oil burners,
- live Christmas trees and wreaths.

Furnishings

In general, each apartment will be furnished with a bed, underbed storage cabinets, stools, desk, chair, cushioned chair, console table, and coffee table. Items and types may vary according to apartment size. Residents agree that all furnishings provided will always remain in the apartment. Items will not be removed from the apartment or building, stored,

placed in common areas, or provided to other residents. Resident further agrees that any furnishings provided will not be moved to the loft area, if applicable.

Garbage/Recycling Disposal

To maintain a clean and safe living environment for all residents, please follow the guidelines below regarding trash removal and property cleanliness:

- Apartments must be kept clean and free of trash, garbage, and other debris.
- Trash and recycling (if applicable) must be disposed of regularly and placed only in the designated barrels located inside the trash room.
- Trash may not be stored inside your apartment, on patios, in lobbies, hallways, or any common areas.
- Residents are responsible for taking their trash to the barrels in the trash room and for helping to keep those barrels clean and sanitary.
- Boxes must be broken down neatly before disposal.
- Bulk or heavy items are the tenant's responsibility to remove. Associated dump fees will be billed directly to the tenant.
- Recycling is not currently offered at this property. If you are committed to recycling, you are welcome to transport recyclable items to the Portland Transfer Station at your own discretion and expense.

Leaving trash or debris on the floor of the trash room is unacceptable and may result in additional disposal fees.

Parking

Parking at Seavey is for residents only. Out of respect for your fellow residents, we would ask that you advise your guests to find adjacent street parking. Vehicle parking shall only be permitted in designated building parking spaces. Residents shall move vehicles as may be reasonably necessary to facilitate snow removal. If vehicles are not moved with timely notice, building management reserves the right to tow at the owner's expense.

Motorcycles, motorized bikes, e-bikes, bikes, or scooters may not be brought into the building nor parked on sidewalks, under stairwells, or in handicapped parking areas. Unauthorized or illegally parked vehicles may be towed. A vehicle is unauthorized or illegally parked in the apartment community if it:

- has a flat, is on jacks, has wheel(s) missing or other conditions rendering it inoperable;
- has no current license plate or no current registration and/or inspection sticker;

- takes up more than one parking space;
- belongs to a resident or occupant who has vacated the apartment;
- is parked in a marked handicap space without the legally required handicap sign;
- is parked in space marked for manager, maintenance or staff
- blocks another vehicle from exiting;
- is parked on the grass, sidewalk, or patio;
- blocks garbage trucks from access to a dumpster;
- is parked in a designated snow removal area.

Prohibited Conduct

The resident, his/her occupants or guests may not engage in the following activities;

- behaving in a manner which may become an annoyance or nuisance to the other residents;
- disturbing or threatening the rights, comfort, health, safety, or convenience of others (including University and building management employees) in or near the apartment community.
- disrupting building management business operations;
- engaging in or threatening violence;
- tampering with utilities internet, or other technology;
- using windows for entry or exit in non-emergency situations;
- accessing or using the roof.

Self-Employment

The resident, his/her occupants, and guests must not solicit business or contributions. Conducting any kind of business (including child-care services) in your apartment or in the apartment community is prohibited. However, any lawful business conducted "at home" by computer, mail, or telephone is allowed if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

Service Animals, Emotional Support Animals (ESA) & Pets

The University of New England recognizes the importance of "Service Animals" as defined by the Americans with Disabilities Act (ADA) and the broader category of "Emotional Support Animals" (ESAs) under the Fair Housing Act (FHA) that provide physical and/or emotional support to individuals with disabilities. More information on UNE's policy and guidelines can be found in the Student Handbook.

Only approved service animals and ESAs are permitted in the building. Residents are responsible for any cleanup and proper disposal required inside and outside the building. Animals may not be left unaccompanied on terraces or in Common Areas and must be on a leash and in control or in a carrying bag when outside the apartment. Service animals and ESAs approved through the Student Access Center are welcome, contingent upon the mutual agreement of roommates.

Smoking

Smoking of any substance is prohibited in all areas of the Seavey Terrace property, including the Premises, the Building, and the surrounding grounds, except in designated smoking areas. For the purposes of this policy, "smoking" includes but is not limited to cigarettes, cigars, pipes, tobacco, or any other smoking product. Residents are responsible for ensuring that their guests also adhere to this policy.

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PROCEDURES

Apartment Entry

To the extent possible, advance notice will be provided before apartment entry. However, Lux building management or University personnel may enter an apartment if the resident, guest or any occupant is present for inspections, repairs, or other services. Contractors, or property management representatives, or other persons may enter the apartment at reasonable times for the purposes listed below. If nobody is in the apartment, then such persons may enter at reasonable times by master key if:

1) written notice of the entry is left in the apartment immediately after the entry; and
2) entry is for:
   a) responding to a resident request
   b) making repairs or replacements or estimating repair/refurbishing costs;
   c) performing pest control;
   d) doing preventive maintenance such as changing filters, testing or replacing smoke or Carbon Monoxide detectors batteries;
   e) retrieving unreturned tools, equipment, or appliances;
   f) preventing waste of utilities;
   g) leaving notices;
   h) delivering, installing, reconnecting, or replacing appliances, furniture, or equipment;
   i) removing or rekeying access control devices;
   j) removing unauthorized window coverings;
   k) for stopping excessive noise;
   l) for removing health or safety hazards (including hazardous materials), or prohibited items;
   m) removing perishable foodstuffs if electricity is disconnected;
   n) retrieving property owned or leased by former residents;
   o) inspecting when immediate danger to person or property is suspected;
   p) allowing entry by a law officer with a search warrant, or in pursuit;
   q) showing apartment to prospective residents (after move-out or vacate notice has been given);
   r) showing apartment to fire marshal, appraiser, contractors, inspectors, prospective buyers, or insurance agents.

Check In Process

Upon checking into Seavey Apartments, residents will be asked to complete a Room Condition Report (RCR) form, which will detail the condition of the room upon their arrival. Each resident is responsible for ensuring their RCR includes all missing items and damages. Residents have 7 days from the day they move in to submit a work order through the Property Manager's online portal https://luxresidential.appfolio.com for any pre-existing damages to avoid being billed for them when it comes time to move out.

Condition of the Premise and Alterations

Residents accept the apartment, fixtures, and furnishings as-is. Upon move-in, they must complete a Room Condition Report to document any existing defects or damage. Failure to submit this report will assume that all items are clean, safe, and in good working order.

Residents are responsible for maintaining their apartments in a clean, orderly, and safe condition, including preventing pest issues. Cleaning supplies are the responsibility of the resident, and apartments must be regularly maintained throughout the term. Failure to uphold a minimum standard of cleanliness may result in cleaning charges and/or disciplinary action, including potential loss of housing privileges. If pests are detected, residents must notify Lux building management immediately via the online tenant portal.

Residents must maintain sufficient heat in their apartment during freezing weather to prevent pipes from freezing. If damage occurs due to failure to do so, the resident will be responsible for repairs to the building and any affected property.

The Property Manager provides professional housekeeping services in shared spaces such as storage areas, lounges, and hallways. However, residents must exercise ordinary care in maintaining both private and communal areas, ensuring they remain undamaged and free of litter.

Unless explicitly permitted by the University or building management, residents may not:

- Perform repairs, painting, wallpapering, or carpeting
- Modify electrical systems or make other alterations to the property
- Remove or tamper with appliances, equipment, or furniture
- Alter, damage, or remove University or building management property, including alarm systems, smoke and carbon monoxide detectors, furniture, data wiring, screens, window treatments, locks, and access control devices
- Install or modify door locks, rekey doors, or prop interior/exterior doors open
- Construct lofts or make structural modifications

- Install unauthorized items such as water furniture, washing machines, antennas, phone or TV cable outlets, or alarm systems

No holes, nails, screws, or stickers are permitted inside or outside the apartment. However, a reasonable number of small nail holes for hanging pictures on sheetrock walls may be allowed unless otherwise stated.

Building management will supply and replace light bulbs for fixtures operated from inside the apartment.

Move Out Procedures

The resident's move-out date is determined by the License Agreement's term and cannot be changed unless agreed upon in writing by both the University and the resident. There will be no refund for early move-out. If an extension is needed, residents must contact the University at least 30 days in advance, though approval is not guaranteed.

Upon move-out, all keys must be left on the kitchen counter. Failure to properly check out will result in a $200 fee. Improper checkout includes:

- Failing to leave your keys on the counter
- Not taking out your trash/recycling
- Failing to clean your apartment to a reasonable degree (see section titled "Cleaning at Move Out" for more information).
- Failure to move out by the specified end date of your contract term

After moving out, the apartment will be inspected by a LUX building management representative using the Room Condition Report (RCR) to assess any cleaning or damage charges, which will be billed to the resident. Any personal property left behind after inspection will be considered abandoned and disposed of by the University. See section titled "Move-Out Inspection" for more information.

Cleaning at Move Out

Residents must thoroughly clean the apartment, including doors, windows, furniture, bathrooms, kitchen appliances, patios, and balcony. If the apartment is not adequately cleaned, the resident will be liable for reasonable cleaning charges—including charges for cleaning carpets, furniture, walls, floors, etc. that are soiled beyond normal wear (that is, wear or soiling that occurs without negligence, carelessness, accident, or abuse), or beyond move in condition. The general rule to avoid additional charges is to leave the apartment in the same or better condition than move in. Failure to meet these cleaning requirements will result in a $750 cleaning charge.

Move-Out Inspection

Residents are expected to remove all items from their apartment when they check out. Anyone who leaves property behind in their apartments should expect these items to be removed and disposed of in some manner. Items such as computers, glasses, medications, and passports will be stored for 30 days, but the occupant must plan with the university immediately for retrieval of such items. Items not obtained in 30 days or by the end of the semester will be disposed of or donated.

A LUX building management representative will conduct an inspection after the resident has moved out and note any damage beyond normal wear and tear that was not recorded on the initial room condition report. The representative will have no authority to bind or limit the University regarding charges for repairs, damage, or charges. Any statements or estimates by the representative are subject to correction, modification or disapproval before any final charges are applied.

Surrender and Abandonment

For both surrender and abandonment, if the University is not notified, the resident may be charged for the additional day(s) (prorated) beyond the contract end date, in addition to other charges for improper check out.

The resident will have surrendered the bedroom and the apartment when;

A. the move-out date has passed, and no one is living in the bedroom or apartment in the University's opinion;
   or
B. all apartment keys have been turned in –whichever date occurs first.

The resident will have abandoned the bedroom and the apartment when all the following have occurred;

A. everyone appears to have moved out in the University' opinion;
B. clothes, furniture, and personal belongings have been removed from the bedroom and apartment in the University's opinion;
   and
C. the resident has not responded for two (2) days to a University notice left on the inside of the apartment door, stating that the University considers the apartment abandoned.

Students are responsible for removing all personal belongings upon vacating their assigned space at the end of, or upon early termination, of their License Agreement. Any items left behind in the unit or building after move-out will be considered abandoned and disposed of

by the University in accordance with applicable law. Students may be charged for the removal of abandoned items.

Requests, Repairs and Malfunctions

You must immediately notify building management of water leaks or excessive moisture; electrical problems; malfunctioning lights; broken or missing locks or latches; and other conditions that pose a hazard to property, health, or safety by calling the LUX emergency line at (207) 899-3845 ext. 2 both during and after business hours. Unless otherwise instructed, the resident is required to keep the apartment cooled or heated according to the university's specified temperature guidelines, which are typically between 68°F and 72°F in the winter and between 72°F and 76°F in the summer, to promote energy efficiency and comfort.

If necessary, building management may change, install or repair mechanical, technology, plumbing, or other necessary utilities, services and equipment serving the apartment with reasonable notice. Utilities and other services may be temporarily interrupted to avoid property damage or to perform the work. Building management will act with customary diligence to make repairs and reconnections.

Maintenance Requests

Maintenance costs incurred while residents are absent will be borne by the residents. If an apartment's residents will be absent for ten days or longer and the resident(s) wishes the Property Manager to check the apartment while the resident(s) is(are) absent, please email or call Lux to notify of absence. This effort on the resident's part may help eliminate potential damage and minimize problems.

Reasons to call the LUX Residential Emergency Line (after hours or holidays):

- No heat (during freezing temperatures below 32 degrees)
- Water leaks or sewage backups
- You are locked out (please ensure you have tried every possible entrance, and if you have keyless entry, that you have tried turning the deadbolt lock after entering the code) Please keep in mind, fees will incur for lock outs or key replacement in some scenarios you may want to consider a local locksmith.
- Malfunction of smoke alarms (you can try resetting the unit by pressing and holding the reset button but should
- NEVER cover or unplug an alarm system without contacting management to fix the unit if it is more than a simple battery replacement issue)
- To inform management of a critical safety scenario or hazardous environment

URGENT maintenance requests (NOT an emergency):

- Having no hot water (as long as it is NOT due to having no heat), there is an appliance malfunction, a toilet is clogged, or dealing with pests can be frustrating, they do not constitute an emergency. For a scenario such as this, please place an urgent maintenance request in your online tenant portal so that we can address it at our absolute earliest convenience during regular business hours.

NON-URGENT maintenance requests:

Please place a service request of normal to low urgency (for example, air conditioning problems) in your online tenant portal and we will address all routine maintenance in a timely manner in order of priority.

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RESOURCES

On-Campus Resources	Off-Campus Resources
Office of Safety and Security Emergency Situations: UNE Extension 366 or (207) 283-0176 Non-emergency situations: (207) 602-2298 **Student Health Center** Biddeford (207) 602-2358 Portland (207) 221-4242 **Student Counseling Center** Biddeford (207) 602-2549 bcstudentcounseling@une.edu Portland (207) 221-4550 pcstudentcounseling@une.edu **Office of Title IX and Civil Rights Compliance** Portland (207) 221-4554 Biddeford (207) 602-2931 Angela Shambarger ashambarger@une.edu **Office of Housing and Residential/Commuter Life** (207) 602-2272 housing-office@une.edu (207) 221-4212 pchousing@une.edu **Student Affairs** Biddeford (207) 602- 2372 student-affairs@une.edu Portland (207) 221-4212 pcstudentaffairs@une.edu **Student Access Center** Biddeford (207) 602-2815 bcstudentaccess@une.edu Portland (207) 221-4438 pcstudentaccess@une.edu	**The Police** Dial 911 **Maine Crisis Line** (888) 568-1112 **National Crisis Text Line** Text TALK to 741741 **National Suicide Prevention** Lifeline 988 **Sexual Assault Response Services of Southern Maine** 24 hours, 1(800) 871-7741 **Caring Unlimited (DVRC York County) 24**-hour hotline, 1(800) 239-7298 **Through These Doors (DVRC Cumberland County)** 24-hours hotline 1 (800) 537-6066 **Rape, Abuse & Incest National Network (RAINN)** 24-hour hotline, (800) 656-HOPE **The Trevor Project** 1-866-488-7386 **Trans Lifeline** 877-565-8860 **Westbrook Police Department** Emergency phone: 911 Non-Emergency: 207-854-0644 ext. 0