RESIDENCE LIFE: POLICIES AND PROCEDURES

Life in the residence halls is a very unique aspect of the University experience. Residence halls provide for the establishment of community, and the continued development of the students’ intellectual, emotional, spiritual and physical identities. Students are encouraged to develop social and communication skills and a sense of personal responsibility and accountability. Students are given opportunities to become involved in leadership positions in the residence halls, thus enabling them to be involved in both intellectually challenging and fun programs. University housing on both campuses is available for traditional undergraduate students; some graduate housing for ADN, ABSN, and DPT programs may be available at the Doheny campus (space permitting).

The intent of the Residence Life and Housing Services program is to meet the needs of the students and to maintain a safe living environment conducive to academic and personal growth. This Residence Life and Housing Services Policies are intended to serve as a guideline for students regarding residential regulations and services. For more information, contact the Residence Life and Housing Services Office.

It is every resident’s responsibility to read, abide by, and become familiar with all the policies and procedures outlined in this handbook, Athenians Care PLUS Social Contract, Community Standards book, and University Catalogue. Residents violating University policy will face disciplinary action and may be restricted from certain Residence Halls or restricted from receiving certain services.

An updated Residence Life and Housing Services Policies and Community Standards book, are made available to all MSMU students at the beginning of each academic year or upon being accepted to the University if during the academic year. The information in these Community Standards and Residence Life and Housing Services policies are updated every year, and policies are revised and changed. Due to this, all students must re-read and become familiar with any changes or additions made to the Community Standards and Residence Life and Housing Services Policies.

COMMUNITY LIVING AND EXPECTATIONS

ATHENIANS CARE PLUS SOCIAL CONTRACT
The Athenians Care PLUS Social Contract is built on the Athenian spirit of wisdom and judgement, to trust you, and members of our community to make health and safety a troop priority during their time at the Mount. These community expectations are for the safety and wellbeing of our fellow students, staff, and the CSJs who make up our residential community.

All residents living on campus are expected to follow the guidelines indicated on the Athenians Care PLUS Social Contract, Addendum A of the Residence Living License Agreement. The information on the Athenians Care PLUS Social Contract may be revised at any time in accordance with State and Los Angeles Country Departments of Public Health Guidelines and the Center for Disease Control (CDC).

GUESTS and VISITORS IN RESIDENCE HALLS
Guests and visitors are not permitted in the residence halls. This includes residents from other halls or floors. Students are highly encouraged to visit with others outdoors, while maintaining 6 feet social distancing and wearing face coverings. Overnight guests are not allowed.

COMPUTERS (see the University Policies and Procedures for the full Technology Policy)
In the Residence Hall rooms: Resident students are permitted to have a personal computer in their
residence hall room, provided they abide by all policies set forth by the Office of Information Technology.

Residents are not permitted to download and/or share music and video files due to legal issues. For the protection of residents' computers as well as the electrical wiring, residents are not permitted to plug one power strip into another power strip, or a power strip already connected to an electrical outlet. Also, residents are encouraged to plug any computer equipment into a surge protector in order to protect their personal computer. Mount Saint Mary's University is not liable for any damage caused to your computer from surges or power outages in the electrical wires.

Residents are not allowed to install wireless hubs, routers, etc., or use items that transmit a wireless signal within the University network or to other students in the Residence Halls. If hubs or any other non-approved device is found in the Residence Halls, it will be confiscated and a possible fine may be assessed.

The computer labs in the residence halls are for residents' use only, and only for the campus that they currently reside. Resident students may access the residence hall computer labs by appointment only. Information on how to sign up will be available on Engage MSMU after move in. Students may be asked to show their MSMU ID (with the most current MSMU semester sticker). Residents that violate this policy or any University policy while in the computer labs will face disciplinary action and may be restricted from using the computer labs in the residence halls. Residents using University computer labs are encouraged to save their work to a USB every few minutes. The University is not responsible for any work lost due to the use of any University computer or any other issued item.

When logging into any university computing resources, you agree to abide by the MSMU Acceptable Use Policy.

Residents may submit helpdesk tickets directly to OIT for support with issues in residence hall computer labs, internet and wireless connections in their rooms or devices. Please contact IT Service Desk Phone and Online Assistance at (213) 477-2970 or (866) 224-6968 – Toll Free

**FOOD WARMING AREAS**

The food warming areas are for the convenience of resident students. It is the responsibility of the students to keep these areas clean. Microwave ovens have been placed in the halls for resident students' use. Microwave ovens will be available at designated locations in the residence halls. Microwave oven locations will be listed on Engage MSMU and on residence hall bulletin boards.

**COURTESY AND QUIET HOURS**

Residents are expected to anticipate and respect the needs of other residents and members of the community near or around the residence halls. Therefore, it is expected that noise will be at a level that demonstrates a resident's care for their neighbor through being courteous to others.

In the spirit of community everyone must abide by the following rules during courtesy and quiet hours:

1. Stereo speakers and stereos must not be directed out of windows/doors or used outside the residence hall rooms. Stereos should be played at levels that do not disturb others.
2. Talking on the telephone or using the speaker phone on the telephone or mobile device, playing music, talking, singing, alarm clock sounds, television sound level, or other sounds are too loud if the sound can be heard by neighbors, in the halls, or outside of the building.
3. Practicing musical instruments in the residence halls or residence hall patios/balconies is prohibited if it can be heard outside of the room, in or near the Residence Halls.
4. If an alarm clock is going off and the resident does not respond to a request to turn it off, then a Residence Life and Housing Services Office staff may need to enter the room to shut it off or disconnect it if necessary.
5. If a car alarm is creating excessive noise or disturbance to resident students, the owner will be notified and required to reset the alarm. If the resident is unavailable to shut off the alarm, then
this may result in the need to tow the car at the owner’s expense. If this is a repeated problem, then the issue may be reported as a policy violation.

6. Continuously rolling of your chair on the floor leading to noise disruption for the resident beside or below your room.

Courtesy hours are in place at all times with the exception of Quiet Hours which facilitates residents’ ability to study.

Quiet hours are in effect during the following hours:

- Sunday - Thursday 10:00 p.m. - 8:00 a.m.
- Friday and Saturday 12:00 a.m. - 8:00 a.m.

Daily during Exam Periods, quiet hours are extended from 8:00 p.m. to 10:00 a.m. Repeated disregard for appropriate sound levels will result in referral of the resident to the Office of Student Conduct and may include the immediate temporary removal of the equipment from the student’s room by a Residence Life staff member.

**PERSONAL BOARDS**
Residents are encouraged to make their residence space at the Mount their home. Outside of each resident door there is a personal board for residents of that rooms to decorate and post personal items they would like to share with the community.

Residents may only use tacks, pushpins or blue tape to place items on their boards. All items on these boards must be in alignment with MSMU Community Standards. Inappropriate postings may be removed and the resident may face disciplinary action.

**PETS**
No animals, except fish (in properly maintained 5 gallon or less tanks), will be allowed in the residence halls. Service Animals and Emotional Support Animals are excluded from this. Students with Service Animals and/or Emotional Support Animals will need to be approved by Disability Services prior to moving into the residence halls.

**SAFETY AND EMERGENCIES IN THE RESIDENCE HALLS**

**EMERGENCY INFORMATION**

*Emergency Information Form:* Upon moving in to the residence halls, all residents are required to complete a document that allows the University to provide assistance when there is an emergency (e.g. illness, injury, hospitalization, natural disaster, etc.). The purpose of this form is for the resident to grant permission to contact someone. Additionally, in order to comply with the Higher Education Opportunity Act of 2008 (HEOA), the University is required to contact a confidential contact person in the event that a student is determined missing. This form must be updated every semester that you are a resident student.

*Emergency Drills and Safety Equipment:* For the safety of the students, Residence Life and Housing Services coordinates emergency drills such as fire, earthquake, and sheltering in place. In addition, Residence Life and Housing Services will provide regular communication regarding emergency preparedness resources and programming for residents. All students are required to comply with University staff and evacuate the building; failure to do so will result in disciplinary action.
Residents are strongly encouraged to have a personal first aid kit and bag with any medication or items that may be needed in their rooms and cars in case of an emergency.

**Medical Emergencies:** For immediate life threatening emergencies call 911. During regular business hours, Student Health Services. After hours, contact the Residence Life duty phone. A healthcare provider and a psychologist are on-call for after-hours emergencies. Residents must contact the Residence Life duty phone for assistance.

**FIRE SAFETY AND PREVENTION**
The safety of students living in the residence halls begins with an awareness of fire regulations and procedures for the safety and concern of all resident students. Candles of any size or type (candle with or without the wick as well as candle holders), incense (including incense holders), lanterns, propane lighter fluid, barbecues, or other combustible items are prohibited in all residence hall spaces. Plastic battery-operated “candles” (flameless candles) are allowed. Light fixtures should not be covered with fabrics of any type.

For the health and safety of all members of the community, residents are expected to comply with all fire and safety regulations required by the College or applicable local, state and federal law. Fire drills are held throughout the year. Instructions for the evacuation of the halls in the event of a fire or emergency are provided in student rooms. Use of fire alarms and fire-fighting equipment without the existence of an actual fire is a violation of California Penal Code 148.4. Triggering a false fire alarm could result in misdemeanor charges, fines, and/or severe disciplinary action.

All residents must evacuate the residence hall or house in the event a fire alarm is activated, whether for the purpose of a drill or in the case of an actual fire. Residents must meet at their hall’s designated meeting spot to check-in and to receive further instruction from a staff member. Students who fail to comply with this policy will be referred to the Office of Student Conduct.

Fire hoses and extinguishers are installed for resident protection. Residents will be provided with information on how to use a fire extinguisher and training during the academic term. Students are encouraged to read directions on fire extinguishers to be sure they understand the type of fire for which the extinguisher is effective and how to operate it in case of need.

Most residence halls have fire alarm systems with magnetic door holders that keep fire doors open until the fire alarm system is activated at which time all fire doors will close. Fire doors are not to be propped open or blocked, and exits, hallways or stairwells may not be blocked.

Smoke detectors are present in individual rooms and common areas of each residence hall. Smoke detectors are potential life saving devices. To ensure that smoke detectors are used appropriately and serve their designed function, residents are prohibited from dismantling, removing batteries, suspending objects from or tampering with detectors. Residents who are responsible for misusing smoke detectors will be charged for repair and/or replacement costs and face disciplinary action. Please report any problems with smoke detectors to Residence Life and Housing Services immediately.

**SAFETY IN THE RESIDENCE HALLS**
For residents’ safety and as part of living in a community, it is everyone’s responsibility to create a community that is safe for all residents. Residents are invited to partner with their Community Advisors and the Residence Life and Housing Services team to promote a safe residential community. Residents should report any unsafe act or item on campus to the Residence Life and Housing Services Office, a Community Advisor or Security. Residents are strongly encouraged to remain aware of their surroundings and to take the following basic security precautions:

- Report any spills or hazards in rooms or common areas to the Residence Life and Housing Services Office (during office hours) or the Residence Life Staff on duty (after hours).
- Do not jump in the elevator. Jumping in the elevator will cause the emergency break system to deploy and will cause damage to the elevator. Students found jumping in the elevator and/or causing damage will face disciplinary action.
- Be mindful of activities in residence halls hallways, sports, games and personal recreational equipment should not be played or used in the hallways.
- Notify Residence Life and Housing Services, a Community Advisor or Security if an unfamiliar or strange visitor is in the residence halls or on campus.
- For more information, see the sections under “Theft”, “Fire Safety and Prevention”, “Interior Design and Furniture” and “Windows, Screens and Blinds”.

Any resident or guest posing a safety threat or putting others at risk will face disciplinary action up to and including termination of residence or restriction from the Residence Halls or University.

**HARM TO COMMUNITY** (see the University Community Standards for more information)

**INCIDENT REPORTS IN RESIDENCE HALLS**
Anyone in the University may write and submit an Incident Report to the Residence Life and Housing Services Office or the Student Affairs Office. Only Incident Reports with the reporters full name will be accepted (we will not accept anonymous Incident Reports). Incident Reports must be submitted within 30 days from the date the incident occurred.

Residence Life and Housing Services Staff or other University Officials will document any incidents where a resident may be allegedly violating a University policy. Upon receiving the Incident Report, Residence Life and Housing Services will assess the complaint or event and determine the next step which may include a referral of the incident to the Office of Student Conduct. It is student’s responsibility to respond to a notification from a university official.

**INTERIOR DESIGN AND FURNITURE**
Residence Life and Housing Services encourages residents to decorate their rooms in a way that will be as comfortable as possible. As it is the express purpose of the Residence Life and Housing Services staff to maintain the residence halls safety and in the best possible condition, it may not be possible for students to have all the items they are accustomed to at home. Students should refer to the Move In information shared with them regarding items they should bring with them on campus. Students may bring small items, such as desk lamps, collapsible organizing bins, and mirrors that do not need to be secured to a wall or door or placed over a toilet stall. These items should not obstruct walking paths in rooms or spaces, direct access to doors (room and restroom), windows and any other emergency exits. The university provides residents with a desk, desk chair, dresser, closet space, and Twin XL bed. Only MSMU furniture is allowed in the residential or bathroom space and it may not be removed.

The following items are permitted in residence hall rooms:
- 3.5 cubic feet or smaller refrigerator
- Single serve coffee maker (ex. Keurig)
- Electric hot water kettle, with automatic shut off
- Clothing Iron
- Desk lamp
- Hair styling items (curlers, flat irons, handheld blow dryers)
- Battery operated decorative lighting
- Area rugs
- Air Circulating Fan (tower or oscillating)

The following items are not permitted in residence hall rooms:
- Microwaves or Microwave Oven
- Blenders
- Toaster or Toaster Oven
- Plug-in air fresheners or wax melts
- Coffee maker with hot plate; including espresso and cappuccino maker
• Air conditioners
• Space heaters
• Refrigerators larger than 3.5 cubic feet
• Freezers and/or ice makers of any size
• Incense and candles
• Electric food preparation devices (hot plates, burner, skillet, slow cookers, rice cookers, air fryers, waffle makers, electric griddles, bread maker, food processor, juicers, indoor grill, mixers, pressure cookers)
• Glow in the dark adhesives/stickers on residence hall room surfaces, this includes ceilings, walls, doors, panels, light fixtures, furniture and flooring.

KEYS (ROOM AND BUILDING ACCESS)
Each student will be issued a room key, which they are expected to use responsibly. For your safety and the safety of other students all residents must take the following precautions:
• Loan their keys to others at any time or under any conditions
• Lock their room doors upon exiting and entering their individual rooms
• Unauthorized possession, duplication or use of keys or unauthorized entry is prohibited.
• Lost keys should be reported immediately to Residence Life and Housing Services. Fees will be assessed if locks need to be changed, re-issued or replaced for damages.
• Residents who do not turn in their keys through the proper end of the semester check out process will be charged improper check out fees and the cost for lock and key replacement.

It is important that each student fully understand the sense of community responsibility with regard to the building access key and room key. Student safety depends on proper handling of these keys. If a student is aware that their key or door lock is broken or not functioning properly, it is their responsibility to report it to the Residence Life and Housing Services Office immediately. The University is not responsible for any items that are stolen if a student knowingly leaves the room door unlocked.

DOORS AND DOOR KNOBS
Any resident found propping, tampering or blocking entrances and exits of and within residence hall building doors or door closures (this includes shared and community bathroom doors, computer labs, lounges and kitchens) will face disciplinary action. This includes but is not limited to installing a lock or other locking mechanism, taping the locks, using rocks or other objects to keep the door ajar.

Residents may not post, tape, or hang anything on the outside, inside or over any door in their room (this includes the bathroom door, closet door, main room door, armoire or any other furniture door). Doing this may cause damage to the wood work or to the door frames and may dislocate the framing and latches of the doors.

Residents may not have items hanging from any door frame (streamers, posters, ribbon, curtains, balloons, etc.), as it poses a fire hazard. Residents are responsible for all items posted on their door frames and bulletin boards. Offensive or inappropriate items/messages will be removed and disposed of and the resident may face disciplinary action.

Residents that have balcony doors in their rooms may not use these doors for entering or exiting their rooms on a daily basis, as continual use may cause damage to these doors and the balconies, which may pose a potential safety issue. These doors are intended to allow access to the balcony and for ventilation purposes or for emergencies only. All residents are expected to use the hallway main door using the room keys issued by Residence Life and Housing Services to enter and exit their rooms. For the safety of the residential community, residents are strongly encouraged to lock their doors upon exiting their rooms and keep their keys with them at all times.
Residents will be held financially responsible for any damage caused to the doors or doorknobs due to posting or hanging anything on them, over them or near them or for the improper use and abuse of the doors. The Facilities Management and Residence Life and Housing Services Offices may hang items on the doorknobs, if necessary.

Residents may post on the main door frame to their room only with blue painter’s tape, provided the items that are taped are flush against the wall (paper and objects such as streamers or balloons may not hang from the door frame in any way). Residents are responsible for all items posted on their door frames and bulletin boards.

**WINDOWS, SCREENS AND BLINDS**

Students may not remove screens, blinds, panes or any other part of the window from their residence hall windows or any other window in the residence halls for any reason. Taping, posting, hanging or leaning anything on the windows, screens or blinds is not allowed including placing anything on the top of the blind/curtain device. Additionally, climbing in or out of windows is prohibited. Students will be charged for any damages done to the window blinds, window glass, window screens or any other part of the window. Residents are encouraged to close the windows in their room and bathrooms when not in the room to prevent damage due to rain or high winds to University or personal property.

**ASSIGNMENTS AND FEES**

**HOUSING DEPOSIT**

All residents must have a housing deposit on file prior to living in the Residence Halls. Failure to do so will result in loss of housing. Residents living in housing consecutive years only need to pay the housing deposit once.

**LICENSE AGREEMENT**

Each resident must sign a Residence Living License Agreement in order to live on campus. This agreement should be read carefully before signing as it is binding. Residents are held accountable for the terms and conditions set forth in the agreement.

A new license agreement is signed every year at move-in or after a room change is made. It is a student’s responsibility to notify Residence Life and Housing Services if they have dropped any classes and are below 12 units, or if they are withdrawing, studying abroad, or taking a leave of absence from the University. Failure to do so may null and void the active license agreement.

**TERMINATION OF RESIDENCE**

Students moving out of the residence halls, not returning to the residence halls for the upcoming semester or academic year, or studying abroad must complete and submit a Housing Termination form, by the appropriate deadlines. This form is available online; the dates and deadlines to submit your housing termination form are available at the following link: [https://engage.msmu.edu/organization/spring2021](https://engage.msmu.edu/organization/spring2021).

Residents must follow the check-out procedure established by the Residence Life and Housing Services Office. Failure to notify the Residence Life and Housing Services Office in writing by the termination deadline will result in a forfeiture of the housing deposit.

Housing Deposits will be held for residents studying abroad that have indicated on their Housing Termination Form an intention to return to the residence halls when they return back.
Residents who are graduating, must fill out a termination of residence form by the deadline to be eligible for the housing deposit refund.

Any resident student that files a Withdrawal or Leave of Absence form with the Registrar’s Office needs to notify the Residence Life and Housing Services Office on the same day by submitting a Termination of Residence form and scheduling a check out appointment to immediately move out of their residence hall.

**HEALTH SERVICES REQUIREMENT**
All resident students must receive medical clearance from Health Services prior to living in the Residence Halls. Failure to do so may result in the loss of housing, loss of classes, and inability to register for classes. If you have not turned in your health requirements or have questions regarding the requirements, please call Health Services at 310.954.4110 (Chalon) or 213.477.2685 (Doheny). Students will not be permitted to move into the residence halls if they have not cleared their health requirements. Keys will be issued only after Health Services confirms that they are cleared.

**FEE FOR HALL ACTIVITIES**
All resident students pay a non-refundable Fee for Hall Activities (FHA) at the beginning of each semester that is used for hall programming and events. If a resident is housed at any time during the semester at Chalon or Doheny, they will be charged the full FHA fee and will not be refunded even if the student moves out during the semester. Residents who live on campus during the Fall semester and terminate their housing for the Spring will not be charged the FHA fee for the Spring. This Fee will not be charged during the Fall 2020 or Spring 2021 Semester.

**DINING SERVICES**
All traditional undergraduate students residing on campus are enrolled in a Meal Plan as part of their Room and Board fees. The meal contract entitles residents to meals only during the Fall and Spring semester. A student required to remain on campus during University recess periods, may purchase meals on a cash basis or use Flex funds if the dining hall is open. Arrangements must be made in advance. See “Vacation Periods” for further information. ID Meal cards are non-transferable.

Only the resident pictured on the meal card may use the card. If anyone other than the person pictured on the card is found using it, it will be confiscated. Resident Students must maintain an active ID card for their meal plan usage. Students are expected to replace any lost or missing ID cards as soon as possible.

A student’s meal plan ceases when housing is terminated. Any student charging any meals to their meal card after their housing has been terminated will be billed for the charges and fined.

**ROOM ASSIGNMENTS**
Rooms/Suites and roommates are assigned by the Residence Life and Housing Services Office, based on availability. Whenever possible, Residence Life and Housing Services tries to accommodate a student’s request for a building and/or roommate, but occasionally this is not possible. Residents cannot request suitemates. Residence Life and Housing Services reserves the right to reassign, change or consolidate residents and rooms/suites as necessary. See “Room Occupancy” and “Room Selection” for more information.

**ROOM CHANGES**
Residents may submit a room change form from the Residence Life and Housing Services Office during the room change period, if offered. Only one room change per semester is permitted. Unauthorized room changes will result in a fine, possible disciplinary action, and the student will be required to move to their original room or their housing will be terminated.
Residents not satisfied with current living situations are encouraged to seek help from their Community Advisor to review their Roommate Agreement Form and any necessary changes to it before immediately seeking a room change. Often, roommate differences can be worked out to the benefit of all residents involved. In most cases, roommate and suitemate problems can be resolved by discussion or compromise. In cases where no such resolution seems possible, the students must consult with their Community Advisor. If a room change is deemed necessary by the Residence Life and Housing Services staff, the office will arrange the room change, provided space is available.

Residents will be notified via e-mail if their room change was or was not approved. Residents whose room change requests have been approved are responsible for following the instructions and adhering to the deadlines in the email.

ROOM OCCUPANCY
The University’s rooms are designed to be single occupancy. Residents may not sublet a University room to another person. Residence hall rooms are for the exclusive use of full-time MSMU students assigned to that room and not intended for use by family, spouses, and/or guests. If a resident lives in a room that has an open adjoining suite, they must leave that area clean and free of any personal belongings at all times and ready for a new resident. This includes the bed, closet, dresser, bookcase, etc.

ROOM SELECTION
Room Selection is for current MSMU residents who wish to live on campus for the following academic year. Deadlines of the various processes and details of how to participate in Room Selection will be distributed and shared at floor meetings, residence hall bulletin boards, informational fliers, available on myMSMU, and Engage MSMU.

Residents are responsible to be aware of the room selection deadline and to participate in Room Selection.

SINGLE SHARED BATH AGREEMENT FORM
At the beginning of the academic semester, all suite mates in “jack and Jill” style rooms or with shared full bathrooms, will be required to complete a Suitemate Agreement Form, which is a tool designed to encourage open communication and cooperation between suitemates. A new Suitemate Agreement Form will need to be filled out if there is a change in the occupants of the room. The Community Advisor of that floor may go over the form with the residents to make sure it is completely filled out and all parties agree to the information completed.

CENSUS
The Residence Life and Housing Services Office conducts a census the first week of every semester to account for all residents in the halls. If a resident fails to show up for check-in and has not informed the Residence Life and Housing Services Office in writing that he/she will be late checking in, their housing will be cancelled and the room will be assigned to another student.

The Census Bureau also conducts a Census yearly. Residents may be contacted by the agency to fill out a questionnaire. Cooperating with the agency conducting the Census and completing the Census materials is required by law. The Residence Life and Housing Services Office will inform the residents of this request, if possible, but we do not guarantee we will be able to inform students in a timely manner.

ACADEMIC BREAK PERIODS
The official vacation period of the University, Winter Housing and Summer Housing, are not covered by the terms of your Residence Living License Agreement. Please be advised that during the vacation periods, there will be no regular services such as meals, maintenance, Residence Desk services, the Residence Life and Housing Services office, and other University offices may be closed or have limited
office hours. All residents must return their keys before they leave for Winter Break. Otherwise they will be charged for a door lock change. All University policies listed in this handbook are in effect year round.

**SUMMER HOUSING**
Summer Housing is normally offered to a limited amount of students. If Summer Housing will be offered, advertisement will begin in April. It is not guaranteed that Summer Housing will be offered every Summer. The number of spaces for Summer Housing is very limited and is offered on a first come, first served basis for eligible applicants. Please visit the Residence Life and Housing Services office more information regarding summer housing.

**RESIDENCE HALLS ROOMS, ACCESS, FACILITIES AND SERVICES**

**WORK ORDERS, ACCESS TO STUDENT ROOMS, ENTRY, AND SEARCH OF ROOMS**
The University reserves the right to enter a residence hall room at any time for the purpose of ensuring maintenance of health, sanitation and safety standards; for inventory, for making necessary repairs; for enforcing of University and/or Residence Hall policies and regulation; and for any emergency. Access to rooms will be automatically granted when a resident submits a Work Order to address any facilities matters in their rooms. Unless it is an emergency, a resident will be provided a 24 hour notice regarding access or entry to their room.

Once a work order is submitted and process, Facilities Management can enter the halls after 9:00a.m. to make repairs in the halls and community areas and between 10:00 a.m. to 8:00 p.m. to make repairs in the resident’s rooms. If Residence Life and Housing Services or Facilities Management finds a room unlocked when performing a University duty, they will lock it when the job is completed.

Housekeeping may be in the halls from 7:00 a.m. to 10:00 p.m. to clean community areas.
The University reserves the right to confiscate items not permitted in the residence halls regardless of whether or not the resident is present at the time. The University assumes no responsibility for any damage caused to any personal item removed/confiscated from the residence halls or rooms due to violation of policy or while it is being stored.

The University cannot prevent or prohibit the search of student’s rooms or University premises by law enforcement officers acting in the performance of their duties.

**VANDALISM/DAMAGE** (see the University Community Standards for more information)

**PAINTING**
Rooms and bathrooms will only be painted using University-approved colors during the summer depending on Facilities schedule. Residents are not allowed to paint, spray paint, wallpaper or use any type of adhesive/contact paper in the rooms, bathroom or on the furniture provided by the University.

**HOUSEKEEPING AND CLEANLINESS IN ROOMS AND RESTROOMS**
Housekeeping services are provided in the community areas of the residence halls. These areas include lounges, hallways, stairwells, kitchens, and community restrooms with primary attention given to sanitation, vacuuming, and trash removal. Students are responsible for the upkeep and cleanliness of their rooms and common areas such as the bathrooms in their rooms.
Residents are expected to keep their rooms and restrooms (if they have a shared restroom) clean. This means that residents must regularly clean their rooms and restrooms to prevent damage to the space that they occupy. Housekeeping does not clean rooms or restrooms if it is due to students not maintaining their spaces properly. If it is reported that there is a cleanliness issue in a resident’s room or
restroom, they may be required to pass a health and safety inspection of the room. Cleaning supplies are available to all residents at the Residence Desk to ensure that their spaces are kept in good condition.

Mount Saint Mary’s University is located in an area where there are many bugs and insects. Residents are encouraged to complete and submit a work order for excessive insect problems so that the room may be inspected. In some cases, after inspection, it may be mandatory for a resident’s room to be exterminated for health and sanitation purposes and the resident(s) may be placed in another room temporarily or permanently depending on the circumstances. To prevent bugs, insects, and other wildlife from coming into the residence halls and rooms, please take the following precautions:
  - Check windows and screens to ensure there are no cracks or holes.
  - Regularly clean under the bed.
  - Dust furniture.
  - Clean bathrooms and sinks.
  - Change sheets, use mattress pad/cover.

Residents who permanently store community brooms, dust pans, vacuums and mops in their room will be required to return the item to the community trash room and may face disciplinary action that may include a fine. In consideration of, and for the safety of others, please clean up spills or accidents in public areas as soon as possible. If the spill is too large, please contact the Residence Life and Housing Services Office or a CA immediately. Residents are not permitted to sweep trash/dust into the hallways.

**LAUNDRY FACILITIES**

As they are for all members of the community please help in keeping laundry facilities clean by picking up after yourself and removing lint from the dryers. Residents are expected to be mindful of the time it takes to wash and dry their items so that other students may use machines. The equipment is for residents’ use only.

When using the laundry room follow the guidelines posted in the laundry rooms. These include protective measures such as:
  - Sanitizing your Hands when entering and before leaving, the laundry room;
  - Washing your hands;
  - Avoid touching your face; and
  - Clean all surfaces of the machines before and after each use.

Laundry rooms will receive increased cleaning, remove germs, disinfect and a sanitize spaces, following local, state, and federal guidelines.

To ensure that residents are able to use functioning machines throughout the year, students should:
  - Not overload washing machines. Washing machines should not be used to launder pillows or comforters, shoes or other large items.

  - Do not dye clothes in the washing machines or anywhere else in the Residence Halls. Items left in washers, dryers or laundry rooms, for more than a period of 24 hours will be removed and discarded by Facilities Management.

  - Do not use machines marked with “Out of Order” signs on them.

If you find a malfunctioning washer or dryer, please submit a work order or contact the Residence Life and Housing Services Office.

*Please note that the industrial size washer/dryer in Carondelet is not for residents’ use.*
The University is not responsible for lost or damaged items due to usage of the laundry facilities or while removing any item(s) that may be causing damage to the facilities. The University uses an outside company to repair malfunctioning laundry equipment, so it may take several days to make repairs.

**LOCK-OUT PROCEDURE**

If a student’s room is found unlocked at any time by Facilities or Residence Life and Housing Services when performing a University duty, they will lock it when the job is completed. If the resident is found locked out due to this, the resident will be charged our standard lock-out procedure fees to regain access to their room.

For the safety of the residential community, residents are strongly encouraged to lock their doors upon exiting their rooms and keeping their keys with them at all times.

If you get locked out of your room during business hours, please contact Residence Life and Housing Services for assistance. After hours please contact the Residence Life duty phone.

- After you have used your three lock-outs for the semester, you have to pay $1 each time you borrow a key.
- For lock-outs occurring after 10:00 p.m. and before 8 a.m., you will be charged $5. The three free lock-outs do not apply during this time.

**LOUNGES AND COMMUNITY SPACES**

Residence hall student lounges and community spaces will be closed. Any student found attempting access, tampering with access for entry and exit in this spaces, will be referred to the Office of Student Conduct for disciplinary action. Lounges may be used by Residence Life and Housing Services staff for programming, in accordance with local city, state, and federal guidelines.

**MAIL**

**Chalon Campus:**

Residents are issued a new mailbox number when they first begin living on campus. This mailbox belongs to the student for the entire time that they are a resident. Residents must return their mail key to the Mailroom once they terminate their housing. Failure to turn in their mailbox key will result in a fine and a hold on their student account. Residents will be issued a mailbox key to open their mailbox. The Mail Room will inform students of the necessary steps in order to get their mailbox key when the student moves in. There is a $10 refundable deposit that students pay before being issued a key. This deposit will be refunded when the student returns the key. If you lose your key, please go to the Mail Room located on Brady ground floor. There will be a fee to replace the mailbox key. It is the resident’s responsibility to check their mailbox on a daily basis. The University is not responsible for any lost or damaged items sent to students via mail. Mail is distributed on weekdays only. Mail is not delivered on federal holidays or during the breaks. Please remember to fill out a change of address form when you move out of the Residence Halls with the Mail Room.

**Doheny Campus:**

Residents are issued a new mailbox number and combination at the beginning of each academic year. The mail room is located in Building 10 ½. Mail is distributed on weekdays only. Mail is not delivered on weekends, federal holidays or during the breaks. Please remember to fill out a change of address form when you move out of the Residence Halls with the Mail Room. If you lose your combination, please go to the Mail Room and they will re-issue your mailbox combination after you have shown your student ID. A fee will apply.
PARKING
Chalon Campus:
During Winter Break, students can only park their car in designated parking locations and need to register their car and leave a spare key with the Facilities Management Office. Upon returning from Winter Break, it is the student’s responsibility to pick up the spare key left with Facilities Management. The University assumes no responsibility for these keys or any car left parked on campus. During Spring Break, students cannot park their car in the Chapel lot, tennis courts spaces or in the spaces on the east side of Rossiter. Any car not following these procedures may be towed at owner’s expense.

Doheny Campus:
During Winter Break, students can only park their car in designated parking locations and need to register their car and leave a spare key with the Facilities Management Office. Upon returning from Winter Break, it is the student’s responsibility to pick up the spare key left with Facilities Management. The University assumes no responsibility for these keys or any car left parked on campus. During Spring Break, students cannot park their car in parking spaces in front of the Mansion. Any car not following these procedures may be towed at owner’s expense.

ROOFTOPS, ATTICS AND BASEMENTS
No one is permitted on any building's roof, in attic or basement for any reason with the exception of Building 7, Doheny campus laundry facility.

TELEPHONE POLICY
It is every resident’s responsibility to make sure they set up their voicemail and that it is ready to receive voicemails at any time. The University communicates with residents via their room telephone, mailbox and their MSMU email account. If students are having problems with their University telephone or voicemail, they must contact Telecommunications for assistance. Because Telecommunications work requests are handled by a different department, it may take several business days for the issue to be addressed. The Residence Life and Housing Services Office is not responsible if students do not set up their voicemail and do not receive important messages from the Residence Life and Housing Services Office or from other University offices.
1. Students are not permitted to accept collect telephone calls with University phones.
2. Students are held responsible for damages to University telephones.
3. Only telephones provided by the MSMU Telecommunications department may be used in campus phone jacks.

TRASH ROOMS
A trash room is located in most residence halls. Residents are encouraged to dispose of their non-perishable and empty containers in these trash rooms. Due to sanitary purposes and to prevent unpleasant smells, please dispose of any perishable food in the trash receptacles located outside the residence halls. Residents are not allowed to ever place trash in the hallway outside their room door.