

# UNE HOUSING HANDBOOK

2022-2023



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Please note: All policies and procedures in this document are subject to change. If viewing a printed copy, please note there may be an updated UNE Student Handbook online at [www.une.edu/studentlife/handbook](http://www.une.edu/studentlife/handbook).

## Mission Statement:

*Working in partnership with our students, faculty, and campus resources, the Office of Housing and Residential/Commuter Life constructs a healthy and positive community that enhances academic pursuits and promotes opportunities for personal, social and spiritual growth.*

The residence halls are a home to those students living on campus. A residence hall is a vital community: alive with a diversity of people, ideas, goals, needs, and most importantly, a commitment to sharing. The residence halls create a living and learning environment for students. These communities provide a supportive structure within which students feel comfortable exploring, both individually and collectively, many different possibilities for growth.

Community refers to a group of people sharing a common interest, who...

- are interdependent for the fulfillment of certain needs;
- live in close proximity and interact on a regular basis;
- share in defining expectations for all members of the group and assume responsibility for meeting these expectations;
- And are respectful and considerate of the individuality of other persons within the community.

The Office of Housing and Residential/Commuter Life team strives to make the residence halls feel like a home for students while they are living on campus, and hope that they will choose to become active members of the University community. There are many opportunities for students to get involved and to have a positive impact within our campus community. In order to assist students transitioning into the local community after their time in housing has ended, the Office of Housing and Residential/Commuter Life is also committed to maintaining resources on local rentals and rental information and serving as a support to commuters.

## Important Dates- Residence Hall Calendar 2022-2023 Academic Year

FALL SEMESTER, 2022	SPRING SEMESTER, 2023
<p><b>Saturday, August 27</b> Residence hall check-in for new and transfer students.</p> <p><b>Monday, August 29</b> Residence hall check-in for returning students. Meal plan resumes for all students with dinner.</p> <p><b>Tuesday, August 230</b> Residence hall check-in complete for all students.</p> <p><b>Wednesday, August 31</b> Classes begin</p> <p><b>Friday, October 7- Monday, October 10</b> Fall long weekend. Residence halls remain open. Classes resume on the 10th.</p> <p><b>Wednesday, November 23**</b> Residence halls close for Thanksgiving Break. Last meal served is Tuesday dinner.</p> <p><b>Sunday, November 27</b> Residence halls re-open at 10am. Meal plan resumes with dinner.</p> <p><b>Friday, December 9</b> Last day of classes</p> <p><b>Friday, December 16**</b> Final Exams end and halls close for semester break at 9pm. Last meal served is lunch.</p>	<p><b>Date to Be Determined</b> Residence hall check-in for new and transfer students.</p> <p><b>Tuesday, January 17</b> Residence halls re-open at 10 am for all returning students. Meal plan resumes for all students with dinner.</p> <p><b>Wednesday, January 18</b> Classes begin</p> <p><b>Friday, March 10**</b> Residence halls close for Spring Break at 9pm. Last meal served is lunch.</p> <p><b>Sunday, March 19</b> Residence halls re-open at 10am. Meal plan resumes with dinner.</p> <p><b>Thursday, May 4</b> Last day of classes.</p> <p><b>Friday, May 12</b> Final Exams end</p> <p><b>Saturday, May 13</b> Residence halls close at noon for all students not participating in summer sessions or commencement as a graduating senior.</p> <p><b>Tuesday, May 16</b> Summer session residents transition to summer housing</p> <p><b>Sunday, May 20</b> Commencement</p>
<p><b>*All dates are subject to change.</b> **Dining services are closed when the university is not in session. Students participating in break housing should plan accordingly during this time.</p>	

## About Our Staff

<p style="text-align: center;">Director</p> <p>The Director provides overall leadership for the department, supervises the staff and serves as a general resource for all University students.</p>
<p style="text-align: center;">Associate Director</p> <p>The Associate Director oversees day to day housing operations, coordinates RA selection and training, and acts as a second-level student conduct hearing officer.</p>
<p style="text-align: center;">Office Manager</p> <p>The Office Manager provides overall support for the Office of Housing and Residential/Commuter Life team and is the initial point of contact for students and visitors.</p>
<p style="text-align: center;">Area Coordinators</p> <p>Area Coordinators (ACs) are full-time, professional staff that live on campus and are on-call on a rotating basis. They supervise and support Resident Advisors, Community Assistants, and Community Life Mentors. They build community, maintain community standards, coordinate large-scale programs, and serve as student conduct hearing officers.</p>
<p style="text-align: center;">Student Staff</p> <p>Resident Advisor (RA): The RA is a live-on student staff member that engages and acts as a resource for residents, plans programs, and supports campus safety through serving in an on-duty rotation.</p> <p>Community Assistant (CA): The CA is a student staff member whose primary role is to support programmatic efforts across the University and act as an additional support to the operations of the main housing office.</p> <p>Commuter Life Mentor (CLM): The CLM is a student staff member whose responsibility is to serve as a resource for first year commuter students.</p>

### STATEMENT OF STUDENT RIGHTS & RESPONSIBILITIES

The Office of Housing and Residential/Commuter Life at the University of New England is committed to building a partnership with resident students, and in assisting our community members in achieving both intellectual and personal growth. Our success in doing this is dependent upon the understanding that with rights, come responsibilities. Our students have the right to certain educational and residential living expectations and a responsibility to assist in creating an atmosphere that is conducive to our goal of assisting community members in achieving intellectual and personal growth.

#### **Rights: Every residential student has the right to:**

- A clean, safe and secure living environment within the residence hall community.
- A residence hall community that promotes respect, personal growth and development, appreciation for differences and diversity, and accountability for violations of residence hall policies, standards, rights and responsibilities.
- A residence hall community, which creates an environment conducive to achievement of intellectual and personal growth.
- Programs and activities that encourage the development of community and social connections.
- Access to resources to assist with the myriad of issues confronting college-age individuals.
- An equitable and consistent enforcement of policies, with due consideration of the rights of all members of the residence hall community.

#### **Responsibilities: Every residential student has the responsibility to:**

- Take learning seriously: attend class, be prepared, participate in discussions, ask questions and get assignments done on time.
- Practice social responsibility in support of community health by wearing a mask, conforming to social distancing guidelines, practicing good hygiene, maintaining a clean living environment.
- Be aware of how personal choices affect your academic success, personal growth, and the quality of life for other community members.
- Attend residence hall floor meetings, programs and events; get involved in campus-wide clubs and/or organizations; take on a leadership role in some capacity.
- Check UNE e-mail regularly.
- Treat fellow students and University faculty and staff with respect.
- Contribute to the enrichment of your room, suite, floor, residence hall, University, and local communities.
- Communicate effectively to prevent and resolve conflict with roommate(s) and other community members.
- Protect and preserve property belonging to others and the University.

- Be knowledgeable of and comply with University policies as outlined in the University Conduct Code and Residence Hall Standards, Policies and Expectations.

## THE COMMON GOOD

One notable characteristic of positive communities is a shared concern for the common good. At UNE, we have as an objective that our residential students understand what it means to be a member of a community and therefore, they strive to set high standards for their own behavior. Never has this objective been more important than in this current time.

To achieve this goal, we work continuously to raise residents' awareness of their rights and responsibilities while living in our community. We encourage residents to take an active role within their living environment and to participate in the development of community standards. By reminding residents of these standards, holding people accountable through personal contact and group discussions, and taking swift action on behavioral and facilities issues, we help make the residence halls vital and enjoyable places in which to live.

By inviting a student to join the UNE community, the University assumes the student has developed and maintained a high degree of integrity and commitment to the personal values in their private and academic life. The faculty and administration at UNE are committed to fostering and furthering this sense of integrity and to helping students develop an ever-deepening awareness of the multi-faceted demands facing them. Students are ultimately responsible for their own learning, the consequences of their choices, actions and behavior, and should constantly appraise themselves and subsequently recreate their personalized plan for moving forward. Respect, openness to new situations and people, personal and intellectual curiosity and a commitment to meeting one's obligations are all expectations of the UNE student. The University articulates and clarifies expectations regarding behavior through the University Conduct Code and Residence Hall Standards, Policies and Expectations.



## Leadership and Involvement Opportunities

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### RESIDENT ADVISOR TRAINING DEVELOPMENT

Our commitment to the growth, development and performance of our Resident Advisors (RAs), is demonstrated through ongoing RA training. This comprehensive training program incorporates job-related training with educational, theory-based training, as well as coaching and mentoring by professional supervisory staff.

The program is launched each year with training in August, during which job-related policies and procedures are addressed. Additional training, (referred to as in-services) is also offered to the RA staff on a monthly basis in order to complement the breadth of their job related skills and knowledge.

Information about RA applications is posted throughout campus prior to the start of Winter Break. Contact the Office of Housing and Residential/Commuter Life for more information.

### COMMUTER LIFE MENTOR TRAINING & DEVELOPMENT

These student staff members receive all of the training that the CA's receive as well as a portion of what the RA's receive for training. They play an important role in providing support and resources for our commuter students. CLM's are also funded via the work study program and for more information about becoming a CLM please send an email to [CLM.HRCL@une.edu](mailto:CLM.HRCL@une.edu).

### RESIDENTIAL STUDENT LIFE ASSOCIATION (RSLA)

The Residential Student Life Association (RSLA) is a student-run organization which provides a forum for on-campus residents to improve their residential experience. All on-campus residents are considered members and are invited to attend the general assembly meetings. Each building elect's delegates to represent their voice, and to vote on important matters in meetings. Executive Officers include the President, Vice President, Secretary, Treasurer, National Communications Coordinator (NCC), and Public Relations Representative (PRR). Executive Officers are elected annually by the general assembly.

### RESIDENCE HALL MEETINGS

Residence hall meetings provide an opportunity for students to gather and learn about the latest happenings on campus or in the hall, to discuss residence hall concerns and to plan activities. Specifically, students will receive information about openings, hall closings, room selection, etc. Each student is required to attend and may offer support, ideas, and suggestions to other residents and/or the hall staff. Each student is responsible for the information introduced or decided at these meetings.

Another way of finding information is to regularly refer to the bulletin boards located on each floor in the residence halls. These boards are updated with educational information, as well as on-campus activities and important University news.

At the beginning of each year, the members of each floor will attend meetings to discuss their community standards and other community guidelines. The guidelines will greatly affect each student throughout the year and therefore everyone is strongly encouraged to share in the development of their community.

## PROGRAMMING

One of the foundations of the Office of Housing and Residential/Commuter Life is programming. We offer a wide range of educational, social, intellectual, physical, spiritual and cultural programs based on the residents' needs and interests. RAs have programming requirements and are interested in hearing residents' ideas. Students are encouraged to get involved in the planning of programs and activities for their floor and hall.

### OVERVIEW

The Biddeford Campus of the University of New England has ten residence halls that house undergraduate students. Five are traditional double/triple room residence halls: Assisi, Avila, Frederick, Padua, and Siena. Featherman is a track-style, triple room residence hall. Champlain, East, West, and Sokokis residence halls are suite-style accommodations with single or double bedrooms. A directory of numbers can be found in the Staff Directory section of the handbook.

### ON CAMPUS HOUSING SELECTION

All resident students who wish to reserve a room for the following academic year and/or the summer must complete a Housing and Dining Services Contract by the designated dates. Each student's \$200.00 room deposit will be carried over to the next year.

The Housing Selection process takes place during the spring semester in which students and their potential roommates select academic year housing. Prior to housing selection, students who have submitted their Housing and Dining Contracts will receive a date and time in which they will select their housing for the following academic year. Due to the changing residence hall population, it is possible a room assignment will need to be modified over the course of the summer. If this occurs, affected students will be contacted.

For those students who are eligible to live off campus, the Off-Campus Requests Application will be made available online by the Office of Housing and Residential/Commuter Life. Please contact a Housing professional staff member for all inquiries as to eligibility.

### **Important Notes:**

- There is a penalty for breaking the Residence Hall and Dining Services Contract. The liquidated damage fee for breaking your contract is 60% of a semester double room and board rate. Students are encouraged to read the terms and conditions of the contract before submission.
- With the exception of East, West and Sokokis Residence Halls, single rooms may not be requested through the Office of Housing and Residential/Commuter Life room selection process. If a student has a specific medical purpose for requesting a single room they must go through the Student Access Center for consideration of an accommodation. If appropriate the Student Access Center will make a recommendation for placement in a single room.
- Students who do not sign up with a roommate will be assigned a space. That space may be single occupancy, double or triple occupancy. It may house either a transfer, incoming, or returning UNE student.

## OFF CAMPUS HOUSING

The Office of Housing and Residential/Commuter Life also maintains a website of [rental listings](#) for those students who live off campus. This list is compiled from listings submitted to the Office of Housing and Residential/Commuter Life by members of the surrounding community. These listings and renters are not rated or inspected by the University and the University is not responsible for ensuring the quality of the rental properties or the landowners.

### GENERAL HOUSING INFORMATION

1. The University may deny or cancel assignments in the interest of health, discipline and academic standards. Applications shall be canceled and room deposits refunded whenever all available residence hall space is committed to early applicants.
2. Authorized UNE personnel may enter and inspect residence hall rooms to insure compliance with safety policies and maintenance procedures.
3. It is the University's responsibility to respect the rights of residential students to privacy. Proper written notice will be given in the case of a routine, scheduled room inspection and effort should be made to have the resident present if a search of a room by University personnel is necessary. Civil warrants do not require prior notification.
4. Confiscated, but not illegal, items will be stored by the AC but must be picked up and removed from campus property at the owner's earliest convenience. Items that remain at the end of each semester will be properly disposed of at the discretion of the institution. The university is not liable for lost or damaged items that have been confiscated.
5. The University holds residence hall students financially responsible for all loss or damage to institutional property, whether in assigned rooms or throughout the residence hall, except for those resulting from normal age, wear and tear.
6. A \$200.00 reservation deposit is required to reserve a space for the following semester and is refunded upon completion of the contract terms or is carried over to the next academic year if residency is maintained.
7. The University requires completion of a Housing and Dining Contract by all residential students prior to assuming residency with the residence halls. The contract conveys the obligations of the University as well as the responsibilities of students in housing accommodations. The contract is for a full academic year, unless prior arrangements have been made. Students are bound by the terms of their Housing and Dining Contract.

#### **Important Notes:**

- Residence halls are closed during specified holiday periods unless the resident has been pre-approved for break housing.
- The University reserves the right to change room assignments at its' sole discretion.

## RESIDENCY REQUIREMENTS

The University believes that residence hall living is an important aspect of the entire University program. The Office of Housing and Residential/Commuter Life makes initial assignments for first-year students with changes allowed after the first two (2) weeks of the semester.

UNE has a three (3) year residency requirement for full-time undergraduate students. Students who wish to explore an exception to this policy should contact the Office of Housing and Residential/Commuter Life.

### **Important Notes:**

- There is a penalty for breaking the Residence Hall and Dining Services Contract. See your completed Housing and Dining Contract in Residence for details.
- Part-Time Students: Should a part-time student establish a full-time status, their off-campus permission may be reviewed and may be denied. Further, the residential standing of full-time students who drop to part-time status may be reviewed and may result in the student being asked to vacate their residence hall room.

## Our Commitment to Residential Students

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Residence Hall norms, policies, and expectations are established to protect the basic living rights of the residents of University residence halls (refer to University Conduct Code). This section refers also to the Residence Hall Services and Residence Hall Policies sections of this Handbook. Issues of significant importance include but are not limited to:

### A. RESIDENCE HALLS SHOULD BE QUIET ACADEMIC ENVIRONMENTS

- Excessive noise (as determined by the residence hall staff) at any time will not be permitted.
- Broadcasting music to the campus beyond the residence hall is an intrusion upon the work and study of others and will not be allowed, except for special events and by permission of the Office of Housing and Residential/Commuter Life.
- It is important that students take into account that spontaneous gatherings can be bothersome to others on the floor or in lounges in the residence hall. Notice should be given to Resident Advisors so that floor members not wishing to be involved can either voice their dissent or make arrangements to be elsewhere during the event. What is acceptable in one residence hall or on one floor may not be acceptable somewhere else.
- Individuals – for their own listening – may enjoy radios, stereos or musical instruments, but no one has the right to compel others to listen beyond one's own room.

### B. RESIDENCE HALLS SHOULD BE SAFE

- Tampering in any way with fire emergency equipment will not be permitted. Fire extinguishers, smoke detectors, heat detectors and other related fire protection equipment are provided to protect life in the event of a fire. Any tampering with this equipment, including false alarms, will result in a minimum assessment of a fine of two hundred and fifty dollars (\$250.00) for a first-time violation and five hundred dollars (\$500) for subsequent violations [SL1], being levied against the individual in addition to other disciplinary sanctions. Tampering with fire alarms or sending false communication of a fire is a felony. Criminal charges may be brought against the violator(s). (See also ROOM DECORATIONS)
- Any infringement on the privacy, physical safety or emotional safety of another student will not be permitted.
- Students are not permitted to have firearms (including fake or toy firearms), ammunition, or explosives in any form on campus. Possession or use of fireworks will be dealt with as a very serious offense. No excuse or explanation for possession of firearms or fireworks will be accepted. Explosive components or chemicals such as explosives, gas or compressed air will not be used or stored in the residence halls or other University property, except under supervision of a faculty member.

- If it is reasonably suspected or determined that behavior in a room is in violation of University policy and occupants of that room fail to respond to a request to enter in a timely manner, a University official may enter a room upon identification.
- Hall sports may not be played within the residence halls due to the high risk of personal injury and/or property damage (See also HALL SPORTS).

### C. PERSONAL AND UNIVERSITY PROPERTY SHOULD BE PROTECTED

- The destruction of personal or University property is forbidden. All damages inflicted intentionally or because of negligence will be paid for by the individual(s) responsible; the individual(s) will also be subject to the penalties listed below.
- Whenever damage occurs by accident, the student(s) involved should report it promptly to the Office of Housing and Residential/Commuter Life staff.
- Movement of University owned lounge furniture or other University property into private rooms will not be permitted.
- The University respects the right to privacy. No student's private behavior will be intruded upon without good cause.

#### **Important Note:**

- Residential students are responsible for any behavior of their guests that is in violation of these norms or University policies (See: Guests below).



## Residence Hall Services & General Information

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The following outlines information and policies regarding residential living at the University of New England. This listing not only contains important information for residential students, but also residence hall policies consistent with University Conduct Code, Violation of Residence Hall Standards.

### ABANDONED PROPERTY

Students are expected to remove all items from their residence assignment when they check out. Any student who leaves abandoned property in their rooms should expect these items to be removed and not stored. Items such as computers, glasses, medications, and passports will be stored by Housing and Residential/Commuter Life but the occupant must make arrangements with the Office 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.

### BREAK HOUSING

Break Housing is available only to residential students demonstrating a need to remain on campus (please inquire with a Housing staff member regarding conditions upon which one can reside on campus during break periods) for extenuating circumstances. Students requesting to stay on campus during break periods will be directed to fill out a Break Housing Application in Residence by a deadline. Students may be required to submit further documentation before being approved to stay during a break period. Once submitted, students will be notified of their Break Housing status. Typically, those approved will be allowed to reside in the spaces in which they currently live.

### CHECK-IN/OUT

Upon a student's arrival into the residence hall, they will be asked to review a Room Condition Report (RCR) form with an RA, which will detail the condition of the room upon their arrival. It is the responsibility of each resident to make sure their RCR includes all missing items, damages or defining remarks. This report will be used at the time of the student's departure to assess discrepancies and damage charges. RAs do not determine whether or not a student will be billed for cleaning or damages at check out. All rooms will be thoroughly inspected and assessed for damage by the Office of Housing and Residential/Commuter Life and Facilities staff once the buildings have closed.

When a student is ready to leave the residence hall they must move all belongings from the room; clean the room and return all furniture to its original place (with the exception of bunked/lofted beds which may remain as is); and follow all checkout procedures. Students are responsible for any damages, missing furniture and excessive cleaning issues. Failure to properly check out with a Housing Staff member may result in

additional charges. See Abandoned Property and Damage of University Property for a description of procedure.

## CLEANING SUPPLIES

Students are expected to keep their rooms clean. In Champlain, East, West and Sokokis Residence Halls, students are expected to clean their own common areas, including their bathrooms and kitchens. The Office of Housing and Residential/Commuter Life Staff will make regular inspections of suites and rooms and all violations.

The University of New England operates a Wastewater Treatment Plant (WWTP) through which all water wastes are treated. The WWTP is a fragile environment where bacteria digest the sewage. It is therefore important that no more than the usual amounts of detergents go down the drain. Students having any large quantity of detergent to dispose of should contact an RA. The use and disposal of bleach and tie dyes are prohibited on the Biddeford Campus.

## CLOSING OF HALLS FOR VACATIONS/EXAMS

The closing of residence halls corresponds with the break period. A list of the days and times of closings can be located on the Residence Hall Calendar found in this handbook and online. No student may remain in or return to any residence hall once it is officially closed or before it has officially reopened (unless approved for Break Housing). The last meal served in the Daniel Ripich Commons before each vacation will be either the lunch or dinner meal on the last day of classes/exams. The first meal served in the dining hall after a vacation period ends will be the dinner meal on the day before the first full day the University is open. Housing and Residential/Commuter Life Staff are required to enter student rooms at vacation periods to verify that lights are off, windows are locked, appliances are unplugged, etc.

### **Important Note:**

- Students must move out of the residence halls within 24 hours of their last exam and not beyond the designated closing time on the final day of Exam Week.

## DAMAGE OF UNIVERSITY PROPERTY

Damage done to a residence hall, rooms, or furniture will be charged to the occupants of the damaged room or building. Damage charges are assessed and placed on students' bills on a monthly basis and at the end of the semester/academic year. Student rooms are reconditioned during the summer months, therefore it is presumed that the rooms are properly cleaned and equipped at the beginning of the school year. Defects should be reported to the Resident Advisor upon completion of the Room Condition Report and within twenty-four (24) hours after occupancy.

Each incident will be reviewed on an individual basis to determine payment responsibility. If damage takes place in the residence halls or elsewhere and those responsible are not known, the following procedure will be used:

1. If damage is done to a student's room, door or window (including screen), etc. the occupants of the room shall make payment, unless special circumstances determine otherwise.
2. If damage is done to common area property, e.g. corridors, lounges, elevators, rest rooms, etc. it shall be paid for by all occupants of the floor or residence hall, depending upon the circumstances.
3. If damage took place during a particular floor event, those responsible for the event will be held responsible for the damage unless specific individuals are identified.
4. Excessive trash, contamination of University recycling containers will be assessed on a weekly basis and may result in community wide charges.
5. If a guest causes damage, the student who is host for the guest will be billed.
6. The University does not, under any circumstances, assume responsibility for loss or damage to personal property through fire, flood, theft or other causes. Loss through these causes should be reported immediately to the Office of Safety and Security and to the student's personal insurance representative.
7. Reporting damages or maintenance needs should be done through the RA, Area Coordinator or Office of Housing and Residential/Commuter Life. No maintenance personnel are available for repairs after 3:00 p.m. except in the case of emergencies.
8. If damage is done to the external portion of the building, the individuals responsible for the damage shall pay for it.

## DINING SERVICES

Students may choose between several meal plan options and there are a variety of dining options available on the UNE campus.

## E-MAIL/UNIVERSITY COMMUNICATION

UNE Outlook 365 is the official way the University will communicate with students; therefore, students are responsible for regularly accessing their email account for messages. The Office of Housing and Residential/Commuter Life relies on this mode of communication extensively.

## FURNISHINGS

The residence hall rooms are furnished with the basic necessities for living, sleep and study. Rooms in Assisi, Avila, Featherman, Frederick, Padua, Siena, Champlain and Sokokis residence halls are furnished with extra-long single beds and mattresses, closets (or free-standing wardrobes), dressers, ladders, guardrails, desks and chairs. Suites in East and West Halls are furnished with full-size mattresses, dressers, desks and chairs. Students should plan to bring anything else they may need. Most furniture is moveable; beds can either be bunked or lofted (with the exception of East, West, Freddy and Sokokis residence halls) by having your RA submit a work order. Room set ups must be requested the first two weeks of the semester. All furniture and furniture parts **MUST** remain in the room or suite and cannot be arranged in a manner to block egress from either windows or doors. Room furniture may not be stacked on top of each other.

## HEALTH AND SAFETY INSPECTIONS

The Offices of Office of Housing and Residential/Commuter Life, Safety and Security and/or Facilities Management will conduct periodic room inspections to help insure that all residents are in compliance with health, fire and safety guidelines. To the extent possible students will be given prior notice of these inspections. Staff conducting general room inspections will document violations and will advise students to correct violations. Violations may result in an applicable fine, confiscation of property and/or student conduct action.

## ID CARDS

A student's ID card is as important as their room key. Students should keep their ID with them at all times. It opens the door to a student's residence hall, and provides direct access to spaces in Featherman, Champlain, East, West and Sokokis Residence Halls. Residents must never give their IDs to another student or guest. Only the owner of the ID card has access to the privileges and services of their card. If an ID card becomes lost or stolen, notify the Office of Housing and Residential/Commuter Life at x2272 and then the Office of Safety and Security at x 2298 immediately.

## INTERNET

The University provides both wireless and internal Ethernet connections in the residence halls. The Ethernet network can be activated upon request for students by putting in a ticket request for activation to the IT Help Desk:  
[https://portal-tools.une.edu/google\\_web\\_forms/portalwebforms/it-help-desk-self-service/](https://portal-tools.une.edu/google_web_forms/portalwebforms/it-help-desk-self-service/)

## KITCHENS/LAUNDRY ROOMS

Resident students are expected to clean up after themselves when they have used the kitchen and laundry facilities. This is not the job of the housekeepers. Messes, spills,

lint, etc. must be cleaned up and disposed of properly. Failure to do so will result in excessive cleaning charges assessed to the hall. Laundry facilities are located in each of the ten residence halls. Included in the room and board rate is a laundry fee that covers the cost of the use of machines for residential students.

For your convenience, the University utilizes the Laundry View system which allows students to monitor the availability of washers and dryers. To access this online system, go to [www.laundryview.com/noreaster](http://www.laundryview.com/noreaster) then select the correct residence hall.

### **Troubleshooting:**

- If there is a problem with a machine, a member of Housing and Residential/Commuter Life Staff should be contacted immediately so they can place a work order. Be sure to give them the machine number and a description of the problem with the machine (i.e. won't turn on, won't spin out the water, etc.). This will help the service person understand how best to resolve the problem. The turn-around time to fix a problem is usually 24-72 hours, with the exception of weekends.
- Do not unplug the machine! Attempts to unplug the machine will shut down the system. If this should occur and the identity of the user making the attempt is unknown, the students of that residence hall will be billed for the service.
- Any questions about the system should be directed to a member of the Housing and Residential/Commuter Life Staff.

## LOCKOUTS

Students are expected to have their room key and ID card with them at all times. Should a student become accidentally locked out, they should first contact the RA residing on their floor. If their RA is not available, they should try another staff member in the building. If the student is unable to find an RA, they should call the Office of Housing and Residential/Commuter Life at 207-602-2272 Monday-Friday, between 8am and 4:30pm to request to be let in. If it is after hours or on weekend and you cannot find an RA, please contact the Office of Safety and Security at 207-602-2298 for assistance. Prior to completing the lockout, a Housing or Security staff member will request that a student provide some proof of identification. Students may be locked out of their room no more than two times without charge. A charge of \$25 will be assessed to the student's account each time thereafter.

## LOUNGE FURNITURE

Furniture has been placed in all common areas in the residence halls for the comfortable gatherings of residents. The furniture must remain in the common areas. Students found in possession of common area furniture in individual rooms will be subject to student conduct review.

## MAIL SERVICES

All residential students have been assigned an on-campus mailbox. Residents of Champlain, Frederick, East, and West Halls have been assigned a mailbox in the East Residence Hall mailroom. Residents of Assisi, Avila, Featherman, Padua, and Siena Halls are assigned mailboxes in the Avila Hall mailroom. Residents of Sokokis residence hall are assigned a mailbox in Sokokis. You will need to pick up your mailbox key at the start of the semester in the Facilities Mailroom.

## MAINTENANCE REQUESTS

Maintenance requests are made through an RA or other Office of Housing and Residential/Commuter Life staff member. It is important to give complete information about the request: detailed description of problem, date problem occurred, how the problem occurred, location of problem, etc. Once a request for maintenance has been placed, it is assumed that permission has been given for a Facilities staff member to enter the room to complete repairs.

## MEDICAL AND PERSONAL CONCERNS

Emergency medical care between 4:30 p.m. and 8:00 a.m. is accessed through an RA, the Office of Safety and Security, and/or the Area Coordinator on duty. Issues of a more personal nature may be discussed with an RA. It is important to remember that while RAs do have some training in peer counseling, they are not counselors and therefore cannot promise confidentiality. RAs and professional staff, however, will maintain students' privacy to the extent that the legal system and the University will allow. Individuals may need to be referred to Counseling Services or the Health Center for proper attention. It is important to keep in mind that your emergency contact may be notified.

## PARKING

Students must register vehicles through [The Permit Store](#), vehicle owners must pay close attention to all parking regulations. Tickets are expensive and add up quickly. Repeated offenses can lead to towing or the loss of on-campus parking privileges. Resident students must park in resident lots only. It is especially important to be aware of regulations during the winter months. The residence hall staff will review winter parking and snow removal procedures during floor meetings. For more parking regulation updates refer to the Office of Safety and Security website at <http://www.une.edu/studentlife/security/>.

## PERSONAL PROPERTY

The University is not responsible for damage or loss of personal property. Students are urged to check individual insurance plans to assure coverage against fire, flood or theft. Parents' homeowner's policies very often cover such losses. Stolen property should be reported to the Office of Safety and Security.

## PETS

For health code reasons, allergies and restricted living environments, pets are not permitted in student residence hall rooms. The only exceptions to the pet policy are fish in an aquarium and fresh-water turtles or aquatic frogs and salamanders contained in aquariums. Aquariums are restricted to one 20-gallon tank per student in each room. Animals approved through the Student Access Center are welcome contingent upon mutual agreement of roommates. Service animals are permitted only through the approval of Student Access Center.

## RECYCLING

The University of New England's faculty, staff and students are committed to providing a waste-recycling program. As such, the University currently employs a single-sort recycling program. Each building is equipped with the appropriate recycling containers. Please dispose of all approved recycling contents in the appropriate containers. Following this simple procedure will prevent contamination and the rejection of recycled material. Questions about specific materials may be directed to the Sustainability Coordinator at x2507.

## ROOMMATES

Fostering a positive relationship between roommates is an important piece of residential living. Not all roommates are best friends, but it is imperative that they establish a respectful dynamic. The Housing and Residential/Commuter Life staff is available to assist students every step of the way. A roommate relationship can quickly bring about social, cultural and values-related conflicts, particularly when said differences are not addressed in an appropriate manner. All residents will complete a Roommate and/or Suitemate Agreement in order to foster communication and to create common guidelines for their room. It is important for roommates to know their expectations of each other, as well as areas of agreement and disagreement. When conflict arises among upper class residential students, a similar Roommate Agreement will be drafted in order to foster communication and resolution of disagreements.

## ROOM CHANGES

Residents who want to change their housing assignment must complete the Room Change Request application online. Room changes are offered no earlier than two weeks after the beginning of each semester. Students requesting a room change must first meet with their Area Coordinator in order for the request to be considered. In the case of a roommate conflict, the RA and/or AC will require mediation before a room change will be considered. The room change period ends on the last day of classes each semester. Room changes will not take place during finals week to avoid the potential of disrupting study for others. The Office of Housing and Residential/Commuter Life does reserve the right to move a student during the finals period if it is necessary. If the student loses a roommate during the year, the University reserves the right to assign another student to that space. The University also has the right to relocate students at any time for any reason. If a student changes rooms without authorization from the Office of Housing and Residential/Commuter Life they are subject to disciplinary action and billing.

## ROOM KEYS

Upon arrival, each resident student will be given a room key. If a student should lose their key or fail to return it once they've vacated their residence hall space, they will be billed \$35 for a lock change and key replacements. If a student should lose their ID card, they will be billed \$10 to replace it. Arrangements can be made for a replacement key with the Office of Housing and Residential/Commuter Life and for a new ID with the Office of Safety & Security. For reasons of safety, lost keys and ID cards should be reported immediately. Students are responsible for returning the key assigned by the Office of Housing and Residential/Commuter Life. Returning the wrong key will result in a lock change charge.

## SECURITY

The security of UNE students and the residential facilities are of primary importance. The University has instituted processes (i.e. 24-hour locked halls, code systems on keys, coded IDs) to improve security services. Safety and Security Officers regularly patrol the residence halls and are very interested in getting to know students. Students are encouraged to say hello and to get to know the officers. Security may be reached at x 2298 for a non-emergency and at x366 for emergencies. Both of these numbers may be dialed directly from a student room, hallway phone or campus call box. A student's room phone is activated upon request for students by notifying the RA or AC.



## SERVICE ANIMALS & EMOTIONAL SUPPORT ANIMALS

The University of New England (“UNE” or “University”) recognizes the importance of “Service Animals” as defined by the Americans with Disabilities Act (ADA) and the broader category of “Emotional Support Animals” under the Fair Housing Act (FHA) that provide physical and/or emotional support to individuals with disabilities. More can be found on UNE’s policy and guidelines [here](#).

## TOBACCO/SMOKING

The University of New England is a tobacco and smoke free campus. Smoking of tobacco or other substances and use of all tobacco products, including electronic cigarettes and vapes will not be permitted anywhere or anytime on the University campuses. This includes all parking lots (including personal vehicles), buildings, residence halls and their grounds, clinics, laboratories, classrooms, private offices, balconies, roofs, plazas, vestibules, loading docks, sidewalks, and on any other campus property, as well as within close proximity to or causing the obstruction of any building entrance, covered walkway or ventilation system.

Please note only FDA approved nicotine replacement therapy products will be permitted. The full Tobacco Policy may be found [here](#).

## STORAGE

There are no storage spaces on campus for students' belongings. The University is not responsible for anything left behind at the end of the academic year. Arrangements for storage rental can be made with local establishments.

## TELEVISION

Each room has one active TV cable line that provides over 70 channels for viewing. Students are responsible for providing their own TV and their own coaxial cable, which runs from the TV to the wall. A cable 10 feet or longer is recommended for flexibility in arranging the room. Many of the residence hall lounges are equipped with a television and DVD player that is connected to cable.

## TRASH REMOVAL

Students are expected to assume responsibility for the disposal of all personal trash. Dumpsters have been conveniently placed outside residence halls. Personal trash is not to be placed in residence hall bathrooms, laundry rooms, lounges or recycle bins. Students will be billed for removal of personal and excessive trash. Excessive trash may include any excess amount that is produced by an event or through carelessness if it is left for the Housekeeping Staff to remove. If a dumpster is full it is expected that the student will dispose of their trash in another dumpster.

## VENDING MACHINES

Vending machines in each residence hall may be operated by coin/cash. Problems should be reported to the Office of Housing and Residential/Commuter Life. When reporting problems, please be as specific as possible as to which machine needs attention and the type of problem that exists.

## Residence Hall Policies & Procedures

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The following outlines information and policies regarding residential living at the University of New England. This listing not only contains important information for residential students, but also residence hall policies consistent with the University Conduct Code, Violation of Residence Hall Standards.

### APPLIANCES

**Air Conditioner Units-** Air conditioner units are only permitted with prior approval from the Student Access Center. It is the student's responsibility to purchase a unit with 5,000 BTUs or less and for safety reasons all units must be installed by a UNE Facilities staff member.

**Refrigerators-** Refrigerators must be 3.5 cubic feet or less. All suite style spaces come with a full-size refrigerator, students may have a personal refrigerator in their individual rooms. Traditional and track style rooms are limited to no more than two refrigerators per room. All refrigerators must be plugged directly into a wall outlet.

See Fire Safety (p. 28)

### PERSONAL TRANSPORTATION

In response to Fire Safety and Regulation requirements set forth by the local Fire Departments. The term personal transportation vehicles is inclusive of but not limited to pedal or electric bikes, motorized scooters or any other motorized transportation powered by battery or gas.

1. No personal transportation vehicles may be left or used in the suite/room, corridor or public areas (i.e. laundry rooms, lounges, stair wells, etc.) in any residence hall at any time.
2. Bike racks are available around campus on a seasonal basis. Racks are not available during the snow ban parking season: mid-November – end of March.
3. Bicycles should be stored in the Sokokis or Champlain bike rooms when bike racks are no longer available. Space is limited and can only be accessed once a space has been reserved. To learn more about bike storage, contact the Coordinator of Outdoor Recreation and Wellness at X2768.
4. If a personal transportation items are found in a corridor or public area, it will be immediately confiscated by Security. If necessary, chains and locks will be cut.
5. UNE is not responsible for any lost or stolen personal transportation. It is strongly recommended that all personal transportation be locked at all times.

### DOORS

For reasons of safety, exterior doors of the residence halls are locked 24 hours/day. They cannot be propped open at any time. Anyone found propping a door is subject to disciplinary action that could result in a student conduct fine. Students are expected to

carry residence hall keys and their ID card at all times. All resident students are reminded that their ID cards will gain them access to the exterior hall doors and should be handled both cautiously and responsibly to insure that easy access to the residence halls remains the privilege of resident students only. For reasons of safety, lost keys and ID cards must be reported to the Office of Safety and Security and the Office of Housing and Residential/Commuter Life immediately. Students must not give their keys or cards to anyone. It is against UNE Conduct Code to lend out room keys/cards.

Individual residence hall room doors should only remain open if the room is occupied. Rooms left open and unattended will be closed and locked. Keys may not be left in the door to permit others' entry.

## EXTENSION CORDS

See Fire Safety (p. 28)

## FIREARMS, FIREARMS STORAGE, FIREWORKS, PROHIBITED ITEMS

No person shall possess weapons or any device(s) that, in the opinion of the Director of Safety and Security present a danger to the community. Examples of weapons include swords, axes, machetes, martial arts weapons of any kind, knives, slingshots, paint-ball guns, nerf guns, any device that propels an object including but not limited to pellet guns, "soft pellet guns", bb guns and the like, as well as bows, arrows, hunting knives and any firearm or ammunition. Pepper spray and or any other similar product are prohibited from all University buildings without the express consent of the Director of Safety and Security. Small "pocket knives" for personal use with blades no longer than 2 ½ inches in length are generally acceptable. No person shall possess replica or toy firearms that resemble an actual firearm or weapon.

Recognizing that any object could be a potential weapon the Director of Safety and Security shall evaluate any questionable object and determine if the device shall be prohibited under the terms of this policy. This policy shall in no way be used to prohibit the possession of kitchen type knives used for food preparation so long as they remain in the owners "kitchen" area. Weapons 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. Individuals should contact the Office of Safety and Security if they are unsure if an item would be considered a weapon or prohibited item. The officers will work with a community member to make sure the item is stored appropriately.

Any weapon as defined by the policy or determined to be so by the Director of Safety and Security that is found on campus, including any residence hall space, will be confiscated. The violation will be addressed expeditiously through the student conduct process with related sanctions including the potential of suspension or removal of the individual(s) from all campus properties.

## FIRE SAFETY

1. Unannounced fire evacuation drills will be held regularly throughout the school year in each residence hall. Students who fail to exit the halls, attempt to re-enter the building without the permission of proper authorities or fail to comply with University officials will be subject to disciplinary action and the assessment of student conduct sanctions.
2. Tampering with fire safety equipment or fire alarms is a violation of State Law, as well as University policy. Persons found in violation will be subject to serious disciplinary action.
3. Fire detection units should not be covered or blocked at any time.
4. All devices must be UL approved and in good working condition. Electrical appliances are permitted for use in resident rooms except for appliances, which 1) have exposed heating units or open flames; and 2) are used for the specific purpose of cooking food, with the exception of small appliances with enclosed heating elements and automatic shut off. Other appliances are prohibited except with appropriate approval in residence hall kitchens, not suite kitchenettes. Such items may be stored in rooms as long as they are not used in rooms.
  - a. UL-rated, surge-protected power strips must be used. These power strips can be purchased in a number of 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.
  - b. For reasons of fire safety, the following items are not permitted in student rooms: irons (may be used in laundry areas); Cheater Units, plastic lamp shades, space heaters, plastic or metal grated trash cans, 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, decorative candles, incense, candle warmers, tart burners, non-light bulb potpourri burners, scented oil burners, live/cut Christmas trees and wreaths.
  - c. Office of Housing and Residential/Commuter Life staff has authority to prohibit and/or remove without prior notice all illegal or potentially dangerous appliances/devices for reasons of health and safety.
  - d. Students are expected to use reasonable care with regard to the appliances in residence hall kitchens. It is the responsibility of all residents to properly maintain (including cleaning) all appliances. Report any maintenance problems immediately to an RA.
5. Extension cords cannot be plugged into other extension cords (and power strips cannot be plugged into other power strips.) Therefore, it is advisable to purchase the cords in adequate lengths.
6. Unauthorized possession, storage or use of hazardous or dangerous weapons, explosive components or substances including, but not limited to, firearms, ammunition, fireworks and chemical materials such as gasoline/fuels, kerosene or compressed gases/air in University residence halls is specifically forbidden and, therefore, subject to severe disciplinary action.

7. The roofs and fire escapes of each building are for emergency purposes only and under no other conditions should these be used for any other purpose. Failure to comply will lead to disciplinary action.
8. Do not hang anything from the sprinkler heads. This can cause damage to the system that will be charged to the occupants of that suite/room. Additionally, decorations or objects hung on the walls must be at least 18 inches away from the ceiling.
9. For reasons of fire safety, the maximum occupancy may not exceed eight (8) people at any one time for a residence hall room and twelve (12) for a suite.
10. Fire Safety tips:
  - a. Know where alarm pull stations are in your building.
  - b. Know all of the exits and evacuation plans to your building.
  - c. If you discover smoke or fire:
    - i. Sound the alarm.
    - ii. Call the Office of Safety and Security at x366 from any phone on campus or call local emergency department at 911.
  - d. If you are in a burning building:
    - i. Close the window.
    - ii. Close the door.
    - iii. Go to the nearest exit or stairs (If you are in a smoke-filled area, keep low to the floor).
    - iv. Leave the residence halls immediately.

## GUESTS

UNE students are responsible for their guests (both fellow UNE students and non-UNE students) and are accountable for their guests' conduct on campus, including damage to University property. Guests are expected to abide by the University Conduct Codes, Policies, and Guidelines. Failure to do so may result in removal from campus and restriction from future visits to a particular residence hall or the campus.

If guests (non-UNE students) are staying on campus overnight, the Resident Advisor must be notified and a Guest Pass must be completed through the online system.

Overnight guests (non-UNE and UNE students) are permitted only during the academic year. A guest is considered an overnight guest if the guest is in the hall at the start of quiet hours, Sun.-Thurs. at 9:00 p.m. and Fri.-Sat. at Midnight.

Overnight guests must be at least 16 years of age unless accompanied by a Parent/Guardian. Those who are under 18 must provide a Parental/Guardian Overnight Visitation Approval form. Residential students are limited to two (2) overnight guests at any one time. Guests may stay no longer than two (2) consecutive nights and passes will not be reissued consecutively. The maximum occupancy per first year room is limited to 6 people in a double, 8 people in a triple. The maximum occupancy for suite style housing is 12 persons.

Guests are welcome contingent upon mutual agreement of roommates. Excessive requests for overnight guests or visitation not approved of by all residents of the room in which the guest is staying can be denied at any time by University Officials. Unresolved conflict may result in restriction of guests. All guests must obtain a parking permit from the Office of Safety & Security and are also expected to carry appropriate picture identification at all times and produce identification when requested.

Parental/Guardian Overnight Visitation Approval Form

<https://www.une.edu/pdfs/overnight-minor-guest-form>

Guest Registration Form

<http://bit.ly/housingguest>

**Important Note:**

- Guests are not permitted during final periods, breaks, or summer housing.

**HALL SPORTS**

Due to the potential harm to individuals and property, hall sports are not allowed in the residence halls. Students caught playing hall sports will face student conduct review and may be charged to repair or replace any property damaged. Items may be confiscated.

**HOLIDAY DECORATIONS**

Students are encouraged to express their observances of holidays within the following guidelines:

- Live and cut trees and wreaths are prohibited.
- Candles or other open flames or burning items are not permitted.
- Lights must be UL rated, small, non-heat producing.
- Decorations in the public areas must be approved by the Director of Housing and Residential/Commuter Life or their designee for safety.
- Decorations must be removed prior to break.
- Nothing should be hung from ceilings or smoke/sprinkler heads.

**NOISE**

**Quiet Hours**

In order to meet the goal of providing a residence hall environment that is conducive to rest and study, we hold that the right of a student to study takes precedence over the right of a student to make noise and disturb others. Noise is defined as sound that can be heard outside a room with the door closed or sound that is disruptive or

uncomfortable for others as they sleep, study or carry out their daily living. All students are expected to be quiet enough to respect the rights of others.

Quiet hours are uniform throughout campus:

Sunday - Thursday: 9pm - 9am  
Friday - Saturday: Midnight - 10 am

### **Courtesy Hours**

Courtesy hours have been established to assist students with noise or disruptions beyond the established quiet hour period. Students have the right to ask roommates or neighbors to lower voices, stereos, etc. in an effort to study or rest. Courtesy hours are 24 hours per day, 7 days per week.

Floors and/or residence halls may elect to make established quiet hours more restrictive by extending the quiet hour period. Any revision requires the approval of the Area Coordinator responsible for the floor or building in which the revision is desired.

During final exam periods, 24-hour quiet hours will be enforced. Violations of quiet hours are referred for a student conduct review.

### **ROOM DECORATIONS**

Students are encouraged to personalize their rooms to make them comfortable while they are on campus. Below are guidelines that must be followed:

- Hanging posters/pictures etc. should be done with poster putty only. Tape and other adhesive materials will remove the paint.
- No objects or materials may be hung on the walls within 18 inches of the ceiling. Additionally, no items may be suspended from the ceilings.
- Tapestries may be hung under guidelines of the tapestry policy (see Tapestry Policy below).
- Tape, stickers or other adhesive materials are not to be placed on ceiling or ceiling tiles. Students will be charged the replacement cost for each tile damaged in this way.
- No decorations should, at any time, be attached to or cover any fire safety equipment. This includes but is not limited to stickers on smoke detectors; any items that cover detectors or fire horns; and any items that cover the evacuation map or hang from the sprinkler heads.
- If a student hangs curtains, the student must show proof of “flameproof,” “flame-resistant,” or “flame-retardant” in accordance with NFPA 1701.
- Decorations may not cover more than 1/3 of the wall.
- UL approved lights can be hung on the walls, but may not be suspended from the ceiling, in front or above windows or doors and cannot be wrapped around furniture.



- Empty beer boxes, bottles, and other alcohol paraphernalia are prohibited as decoration in student rooms.

## TAPESTRY POLICY

Students may hang a tapestry in their rooms under the following guidelines:

1. Tapestries may not be hung from or covering the ceiling in any way.
2. The tapestry may not cover or block fire safety or heating equipment.
3. A tapestry hung vertically must be against the wall only. It may not be hung in front of the doorway or to divide the room.
4. The tapestry must be hung at least 18 inches away from the ceiling, no larger than 4ft by 6ft, and only one per wall in a student's room/suite.
5. Students wishing to hang a tapestry in their room should get the approval of the RA on the floor for its proper location.
6. Failure to abide by these guidelines will result in immediate and permanent suspension of the privilege to hang a tapestry in the room.

This policy is subject to change depending on municipal and state fire codes.

## USE OF ROOM

Residents are not permitted to use their rooms or residence hall for any commercial purposes (i.e. Scentsy, Pampered Chef Parties) without the express written consent of the Director of Housing and Residential/Commuter Life or their designee..

## WINDOWS

Students are responsible for the condition of the windows in their residence hall room. Screens may not be removed and trash or other materials may not be thrown from them. If a screen comes off, contact a Resident Advisor immediately to put in a maintenance request. Missing or damaged screens are considered Damage of University Property.