UNIVERSITY OF MAIN
Guide to Campus Living

The Guide to Campus Living is designed to assist you in understanding your responsibilities as a member or guest of our Residence Hall community at The University of Maine. Updates may be made periodically to this document. Please refer to the online document at www.umaine.edu/reslife for the most updated version. The Guide to Campus Living outlines policies specifically related to Residence Hall Living. For additional information on other campus policies, including the Code of Student Conduct, please refer to https://umaine.edu/handbook/. To view your full room and board license, please refer to http://umaine.edu/housing/room-board-license/.

As a community member, we rely on you to report any suspicious activity. We encourage you to seek out your Resident Assistant, your Community Coordinator or Assistant Community Coordinator, or to call UMPD at 1-4040. You may also report a crime anonymously at http://umaine.edu/police/campus-eyes/. For emergencies, dial 911 from any campus phone. We recommend entering the University of Maine Police Department phone number into your cell phone to connect you directly with their dispatch when reporting an on-campus emergency from your cell phone. That number is 207-581-4040.

The University of Maine and all our residence halls are ”No Place for Hate”. No Place for Hate is a campaign by the Division of Student Life to combat subtle and overt hate and bias on the UMaine campus. We believe that bullying of all kinds is harassment. As citizens of this community, we will not tolerate harassment or bias behavior. We rely on all community members to confront or report any instance of hate or harassment. Together, we create communities that are safe and welcoming for all students, staff, and guests.

Final Note:  No guide can possibly anticipate every question or situation in a residence hall community.  This guide is meant as a resource, and is complimented by the hard work and judgment calls of your residence hall staff as well as staff within the Division of Student Life.  If you have any questions or would like clarification about any information or policy listed in this guide, please contact your Community Coordinator.

Section 1: Moving in/Checking Out

Move In Procedures

First Year Students

• Move in Day for all first year students is: August 30, 2013.
• Please arrive at your designated time slot and follow campus signage.
• Please check-in at your hall’s front desk upon arrival to unload.
• P.A.W.S. greeters are UMaine student and staff volunteers who will assist you in unloading your vehicle, labeling your boxes and carrying items to your room in the FYE areas.
• Unloaded cars will be asked to immediately move to the appropriate parking lots (please see mailing for more information).
• Please label your belongings with your name, hall and room number.
Transfer Students

- New transfer students entering UMaine this fall may choose to move into their fall residence hall assignments either on Maine Hello (Friday, August 30th) between the hours of 8am and 4pm or during upper-class student move-in on Monday, September 2nd between the hours of 10am and 7pm. Please note that move-in assistance is only provided during Maine Hello, and only during specific hours for any student moving into a non-FYE hall. You may refer to the mailing that you will receive in early August for more information.

Upperclass Students

- Upperclass students may move into their assigned halls 9am-11pm on Monday, September 2, 2013.

What to Bring to College — Permitted Items

- A cart or dolly for move-in day.
- Bedding (mattress pad, comforter, pillow, sheets, etc) for twin 80” long.
- Crates or closest organizers.
- Toiletries.
- Towels.
- Shower shoes (flip flops work great!).
- Shower caddy (to use going to and from the community bathroom with).
- Laundry hamper.
- Laundry detergent, dryer sheets, cleaning supplies.
- Power strips that are 15 amp UL approved surge protectors or 3-pronged extension cords.
- Electronics Permitted: stereo, TV, video game equipment, and computers.
- One refrigerator or Microfridge unit (see Microfridge Units) per room.
- Alarm clock.
- First aid kit for personal use.
- Small kitchen items (plates, cups, bowls).
- Decorations (please see our Fire Safety Regulations section).
- UL certified fans.
- Up to a 10-gallon fish tank if bringing a fish (this is the only permitted pet).
- Desk lamp (without a halogen bulb).
- Prescription medication.
- Flashlight, with extra batteries.
- Landline phone (to use as a back up to your cell phone).

What NOT to Bring to College — Prohibited

- Amplifiers (not permitted to be used in the halls, but may be stored in room).
- Halogen lamps and/or octopus lamps.
- Neon signs.
- Toasters and toaster ovens (except in apartment kitchens). Coffee-makers are permitted if there is an auto-shutoff feature.
- Any appliance with open flame or coil.
- Induction cooktops and portable burners.
• Electric frying pans (except in apartment kitchens).
• Microwaves.
• Grills.
• Candles or incense (decorative candles are permitted so long as no evidence of burning exists. Any burnt wicks, or the actual burning of candles will result in a student conduct referral).
• Flammable items—charcoal, lighter fluid, gas, fireworks/fire crackers/sparklers.
• Space heaters and/or air conditioners.
• Personal lofts, water beds, or any furniture or decorative item that requires bolting or nailing into the walls.

What to discuss sharing with your Roommate
• Carpets.
• Television and DVD/Blu-ray player.
• Microfridge unit or small refrigerator (Only one permitted per room, none permitted in DTAV/Patch. In Colvin suites, each bedroom may have their own microfridge or small refrigerator.).
• Any additional furnishings (futon, etc).

Check Out Procedures During Semester
(1) Notify a residence hall staff member (RA, ACC, CC) that you are checking-out of your room (if you are approved to change rooms, are withdrawing, are being relocated, or are canceling your housing contract).
(2) Remove all belongings.
(3) Clean and arrange your side of the room neatly so it is ready for a new occupant.
(4) Be on time for your Check-Out appointment with an RA or hall staff member.
(5) Turn in your metal room or mail key if applicable. MaineCard access will be removed after you check out.
(6) Change your mailing address directly with friends, family and companies.
* Failure to Check-Out correctly may result in fees and/or charges to your student account for: improper check out, key replacement, removal of personal belongings (per hour charge), disposal of property, room cleaning (per hour charge), etc. so please be sure to follow these procedures.

Check Out Procedures at End of Semester or Academic Year
> With the exception of students registered in continuous housing, all students are expected to leave the residence halls within 24 hours of their last exam or 5:00 p.m. on the last day of December exams, whichever comes first. At year end, any unapproved student must be checked out of the Residence Hall by 5pm on Friday, May 9, 2014.
> In December, students in continuous living halls who are not returning for the spring semester must also move out 24 hours after the last exam or by 5:00 p.m. on the last day of exams whichever comes first.
> At the end of the spring semester, students may register and be approved to remain for graduation if they are graduating or have a part in the graduation ceremony such as an usher or band member. Please see your hall folder or residence life staff member for more information about how to register.
> See Summer Housing options for spring to summer term information
(1) Make a Check Out appointment with a residence hall staff member, or sign up in advance for Express Check Out (May Closing Only).
(2) Remove all belongings.
(3) Clean and arrange your side of the room neatly so it is ready for a new occupant.
(4) Be on time for your Check-Out appointment with an RA or hall staff, or sign your express check out envelope and place it securely in your mailbox with your metal room key if applicable (DTAV and Patch Hall residents should deposit their express check-out envelopes in the labeled outgoing mail slot). MaineCard access will be removed.
(5) Change your mailing address on MaineStreet if appropriate, and directly with friends, family and companies.

* Failure to Check-Out correctly may result in fees and/or charges to your student account for: Improper check out, Key Replacement, Removal of Personal Belongings (per hour charge), Disposal of Property, Room Cleaning (per hour charge), etc, so please be sure to follow these procedures.

Section 2: Breaks/Continuous Housing

Closing for Breaks

- All residence halls close for Winter Break except Continuous Housing buildings (see below) [December 20, 2013 at 5:00pm - Sunday, January 12, 2014 at 10:00am] and Spring Break [Friday, February 28, 2014 at 5:00pm - Sunday, March 16, 2014 at 10:00am].

- Residence Halls do not close for Fall and Thanksgiving Breaks, however it is requested that you sign up in advance with your RA if you intend to be here for part or all of these breaks. This assists staff in the event there is information we need to communicate with the residents that are here over these breaks; and/or if there is an evacuation (we know then who to account for).

Continuous Housing

- Students who live in Continuous Housing halls [2013-2014 designations include Knox, DTAV, Patch, and York Halls] should notify Residence Life staff to stay in their rooms during Winter and Spring Breaks.

- For safety and security reason, residents may only register themselves and are not permitted to have overnight guests during these breaks.

Section 3: Lockout Policy

Lock Out Policy

- It is the resident's responsibility to keep their room key or MaineCard on their person at all times.

- If a resident should find themselves locked out of their room they should contact their roommate first, then find the Resident Assistant to let them back in the room or go to Complex Office during open hours for a Residence Life staff member to help. Only in the event of an emergency should you contact UMPD during normal business hours.

- If a student is locked out of their room between the hours of 1:00AM and 7:00AM they must call UMPD. Resident Assistants do not respond to lockouts during these hours. Students should keep in mind that they may need to wait some time before being let back into their rooms.

- All students will be required to show a picture ID either before or after being let in the room to ensure the safety and security of all students on campus. Students will also be required to produce the key or MaineCard upon entry to the room, or a lock change will be ordered at the student's expense.

- Lockout codes will not be issued unless the resident is able to provide alternate picture identification.

- Students are only permitted 3 lockouts during a semester. The fourth lockout will result in a referral to the student conduct process.

Section 4: Guest Policy

Guest Policy

- During opening weekend of any semester, our staff across campus is very busy welcoming students, and completing the check in process. For this reason, guests are limited to those assisting during immediate move-in only, and are asked to leave after the move-in is complete. No other guests are permitted in the halls during opening weekends. No overnight guests are permitted. Non-UMaine guests will be asked to leave the residence halls during early arrival (August 27-30, 2013), Maine Hello (August 30-September 2, 2013) and January opening (January 12, 2014).

- After opening weekends, residents should feel that they can welcome a guest in their room for a visit.
• Prior to the visit the resident should discuss time frame and expectations of such a guest with their roommate(s). Keep in mind that no student can refuse to allow a roommate to have guests and then invite his/her friends to visit.

• There are some simple guidelines to follow once roommates agree to a guest being in the room. First, no guest can remain in the student room for longer than 2 consecutive nights in any given week. A guest should not visit two nights every week.

• Guests should be escorted through the halls by the host and are expected to follow all university/residence hall policies. Guests of the opposite sex should be using the appropriate restrooms or the public restrooms in the lobby of the residence halls.

• Hosts are responsible for guest’s behavior, particularly when the guest is a non-student. Students are responsible for anyone they let into the hall. Do not let unknown persons in and do not allow unknown persons to follow students into the building.

• Anyone not assigned by Housing to a particular residence hall room is considered a guest. Entrance into rooms is permitted only at the invitation of the occupants of the room. Any guest (including family members) will need to be provided access by the occupying resident.

Guests who are minors:

• Unrelated minors under the age of 16 are not permitted to spend the night in the Residence Halls. For definition purposes, overnight will be considered University Quiet hours (10pm-7am Sun-Thurs, Midnight-7am Fri-Sat).

• Related minors over the age of 6 are welcome in accordance with our existing guest policy (not to exceed 2 consecutive nights). A minor guest registration form (available on each first class hall folder) must be filled out and submitted to the front desk between 7pm-11pm on the first night the related minor will be spending the night. Minor guests must be accompanied by their University host at all times.

• Children under the age of 6 are permitted in traditional halls only while accompanied by a parent or legal guardian, and are not permitted overnight. Babysitting in the halls is not permitted.

• In DTAV or Patch Hall, if the parent or legal guardian is the resident, a child of any age is permitted to spend the night according to the existing guest policy (not to exceed 2 nights) as separate bathrooms and kitchens offer the amenities to house young children. If the need for accommodations for children regularly exceeds this guest policy, the student should contact Housing Services about available Family Housing.

• For infrequent needs that exceed this policy, students should contact the Director of Residence Life.

Section 5: Safety Policies

General Safety

Safety is the responsibility of all community members. Tampering of any emergency signage, phone, video surveillance, other safety device, or the creation of unsafe condition is in violation of the student code of conduct.

Maine Card Access

All Residence Hall buildings are locked 24 hours a day and use a card swipe system for entry. All student rooms use a card swipe and pin.

• No exterior door may be propped, and locks may not be tampered. Additionally, doors may not be tampered in a way that prevent the door from closing.

• Students may not lend their Mainecard to any other person.

• Students should present their Mainecard to staff upon request.

• Students should not share their personal pin number with anyone.

• Students should report their MaineCard missing immediately online at http://umaine.edu/mainecard/online-card-office/ to prevent theft of student funds.
Fire Alarm Procedures
Anticipate a fire drill at the beginning of each academic year. When ANY fire alarm sounds students should:

• Evacuate the residence hall immediately; close your door when exiting.
• Re-entry to the hall may NOT occur until Fire Department personnel signal that it is ok to re-enter the building. The ceasing of the alarm alone is not an indication for re-entry; staff will notify residents when the building may be re-entered.
• If a student is not able to leave a room due to smoke or fire, she/he should call 911 or (207)581-4040 and give their specific location.
• Students who need an elevator in order to exit the building should talk with Residence Life staff at the beginning of the year, or as soon as such an accommodation is needed. This includes temporary circumstances such as being on crutches. Staff will assign a stairwell location where the student in need of assistance exiting should wait for rescue staff.

Fire Safety Regulations

• Tampering with or pulling a fire alarm maliciously or falsely is a criminal act. Tampering in any way with fire safety equipment which includes smoke detectors, sprinkler systems, exit lights, and fire extinguishers is a violation of the student code of conduct.
• Alarms activated by student error such as cooking, do occur, however students can be held responsible for the cost of cleaning or repair beginning at $100.00. If this is a continuous behavior on the part of an individual student, then the student is billed for restitution beginning at $100.
• False Alarms are a federal offense and students in violation may receive up to $400 in fines per false alarm.
• Students may not cover, remove, or in any way tamper or damage emergency exit signage posted on their door, or anywhere within the residence hall.
• The possession, use, and sale of fireworks is not permitted in any campus living unit, including but not limited to residence halls, residence villages, apartments, suites and offices. The possession, use, and sale of fireworks is also not permitted on campus.

Section 6: Room Policies and Quiet Hours
Room Entry

• Entry into a student room may occur when there is a clear or apparent emergency, such as fire, serious injury or injury (including a report or belief thereof), or where a danger threatens persons or property.
• Entry into a student room may also occur in the event of an alarm or other continuous sound that is causing a disruption to the community when the residents of the room cannot be located and/or do not respond to attempts to contact them.
• Additionally, staff may enter a student room when the residents have extended an invitation for them to do so.
• Property Management and Facilities staff may enter student rooms to conduct repairs.
• Health and Safety Inspections, and room checks before breaks are performed per the outline listed in the next section.

Health and Safety Room Inspection Policy

Under the University's Room and Board License provisions, Residence Life staff will conduct periodic health and safety inspections of residence hall rooms, apartments and suites. The purpose of these inspections is to ensure the residence halls are as safe as possible. A physical check residential spaces in the halls is the only way to determine if, as examples, a window has been left open, there has been any tampering to the fire detection or suppression systems, or there are prohibited items in the rooms.

(1) The purpose of health and safety inspections is to assure the safety of the resident(s) and to assure that the use of the rooms, apartments and suites is in accordance with University rules and regulations.
(2) Health and safety inspections will occur at least once per semester during the academic year, in addition to checks at semester closing.

(3) At the end of the Spring semester most residence halls, apartments and suites will be inspected prior to closing for the summer as well. Property Management will inspect rooms and assess any damage or loss charges.

(4) Inspections by Residence Life staff will be preceded by notice given to residents at least 24 hours in advance of the inspection. This notice will be given via notice to hall folders, flyers in the residence halls and/or other means designed to make residents aware of this process.

(5) Pairs of Residence Life staff will inspect rooms. Rooms will be inspected even in the absence of the resident(s). Notice will be left indicating the Health and Safety Inspection has occurred for mid-semester checks.

(6) Inspections will be of items in plain view. Closet doors, drawers, refrigerators, etc. will not be opened. Any pets or other inappropriate items found will be addressed directly by Residence Life staff with the residents. Referrals to Community Standards, Rights, and Responsibilities (CSRR) will be made as appropriate. In the event of an obvious violation being covered (example: a sheet over an obvious pet cage), the CC/ACC of that complex will be notified and may either verify the violation, or follow up with the student.

(7) Areas such as windowsills and the space above ceiling tiles are subject to search to ensure the safety and security of all residents.

(8) Alcohol, drugs, drug paraphernalia, and other contraband and illegal substances result in notification to UMPD- and possible confiscation by the police. Additionally, any violations of the weapons policy including but not limited to: hunting rifles, knives exceeding 4 inches, paint ball guns, air soft rifles, etc will confiscated by UMPD. In addition to UMPD being notified, student will be referred to CSRR. Items such as empty alcohol containers will be considered evidence of alcohol possession and may constitute a Student Conduct Code violation.

(9) Tampering with fire suppression and/or detection devices will immediately be addressed, and when possible immediately remedied by Residence Life Staff. Possession of candles, incense, banned or inappropriately strung lights, and similar items will result in the student(s) being approached by Residence Life staff immediately on the return of the resident(s). The Residence Life staff will determine whether referral to CSRR is appropriate after talking with the student(s).

(10) Stolen property may result in notification to UMPD, and confiscation of stolen property, as well as a referral to CSRR.

(11) Property Management may enter a room at any time as needed to inspect University property. This is separate and distinct from Health and Safety inspections.

Cleanliness

Students are responsible for cleaning their personal space. Excessive messes as determined by staff may be determined to be a health and safety violation. This may include but is not limited to excessive room trash and recyclables, odors that extend into the hallway, restricted pathway to exit or window, etc. In the event Property Management staff must be utilized to assist in an excessive clean-up, the student will be billed an hourly rate.

Permitted Decorations Policy

- No more than 20% of any wall or door should be covered with decorations. In order to prevent damage to painted walls, students should use painters tape, sticky tack, or a similar method to temporarily affix items to walls.
- Only use decorations that are noncombustible or have a label that states that they are “flameproof,” “flame-resistant,” or “flame-retardant.” Keep the label to document acceptability.
- Electric string lights are acceptable ONLY if they are labeled with Underwriters Laboratory (UL) or Factory Mutual approval. Tags with this information are required to be on each string of lights. Strings that are frayed or have bare wires, cracked sockets, loose connections or damaged insulation are not permitted. String lights may not be wrapped around any furniture or other cloth items such as curtains or wall hangings. They may not be attached with nails or staples. In addition no more than four sets of lights may be strung together in one connection.
- Do not place decorations near electrical equipment or other heat sources. Do not hang any decorations from sprinkler heads.
- Do not route electrical cords across aisles or corridors or under doors.
• Extension cords must have a 3-prong grounded plug and not be daisy chained.
• No lit candles, open flames, or spark-producing devices are permitted. This includes incense.
• Do not obstruct corridors, stairways, exits or doors from closing.
• Decorations are not to be hung so as to obstruct exit lights, sprinkler pipes or heads, smoke detectors, fire alarm pull stations, portable fire extinguishers or cabinets, or other safety apparatus.
• Only artificial trees/wreaths which are flame retardant are allowed in halls. No other cut greenery is acceptable. For artificial trees/wreaths, documentation should be available to prove their flame resistance.
• Keep in mind that no one should put holes in the walls to hang materials. There are a number of products that can be used which are removable without damage to the wall or wall surface.
• Painting or altering of any surface is not permitted (markers, etc).
• Windows may have items placed on the glass as long as they are removable and do not cause any permanent scarring or damage. Tape of any kind is not permitted on windows. Students may not hang items from the exterior of their windows or adjacent exterior building surfaces.
• Wall tapestries are able to be hung in a student room as long as it is no larger than 4 feet x 6 feet, and only one per wall may be hung in the student room. Tapestries, curtains, etc are not permitted to be strung across a doorway.
• Absolutely nothing may be attached to ceilings, covering the smoke detectors and/or sprinkler heads.
• No lights, ceiling fans, or other electrical appliances can be hung on the ceiling or interior walls. Decorative holiday-style lights are permitted on walls per our decoration policy (see bullet point three in this section).

Noise

Our residence halls are first and foremost a place for students to sleep and study. Some noise is to be expected in a thriving community but, because it difficult to develop a shared definition of what is too loud, noise inevitably becomes an issue in the halls. All members of our communities and their guests are expected to be attentive to their noise levels, and to be responsive to other students who ask them to be quieter.

Note: It is never appropriate to set-up speakers to point out of their residence hall windows.

Students who are being disturbed by noise are expected to respectfully confront those responsible for the noise and request that they quiet down. Should noise issues continue, a student should then seek assistance from a Residence Life staff member.

The University’s policies on Quiet Hours, Courtesy Hours, and Finals Week Quiet Hours are designed to promote environments where student may sleep and study without disruption from noise.

Quiet Hours Policy

Quiet Hours during the normal academic year are as follows:

- Sunday – Thursday: 10:00pm to 7:00am the following morning.
- Friday & Saturday: 12:00 midnight to 7:00am the following morning.

During Quiet Hours:
• Noise should not be heard outside of a student’s door or in adjacent rooms where others may be disrupted.
• Stereos, video games and televisions should be at a lower level so they are not likely to be heard outside of the student room or from open windows.

Courtesy Hours Policy

- Courtesy Hours are in effect 24 hours per day.
- Courtesy Hours mean that students are expected to refrain from noise which is a disturbance to another member of the community. If asked by any community member to lower his or her noise level, a student should appropriately do so immediately.
Finals Week 24 Hour Quiet Hours Policy

- Quiet Hours are 24 hours a day beginning at noon the Saturday before Finals Week until the hall officially closes at 5:00pm Friday. All students and their guests need to honor these Quiet Hours. Disruptive behavior may result in disciplinary action and may include being asked to leave the hall.

Section 7: Substance Use/Weapons Policy

Substance Use Policy

Alcohol Use

- State and federal law prohibits the use of alcohol by anyone under the age of 21.
- In compliance with these laws, the University of Maine does not permit the use of alcohol by anyone under the age of 21.
- Students of any age, including over the age of 21 CANNOT furnish a place for students under the age of 21 to consume alcohol.
- Students over the age of 21 CANNOT provide alcohol to students under the age of 21.
- Alcohol may be consumed by students 21 or older inside a student’s residence hall room, so long as the resident of that room is over 21.
- No students may possess or consume alcohol in public areas, including residence hall lounges, stairways and hallways.
- If neither occupant of the student room is of legal drinking age then the use of alcoholic beverages in that room is prohibited. When a guest of legal age is visiting the guest is not permitted to possess or consume alcohol in the room.
- Students of legal drinking age are not permitted to have a common source of alcohol in the residence halls, including but not limited to: punch bowls, barrels, kegs, kegorators, beer balls, etc.
- While empty alcohol containers alone are not a violation of the Code of Student Conduct, they may be evidence of consumption in a conduct case.
- Students are advised to refrain from collecting, storing or displaying empty alcoholic containers in their room. Recycling rooms are provided in all residence halls and students are encouraged to recycle all their cans and bottles.

Other Drug Use

- Students using a prescription drug may not allow anyone else to use this medication.
- Sharing or selling of prescription drugs is illegal.
- Use or distribution of illegal substances is not permitted, and is a violation of the Student Code of Conduct.
- Use of a legal substance in an inappropriate or harmful manner (example: huffing) is not permitted.
- Drug paraphernalia is not permitted in any university residence, including but not limited to; bongs, pipes, water pipes, hookahs and scales. Possession of these types of items is a violation of the Student Code of Conduct.
- As guided by state officials, medical marijuana is not an accommodation that made on campus. For more information about medical marijuana, please contact Disability Services at 581-2366.

Tobacco Use

- The University of Maine is a tobacco-free campus. This policy applies to faculty, staff, students, contractors, vendors and visitors. The use of tobacco and all smoking products is not permitted on any university-owned property, which includes but is not limited to; buildings, university grounds, parking areas, walkways, recreational and sporting facilities and university-owned vehicles.
• Tobacco use by definition includes the possession of any lighted tobacco products, or the use of any type of smokeless tobacco.
• For more information on tobacco-free campus, please see: http://umaine.edu/tobaccofree/.

**Weapons Policy**

• Guns and ammunition of all kinds are prohibited from residence halls. This includes but is not limited to hunting rifles, air soft guns, paint ball guns, pellet guns and bb guns.
• Bows and arrows, hunting knives (knives exceeding 4 inches in length), martial arts weapons, and ammunition are not permitted at any time in the residence halls.
• Any of the items mentioned above must be stored at the Public Safety building (81 Rangeley Road) and retrieved only when exiting campus. Keeping these items in vehicles is not permitted on University property.

**Section 8: Pet/Service Animals Policy**

**Pet Policy**

• Fish in a 10-gallon tank or smaller are the only permitted pet for on-campus residents.
• Neglect of fish will result in a student conduct referral and possible loss of pet privilege.
• The university does not permit students to have any other pets inside the residence halls, including pets belonging to visiting guests.

**Service Animals Policy**

• Animals trained to assist persons with documented disabilities may qualify as service animals and may be permitted to live in the residence hall when authorized by The Office of Disability Services.
• Service animals must be easily recognized as such by others. Service animals must be in the immediate control of the person to whom they are assigned and may not be allowed to be treated as a pet by others.
• Service animals must be in good health and current with all required vaccinations.
• Because of health standards, service animals must be kept clean at all times and it is the responsibility of the student to make the necessary cleaning and grooming arrangements. Residence hall facilities such as showers, sinks, tubs and the like may not be used for this purpose.
• Service animals must not be an undue annoyance to other residents (excessive noise, smells, physically threatening, etc.) nor cause damage to the property of others or damage to university provided property.
• If the accommodation to the student of the service animal becomes unreasonable by violation of this policy, or becoming a health threat (allergies, etc) disability or safety concern to another, the student must cooperate with Residence Life staff, Disability Services, and others as appropriate to resolve the conflict. This may require a change in housing arrangements including modification or discontinuance of the accommodation, or reassignment to another room, residential unit or residence hall.
• Service animals cannot be left unattended in the residence halls, even for short periods of time.

**Section 9: Mail/Phone/Internet/Cable Policies**

**Mail Service**

Your Mailing Address on Campus:

Student’s Full Name  
University of Maine  
5742 ______ Hall, Room ###  
Orono, ME 04469-5742

• Mail is delivered each evening (Monday-Saturday) to student mailboxes before 11pm.
• Mail may not be handed to students. Student must retrieve their mail from their mailbox.
• If you will no longer be residing in a residence hall, you will need to change your address so that you continue to receive your mail. You may do so either by visiting your local post office or usps.com. Please note that Residence Life does not automatically forward mail, nor do we forward mail to off-campus locations.

• All packages (or mail exceeding the size of your residence hall mail box) sent by UPS, FEDEX, USPS, or any other carrier to students in residence will be delivered to The Cubby station located in the Memorial Union. An e-mail will be sent to the resident student, alerting them that a package is available for pickup. The Cubby hours are 8am – 4:30pm, Monday – Friday. A photo ID (MaineCard, driver’s license, etc.) of the addressee will be required when the resident student picks up a package. Please note: it is not uncommon for UPS, Fed Ex, or the shipper to send a delivery notification. This means your package has arrived in Orono, not necessarily to the Cubby. You package will not be available until you receive the email from the Cubby.

Phone Service
• Residence Life recommends all students have land line phones in their room for use in the event of a power outage, or so requests can be made for emergency assistance should personal cell phones be out of service.
• Every residence hall room has a land line with voicemail available to students, however the phone itself is not provided.
• Residence hall phones allow a student to make local calls at no charge. For long distance calls, use a calling card.
• Voicemail is accessible by dialing 1-3000 on campus or 1(207) 581-3000 from off campus. Further campus phone instructions are posted in the residence hall First Class folders.
• Resident phone line issues should be reported online at http://vivaldi.umerl.maine.edu/mrs/maintenance_request.aspx or to 581-1609.

Internet and Wireless Service
• Every residence hall room has an internet jack
• Residents are required to register their computer on the network
• Wireless is available throughout the residence halls
• The campus wireless network is called “tempest”
• Internet jack or Internet issues should be reported online at http://vivaldi.umerl.maine.edu/mrs/maintenance_request.aspx or to the IT Help Desk at 581-2506

Cable Service
• The University of Maine contracts with Time Warner Cable to provide cable to campus.
• Resident cable issues should be reported online at http://vivaldi.umerl.maine.edu/mrs/maintenance_request.aspx or to Technology Management at 581-4371.

Section 10: UMaine Text Service
UMaine Text Service
• UMaine.txt (http://umaine.edu/emergency/umaine-txt-registration/) is a web-based system that allows for instant text message communication to subscriber cell phones regarding emergency situations and snow days. We highly recommend that every student visit the UMaine.txt web site and sign up for this service. This service is free and residents are strongly encouraged to sign up.
• When you hear the campus siren, check the UMaine website or your room phone. Messages will be sent directly to your cell phone if you sign up for the service.

Section 11: Property Insurance
Property Insurance
• The University of Maine does NOT carry insurance protecting a student’s belongings.
• Check that your items brought to campus are protected under your parents/guardian’s homeowner’s policy or a separate personal property policy. We strongly encourage insurance for your belongings.
• We also recommended you engrave valuable items and keep record of serial numbers.

**Section 12: Common/Quad Area Policies**

**Common Area Policy**

• Residence hall lobbies and lounges are reserved for residence hall students’ use only.
• University organizations may not reserve or meet in any residence hall lobby or lounge, nor may a resident of a residence hall reserve or meet in their hall lobby or lounge for the specific purpose that supports a University organization without permission from Residence Life.
• All lobby and lounge programs or meetings should be sponsored by a Resident Assistant, Community Coordinator, Assistant Community Coordinator, Academic Support Coordinator, or Residence Hall Association member.
• Each residence hall lounge is outfitted with furniture (couches, chairs, small tables and desks) and is intended. Students may not remove lounge furniture for personal or organization use.
• Pianos are located in common areas of most residence halls and are maintained on a biannual maintenance schedule. If additional maintenance or tuning of the piano from student misuse is necessary, it may be charged to the hall as part of common area damage. Pianos should not be moved as this will result in additional tuning and maintenance charges. Pianos and/or any other musical equipment and instruments may not be used after quiet hours in any halls.
• Equipment such as billiards, foosball, and table tennis equipment are often purchased by some Community Governing Boards and are made available per that board’s recommendation. This equipment may or may not be available in your hall or complex. Use of some equipment after quiet hours may be limited in some buildings per that complex staff. Should limitations occur, this information will be clearly posted in the common rooms.
• Sound amplifiers may not be used in any area of the residence hall, including lounges.
• Skateboards, rollerblades, longboards, and other similar activities are not permitted indoors, or off of benches, buildings, handrails, etc.

**Quad Area Policy**

• The space outdoors between a group of two or more residence halls is referred to as a quad and is available for residential programs, recreation and leisure.
• Quad space may be reserved by student groups by contacting the Office of Residence Life at 581-4801.
• Whoever is using the quad, including groups who reserve the space, must abide by all campus policies, including appropriate noise levels that do not interfere with building quiet hours, etc.
• Parking any vehicle on a quad, with the exception of bicycles, is prohibited.
• A full description of the available space and usage policy can be obtained through the Office of Residence Life.
• Groups who do not properly reserve a quad will be asked to vacate.
• Amplified music outdoors is not permitted except during Residence Life and/or Student Life sponsored events.
• Outdoor fires are prohibited without the appropriate permits. Exempted from this are fires within outdoor grills used for cooking purposes.

**Section 13: Solicitation/Posting/Gambling Policies**

**Solicitation & Posting Policy**

The university expects each resident or visitor to respect the privacy of other residents.
• Commercial endeavors and activities direct or indirect by outside vendors are not permitted in residence halls or quads.

• Fund-raising events, including charitable drives, may be permitted when authorized in writing at least 10 days in advance by the Community Coordinator in consultation with the Director of Residence Life. Fund raising must benefit a charitable cause, and may not be used as a fundraiser for a club or organizations benefit.

• Fund-Raising events must be intended primarily for the residents of that residence hall area and directly sponsored, implemented, staffed and fully controlled including advertising and handling of monies by the Residence Hall Association in conjunction with its advisor. Funds raised must be deposited in the hall account through the ROC financial vice president. Disbursements must then be made according to university procedures.

• No student may represent any outside agency or campus organization in selling or distributing products or services in the residence hall.

• Door to door fundraising or advertising is not permitted by any organization outside of Residence Life and Residence Halls Association.

• Students shall not use nor permit their rooms to be used for any sales.

• Posting Materials in the Residence Halls
  ▪ The Office of Residence Life must approve all posters and fliers prior to posting in the halls.
  ▪ Once materials have been approved the organization must count and label them as ready for delivery. Posters can be clipped in batches of eight for each residential complex and brought to the Office of Residence Life for distribution.
  ▪ Notices of items for sale (personal property), lost and found, rides needed etc. may be posted in the halls by hall residents if they are approved by the Community Coordinator, and deemed appropriate for community display.

• Failure by an organization to follow the procedures for posting materials may result in refusal to continue posting materials received from that organization.

• The hall staff or students may refer any infractions of this policy to the Community Coordinator.

Gambling Policy

• Gambling or participation in games of chance on campus for money or other things of value is prohibited, including but not limited to bingo and poker games, except as provided by law.

• For more information regarding games of chance, contact Campus Activities and Student Engagement at 581-1793.

Section 14: Housing

Residency Requirement

• All first year students are required to live on campus. For information about the first year residency requirement, please see www.umaine.edu/housing

• Intentional academic, personal, and programmatic support is provided to first-year students who live in the First Year Experience, described in more detail at http://umaine.edu/fye/

Housing Application

• The University of Maine uses an online application for housing assignments.

• Once accepted, first year students are provided the proper identification numbers to log into the system and sign up for housing.

• Upper-class students are provided housing sign up information at the onset of housing registration in the spring semester.

• More Housing information can be found at http://www.umaine.edu/housing/
Housing Room and Board License

- Terms and Conditions of your Room and Board License are available online at [http://umaine.edu/housing/room-board-license/](http://umaine.edu/housing/room-board-license/).
- Your Room and Board License is non-transferable and covers the entire academic year unless the student is leaving on a University sponsored program (as determined and defined by Housing Services).
- Students may NOT cancel their license during the year unless there is an academic assignment (student teaching or internship) which places the student at an unreasonable distance from the campus (as determined and defined by Housing Services).
- Residents who leave the residence halls while still enrolled will incur a fee.
- Residents who officially withdraw from the university and properly check out from the residence hall are entitled to a refund of the room and board balance per the refund schedule available at [www.umaine.edu/housing](http://www.umaine.edu/housing). Failure to check out properly may result in additional housing charges.
- Students are not considered withdrawn from the residence halls until all personal possessions have been removed and they have formally checked out with a Residence Life staff member.
- University regulations and policies affecting residence hall licenses are subject to changes and additions. Such changes and additions shall be officially posted on the Housing website. This constitutes legal notice. The changes and additions become effective and binding 48 hours after the date of posting or announcement.

Housing Assignments

- Housing Assignments Coordinator is Jennifer Perry. She can be reached at 581-4580.
- During the spring semester, currently enrolled students complete their Housing Application and requests online.
- Information sessions are held in the residence halls prior to housing selection to explain the lottery process to current first year and upper class students.
- Following the upper-class housing sign up process, incoming first year students are given housing assignments in the FYE halls. These assignments are made on a first come first serve basis.
- If two new students want to room together it is crucial that this information is submitted on the housing application of both students, each indicating the other as a requested roommate. Both applications should be submitted at the same time. Assignment as roommates will not occur unless both parties follow this procedure. Note: if assignments have already occurred, it may not be possible to change the assignment given.
- Students must live in the room they are assigned. All room change requests must be approved and are at the discretion of Residence Life staff. Please note that no room changes are permitted in the first and last 2 weeks of any semester.
- Should a conflict occur between roommates, Residence Life staff members are available to mediate a resolution. It would not be uncommon for a room request to be denied until all possible roommate mediation has been exhausted.
- No roommate(s) may force another roommate to move out. If conflict cannot be resolved and no one is willing to move, staff may relocate both roommates (or in apartments, all residents). If a student refuses to accept a roommate, that student may face conduct charges, and could be billed the cost of a double-single room.
- Room changes occurring as a result of a conduct resolution will be billed at the rate of the room reassigned to. Note that this may result in additional housing charges.

**Section 15: Subletting/Summer Housing**

Subletting Policy and Unauthorized Use

- Students may not sublet their residence hall room at any time.
- Students may not allow anyone to live in their residence hall room who is not assigned to the space by the Housing office.
• Students may not assign his/her Room and Board License to any other person.
• Residents who allow their spaces to be used in any of the above ways are in violation of this provision and are subject to a penalty charge. This charge could be as much as the full room charge for each violation during the period of their contract.

**Summer Housing**
• A residence hall will be open to students for summer housing who are taking classes.
• If a student is taking classes in various summer terms, they will need to secure housing for each term.
• If there is a gap in time between classes, students will need to move out of the building between sessions.
• For more information about summer housing, please contact Housing and Dining Services at 581-4580.

**Section 16: Property Management/Custodial/Maintenance**

**Property Management**
• The Property Management Division of Auxiliary Services is charged with making on-campus living the style of choice for students attending the University of Maine. The condition of your rooms and buildings are paramount in this effort and we strive to make your living experience a memorable one.
• Property Management services all 17 residence halls, one village complex, dining commons, the Marketplace, Union Central, Student Service Center, Catering, the University Bookstore, Printing Services, Cutler Health Center and University Park.
• Phone: 581-4444

**Custodial Services**
• Custodial Services provides for the cleaning and the transportation of recyclables, supplies and materials and departmental furniture.
• The custodian monitors and reports issues involving maintenance or damage. The staff is trained in biohazard clean-ups, and the use of environmentally friendly cleaning practices.
• Hours of operation: Custodial Services is available for routine services to the residence halls from 6:00 a.m. to 2:30 p.m. Monday through Friday.
• These folks are an integral part of the residence community and essential to the operation of our residence halls. Please thank them whenever you are given the opportunity.
• To contact the Custodial Services Supervisor, please call 581-4850.

**Maintenance Services**
• Residents should submit maintenance concerns or room repair online at [http://vivaldi.umerl.maine.edu/mrs/maintenance_request.aspx](http://vivaldi.umerl.maine.edu/mrs/maintenance_request.aspx)
• It is the policy of the university to ensure that students’ privacy in their residence hall rooms is consistent with the basic responsibilities of the institution to fulfill its educational function and to conduct day-to-day operations.
• The responsibilities of the university require the reservation of a reasonable right of entry into student rooms to assure proper upkeep, to paint, to repair, and to provide for the health and safety of all residents in a residence hall, and/or to investigate when reasonable cause exists to believe that a violation of residence hall or other university regulations is occurring within student rooms.
• As an occupant of a room, a student is responsible for its upkeep and is liable for damage to or loss from the room.
• Students are not permitted to paint their rooms. The university maintains a painting schedule to repaint buildings. Should paint be needed in your residence, please contact Property Management.
Section 17: Recycling

Recycling & Sustainability

- Students must remove personal trash directly to the dumpster.
- Each hall has a Recycling Room where you can deposit cardboard, returnables, glass, tin, #2 plastics, batteries, ink cartridges and plastic bags. For information about how to recycle in your community, review the posted information in each residence hall recycle room.
- Receptacles for recycling all kinds of paper are located throughout the floors.
- We advocate the conservation of energy and water.
  - Please be sure to unplug items not in use that are drawing wasted power such as computers and phone chargers.
  - Please shut off lights, televisions and/or stereos when you leave the room.
  - In the winter, please be sure your window closes tightly.
  - Please try to cut a couple of minutes off your shower time to conserve water.
  - Please don’t run water continually while doing things like brushing your teeth, shaving or washing dishes.

Section 18: Pest Management

Pest Management

- Screens are in place to prevent bugs and other debris from entering a student room when windows are open. For safety, security, and to prevent infestation, no screen may be removed. If a screen comes loose for any reason, students should immediately submit a maintenance request.
- Property Management proactively works to control pests in the residence halls. Students play a significant role in keeping pests out of residence halls.
- Room cleanliness is essential when it comes to pest management. Making sure to empty trash regularly and remove open food containers from the room immediately after use are the most proactive ways to avoid pests. Collecting empty cans can attract pests very quickly, be sure to recycle them regularly.
- If a resident suspects bed bugs, the resident should call Property Management immediately at 581-4444.
- The Property Management Office currently has a contract with Proactive Pest, who implements an Integrated Pest Management System to regularly inspect and spray all the residence halls for ants, beetles, silverfish and cockroaches.
- Modern Pest also services the halls on a weekly basis for any other issues that may arise concerning pests. Any request for special pest control services should be directed to the Property Management Office at 581-4444.
- If you would like information on any of the following pests, or treatment of them, please contact Property Management at 581-4444, (a) Ants: crazy ants, field and yellow ants, little black ants, thief ants, pavement ants, pharaoh ants (b) Bed Bugs (c) Fruit Flies (d) Beetles (e) Silverfish (f) Cockroaches (g) Rodents.

Section 19: Elevators

Elevators

- If the elevator in your building is not working properly, please submit a maintenance request or call us at 581-4444 to report the problem.
- The maximum capacity for the elevator is listed in each elevator. Students should not exceed this capacity.
- Jumping in and overcrowding an elevator is known to cause serious damage. When this happens the cost of the repair is paid for by the students involved or the residents of the residence hall.
- If an elevator is stuck, do not attempt to open the doors from inside. Always push the safety call button for the police department who will then contact the appropriate individuals for repair.
• Elevators are essential for students with physical disabilities so it is essential that everyone protect them and avoid activities that may endanger them.

Section 20: Microfridge/Washer/Dryer/Vending Policies

Microfridge Units
• Students are permitted to have one refrigerator or Microfridge per residence hall room.
• In apartments, no additional refrigerators are permitted since one is provided by the University.
• Refrigerator units should not be more than 4 cubic feet and must be UL or FM approved, drawing no more than 10 amps and properly grounded.
• The university provides grounded outlets.
• In order to have a microwave in the room, a student must rent the Microfridge unit from University Logistics at 1-800-525-7307. The Microfridge unit allows for the safe draw of electrical power to the student room.
• Stand-alone microwaves are not permitted due to energy conservation practices. Approved microwaves are provided in individual apartments and residence halls have community microwaves available.
• For MicroFridge rental issues, please call University Electronics at 1-800-525-7307

Washers, Dryers & Vending Services
• Washers and Dryers (MacGray) – Call Property Management at 581-4444 for on campus concerns, or call MacGray at 1-800-622-4729 for problems that resulted in loss of money from a washer or dryer.
• Soda Vending Machines – Call Property Management at 581-4444 for on campus concerns, or call 942-5546 for problems that resulted in loss of money from the soda machine.
• Food vending (Ahearn Food Products) – Call Property Management at 581-4444 for on campus concerns, or call 1-800-649-1931 for problems that resulted in loss of money from the food vending machine.

Section 21: Heating/Ventilation/Furniture/Window Policies

Heating & Ventilation
• Property Management works closely with Facilities Management and the Steam Plant to provide proper heating and ventilation in the residence halls.
• There is an initiative within the department to provide individual controls in each student room.
• For students living in control rooms, it is very important to keep the windows closed, the radiator turned on and keep items from resting on or blocking the radiator during the heating season.
• Heating problems may be reported by submitting a maintenance request (https://vivaldi.umerl.maine.edu:444/hdap/logon.aspx) or by calling the Property Management office at 581-4444.
• During the break closings the temperature in closed buildings is reduced to 52 degrees. It is vital all windows be closed prior to leaving for break.

Furniture & Windows in Residence Hall Rooms
• The furniture typically provided for each residence hall room consists of a bed, mattress, desk, chair, bureau, trash can, and recycling bin for each resident as well as window blinds.
• All furniture must remain in the student room and is the student’s responsibility.
• Storage is not available in the halls. Students who move furniture out of their room do so at their own risk.
• If furniture is missing or damaged at the time the student moves out, the student can be charged for the repair or replacement cost of the item(s).
• Do not place furniture in the hallway as it is not only a safety hazard but damage or loss of the furniture may result.
• No furniture or decoration should hinder the exit of your room. There must be a minimum unobstructed pathway of 28 inches.
• Windows may not be used as an exit or entrance into a building.
• Throwing or dumping any item out of a window is dangerous, and therefore, prohibited.

Loft Policy
• Lofts are beds that sit up above the floor giving students more usable floor space to store desks, dressers, etc.
• Property Management has loftable bedframes available in many student rooms. Each year more of these beds are added to the system.
• All available loftable bedframes are already in student rooms at the time of hall opening in August. If a student is provided a non-loftable bedframe, bunking beds is still an option through a maintenance request to Property Management.
• For safety reasons students are NOT able to build lofts in their rooms.
• In Oak, DTAV, and Patch, loft pieces will not be removed from rooms as building storage is not available.

Windows & Screens
• All residence hall rooms come equipped with window screens.
• Screens are in place to prevent bugs and other debris from entering a student room when windows are open.
• Screens should never be removed from the frame or student window.
• Windows may not be used as an entrance into or exit out of the student room. Throwing items out of a student room is a danger to all students.

Section 22: Bike Storage
Bike Storage
• Every residence hall has at least one outdoor bike storage unit. Some halls also provide indoor bike storage.
• For safety reasons, bikes may not be stored in lounges, hallways or stairwells. If bikes are found in these areas, they will be removed and the cost of removal will be assigned to the owner.
• All students are strongly encouraged to register their bikes on campus through UMPD. Students are responsible to bring locking mechanisms to secure their bikes.
• Bikes may not be locked to sign posts or trees.
• Bikes remaining on campus after the close of the academic year are considered abandoned and are removed.
• No motor-bike, motorcycle, or other bicycle containing gas or other flammable substance is permitted in the buildings.

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