

2021-2022

# RESIDENT HANDBOOK

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LYNX CROSSING | CITY HEIGHTS



Housing & Dining  
UNIVERSITY OF COLORADO DENVER

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# Welcome to CU Denver Housing & Dining

CU Denver Housing & Dining is dedicated to serving students attending all institutions on the Auraria Campus, including the University of Colorado Denver, Metropolitan State University of Denver, and the Community College of Denver. CU Denver Housing & Dining currently offers two on-campus living options: City Heights Residence Hall (reserved for first-year CU Denver students) and Lynx Crossing Residence Hall (reserved for all other residential students).

By focusing on the holistic student experience, life through Housing & Dining reinforces each student's academic pursuits, as well as our commitment to leadership, community service and development. Living on-campus allows students to participate in a wide variety of activities, programs, and living learning communities designed enhance students' personal development throughout their college experience. CU Denver Housing & Dining believes in regular evaluation of administrative and programmatic efforts, which is critical to ensuring that efforts continue to meet and exceed student expectations. CU Denver Housing & Dining is also committed to promoting a safe and secure on-campus environment. Professional staff are on call 24 hours a day to handle emergency situations, and our staff promotes active partnerships with local emergency services.

## Mission

CU Denver Housing & Dining provides a home away from home where students can be a part of a safe and inclusive community in an urban environment that fosters student engagement, academic achievement, leadership, and personal development.

## Vision

To create an innovative housing experience that prepares students for their academic and career endeavors while fostering social development.

# Community Living

## Philosophy

The Office of Housing & Dining strives to provide a home away from home where students can be a part of a safe and inclusive community in an urban environment that foster student engagement, academic achievement, leadership, and personal development. Part of each resident's personal development journey includes learning to live with others and contribute to a community's development. Learning to live in a community environment requires maturity, an examination of values, and assessing how one's behavior affects others. It is the Office of Housing & Dining's belief that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsible and in search of opportunities for development and learning. Your suite is yours to use, but not to abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others.

Living with others requires maturity, patience, open communication, willingness to compromise, and respect for others. No matter how compatible roommates/suitemates are, there is always potential for conflict. Culture, cleanliness, sleeping patterns, habits, and hobbies are some examples of things that can be different among roommates. These differences can serve to be positive learning opportunities for people living together, or they can create

a negative atmosphere within the suite that can seem intolerable. You and the attitude that you take in communicating with your roommate(s)/suitemate(s) will determine whether or not your situation will be positive or negative. The Resident Assistant (RA) staff is committed to facilitating communication between and among roommates. Work with your RA to accomplish this goal; it can make the environment in your home even better!

## Roommate Agreements

We encourage you to set parameters and rules at the beginning of the year with your roommate(s) and/or suitemate(s). This will allow everyone to have a firm understanding of everyone's expectations in the suite and will ultimately lead to a successful experience. Each RA will work with every suite to establish a Roommate Agreement at the beginning of the year. We require that each resident complete each section of the roommate agreement, sign and return to their RA to keep on file. Should there be any future personality conflicts, each roommate/suitemate will be able to refer to their agreement drafted at the beginning of the year. This agreement will also help with roommate mediations should the need arise.

In addition to the Roommate Agreement, we encourage you to utilize your RA as a guide in navigating and solving roommate concerns. RAs are trained and aware of how to handle roommate concerns and conflict management.

## Helpful Tips

- Treat your roommates as equals. Do not give orders, make unreasonable demands, or expect favors. Try to put yourself in the shoes of your roommate(s) to determine if what you are doing (or not doing) is reasonable.
- Respect your roommates' right to privacy. Do not pry into their private affairs or expect to share in their activities unless invited.
- Keep borrowing to a minimum.
- Avoid trying to "reform" or correct your roommate(s) or suitemate(s). Do not expect them to conform to your standards or accept your beliefs. If you have any concerns regarding the behavior of your roommate(s)/ suitemate(s) or any other resident, please reach out to your RA or other Housing & Dining staff.
- Work out mutually agreeable divisions of chores. Do not wait for your roommate/suitemate to take care of the housekeeping.
- Make a sincere effort to be friendly. Do not withdraw into a shell or forget common courtesy. Be respectful toward one another. Accept routine inconvenience without complaint. Do not gripe continuously about little annoyances that are insignificant. If they are significant, talk to your roommate/suitemate right away, and not to anyone else. It is not acceptable, nor will it solve problems, to post on social media or blog about your roommates' behaviors you find frustrating. Consider their feelings and how this behavior would make you feel.
- Keep your promises and commitments without exception. Do not break appointments or back out of agreements.
- Respect the efforts of others to study. Do not cause interruptions or make unnecessary noise.
- Prepare and live with a realistic budget. Do not overspend during the month and have little or no money left to pay your portion of the suite/bedroom's shared bills (such as shared food, toilet paper, cleaning supplies, etc.).
- If you have a disagreement with a roommate/suitemate, talk about it as soon as possible. Do not let your anger or frustration build up until you explode. Your RA is available to support and mediate if necessary.
- Have a discussion and agree to boundaries about various relevant items.



## Roommate Disagreements

Housing & Dining has several programs in place to intervene if you and your roommate(s)/suitemate(s) are not getting along as well as you would like. The most important step you can take is to discuss your concerns with your roommate(s)/suitemate(s). Frequently, conflict occurs because one roommate assumes the other should know that they are upset, but the roommate/suitemate does not actually realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, talk with your Resident Assistant, who can help you to communicate with your roommate/suitemate and hopefully reach a compromise. Moving to another bedroom/suite with new roommates/suitemates is a last resort and will be treated as such. The possibility of a room change may not be feasible due to space constraints so it should never be seen as a guarantee.

## Room/Suite Change Requests

Moving rooms/suites is not the norm. Since our philosophy encourages students to be an active part of their community, each room/suite change request is assessed on a case-by-case basis.

During the year, if you wish to move to another room/suite, the first step is to contact the Residence Life Coordinator who will assist you in completing the appropriate procedure. All room/suite changes must be approved by the Associate Director of Residence Life or designee.

Depending on room/suite availability, all residents may be offered an opportunity to change rooms/suites without incurring administrative fees during the first full week of October, also called Amnesty Week. All room/suite changes approved during Amnesty Week must be approved by the Associate Director of Residence Life or designee. All room/suite changes approved during Amnesty Week must be completed no later than 5:00 pm on Friday of Amnesty Week.





## Please note the following guidelines about the room/suite change request process:

- The room/suite change request period will open after the first two weeks of class. The request period will end two weeks prior to the end of the semester.
- Room/suite changes will not occur during University holidays, including Fall, Winter, and Spring Break.
- Room/suite change requests are evaluated on a first-come, first-served basis and are evaluated based on space and availability. If no space is available, the resident will be placed on a waitlist.
- Evaluations of room/suite change requests can take up to 7 business days.
- Making a room/suite change request does not guarantee a room change will occur.
- Room/suite changes are specific to individual residents. Requests do not include roommate(s)/suitemates(s).
- All approved room/suite changes are subject to an administrative fee of \$200.
- All unapproved room/suite changes will result in a \$200 administrative fee and will require that the resident(s) move back into their originally assigned space.
- Residents who are approved to change rooms/suites will not be eligible to move again for the remainder of the year unless there are extenuating circumstances.



# Policies & Procedures

# Policies & Procedures



## Alcohol

In accordance with federal, state, and local laws, the use of alcohol by underage students and the abuse of alcohol is not permitted in the residence halls. The legal drinking age in Colorado is 21.

- Only residents who are 21 years of age or older may possess and consume alcohol in their own room. If the student is underage, this prohibition includes a student who knew, or reasonably should have known, they were in the presence of alcoholic beverages, or possessed, displayed, or was in the presence of alcohol containers or packages.
- Manufacturing, distributing, or selling alcoholic beverages is not permitted.
- Collecting and/or displaying empty alcohol containers or packaging is not permitted, regardless of age.
- Students of legal drinking age are permitted to drink alcoholic beverages in their personal rooms with no minors present.
- When residents of legal drinking age are transporting alcohol in and out of the residence hall, the containers may not be visible or opened.
- Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance.
- Residents of legal drinking age who live in suites with underage residents must keep all alcohol in their personal bedroom behind a locked door at all times.
- Full or empty bulk dispensers (kegs, taps, beer bongs, beer funnels, shot skis, etc..) and alcohol related paraphernalia (beer pong tables, etc.) may not be brought into the residence halls.
- Alcohol is not permitted in any common areas.



## Appliances

All residents living in Lynx Crossing Residence Hall are provided the following full-size kitchen appliances in their suite: refrigerator, microwave, and sink. Residents living in certain Lynx Crossing suites may also be provided a dishwasher, oven, and cooktop. The upkeep and cleaning of kitchen appliances is the responsibility of all residents sharing the suite. All damage and/or improperly functioning element of a Lynx Crossing appliance should be documented through a work order, available through the resident's housing portal.

Residents living in City Heights Residence Hall are not provided any kitchen appliances within their room. However, each resident has access to community lounge spaces within City Heights that include microwaves. Residents living in City Heights are permitted to have mini fridges in their personal room. Mini fridges must be no larger than 3.3 cubic feet. Each resident is permitted to bring their own mini fridge; however, due to space limitations, we strongly encourage residents to coordinate with their roommate(s) regarding sharing one mini fridge. Due to electrical and fire safety concerns, microwaves are not permitted in any room for any reason. Microwaves can be found in each City Heights common lounge.

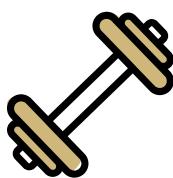
The following appliances are not permitted in any residence hall for any reason:

- Deep fryers
- Hot plates
- Toasters
- Toaster ovens
- Pressure cookers
- Portable or window-unit air conditioners
- Portable or countertop dishwasher, washers, or dryers
- Radiators and space heaters
- Any other appliance with an exposed heating coil/element
- Other small appliances, such as coffee pots, tea kettles, etc., may be brought into the residence hall as long as they are UL-approved and have an automatic shut-off function.



## Amenity Usage

Housing & Dining offers a variety of amenities for residents to use, including access to free laundry services. Depending on the building, residents may also access multipurpose rooms, common lounges, game rooms, study rooms, conference rooms, and a fitness center (*Lynx Crossing residents only*). The maintenance and care of these facilities is every resident's responsibility, and abuses of facilities may result in their closing. Furniture and equipment located in all amenity spaces must stay in their designated areas so that all residents may enjoy their use. There will be a \$250 moving charge for moving furniture or removing equipment from any public area.



## Lynx Crossing Fitness Center

Use of the Lynx Crossing Fitness Center is at your own risk. Housing & Dining Staff asks that you report maintenance problems to front desk staff immediately. Do not attempt to repair equipment yourself. Anyone beginning an exercise program should consult a physician prior to using the fitness center. For the safety of all residents, residents must use the equipment provided in the fitness center in the manner for which it is intended. Proper athletic attire including a shirt and shoes must be worn at all times while in the fitness center. No food is allowed in the fitness center, and beverages are limited to water only.

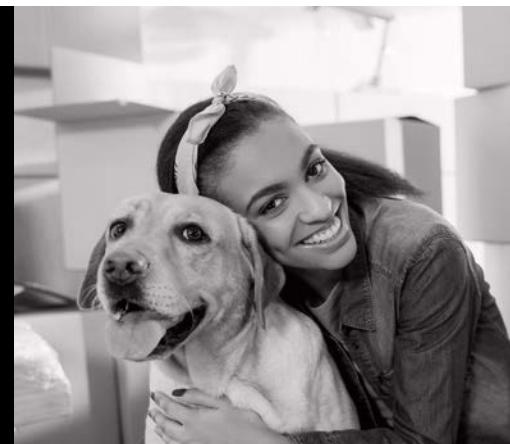


## Assault, Physical Abuse, & Harassment

**Physical, verbal, and other abusive behavior and threats of any kind toward resident(s) or Housing & Dining staff are strictly prohibited. Displays of any abusive behavior will result in a referral to the University conduct process and can include termination of the housing contract. Refer the University of Colorado Denver's Sexual Misconduct, Intimate Partner Abuse, and Stalking Policy and the Student Code of Conduct for more information on prohibited behaviors that fall within this category.**

## Assistance Animals

The “No Pet” policy within the residence halls does not apply to assistance animals defined as emotional support animals or certified service animals. Emotional support or service animals may be approved through a request for housing accommodations when an animal is necessary to allow a student an equal opportunity to use and enjoy the residence halls.



*\*Residents with an emotional support or service animal are expected to care for the animal at all times while residing in the residence halls.*

- Residents are expected to maintain a clean and healthy living environment for the animal as well as other residents in the building. Maintaining a healthy environment includes cleaning up after the animal and its waste. There are several designated outdoor relief spaces located across the Auraria Campus. Residents living at Lynx Crossing may also access an additional animal relief area located in the Lynx Crossing south parking lot in the grassy area behind the basketball courts. If your emotional support or service animal requires indoor relief space, the resident is responsible for maintaining a clean relief space within their individual suite or bedroom.
- Emotional support or service animals are not allowed to roam the residence hall or residence hall premises freely outside of the resident's personal suite/bedroom space. Emotional support animals are not permitted to be in any common area, including dining service areas, with or without their resident. Service animals accompanying their resident are permitted in all areas of the residence halls while assisting their resident.
- All assistance animals traveling outside of the resident's suite must be kept on a leash.
- Emotional support or service animals that display repeated disruptive behavior may result in the resident being referred to the conduct system or, in extreme circumstances, the resident and/or animal being dismissed from the residence halls.

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*Approval for an emotional support or service animal must be requested at least 14 business days before a resident moves into the residence halls. Any resident found with an unapproved assistance animal at either residence hall will be asked to remove the animal immediately.*

*Requests for reasonable accommodation, including having a certified service animal, can be submitted through the CU Denver Disability Resources and Services (DRS) Office. The DRS Office is committed to providing assistance to qualified students with disabilities and coordinate reasonable accommodations in order to provide students equal access to the institution's programs, activities, and services. Students who would like to request reasonable accommodations can contact the DRS Office at 303.315.3510 or via email at [disabilityresources@ucdenver.edu](mailto:disabilityresources@ucdenver.edu). The DRS Office is located in the Student Commons Building, Suite 2116.*



## Ball Playing

Ball playing (baseball, football, soccer, cricket, etc.) is not permitted within the residence halls. These activities have the potential to create excessive noise, inflict damage, and can cause physical injury.



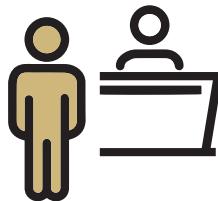
## Bicycles, Hoverboards & Skateboards

Following uniform fire code, bicycles should be stored only in designated areas. Any bicycles parked and/or locked in any common areas, stairways, breezeways, or in front of interior or exterior doorways will be removed at the owner's expense. Housing & Dining will not hold any bicycles after move-out. *All remaining bicycles will be disposed of.*

All bicycles must be registered each year with AHEC using the online registration form. Housing & Dining advises residents to provide their own vandal proof bike lock and to always lock the bicycle frame and wheels to the racks. Housing & Dining is not responsible for lost, stolen, or damaged bicycles.

Bicycle riding, skateboarding, rollerblading or use of any equipment with wheels are prohibited within the buildings, suites and courtyard, and other common areas. In addition, Housing & Dining prohibits the use, possession or storage of hoverboards, Segway's, electric bicycles, electric scooters, and similar devices.

# Check-In & Check-Out Procedures



## CHECK-IN

Prior to moving into CU Denver Housing & Dining, all residents will be provided an electronic copy of all required move-in paperwork. All residents must complete this paperwork and have their school ID in hand before checking into their assigned residence hall. Upon

moving into CU Denver Housing & Dining, your school ID will be coded to provide you access to your main suite/bedroom door. Lynx Crossing residents will also be issued a separate bedroom key upon moving into Lynx Crossing (see “Keys” section below). You will not be provided access to your suite/bedroom or issued a bedroom key (if applicable) until you have checked in with a Housing & Dining staff member and completed all necessary check-in paperwork.

Each resident will also be provided a Room Condition Form (RCF) on the day they move in which details all existing damages to and the condition of the suite/bedroom. Residents are responsible for ensuring the RCF accurately lists the condition of your suite/bedroom, as it will protect the resident from being charged for any damages which may have occurred before taking occupancy of the space. Signed Room Condition Forms must be turned into the front desk within 24 hours of moving into the residence hall.



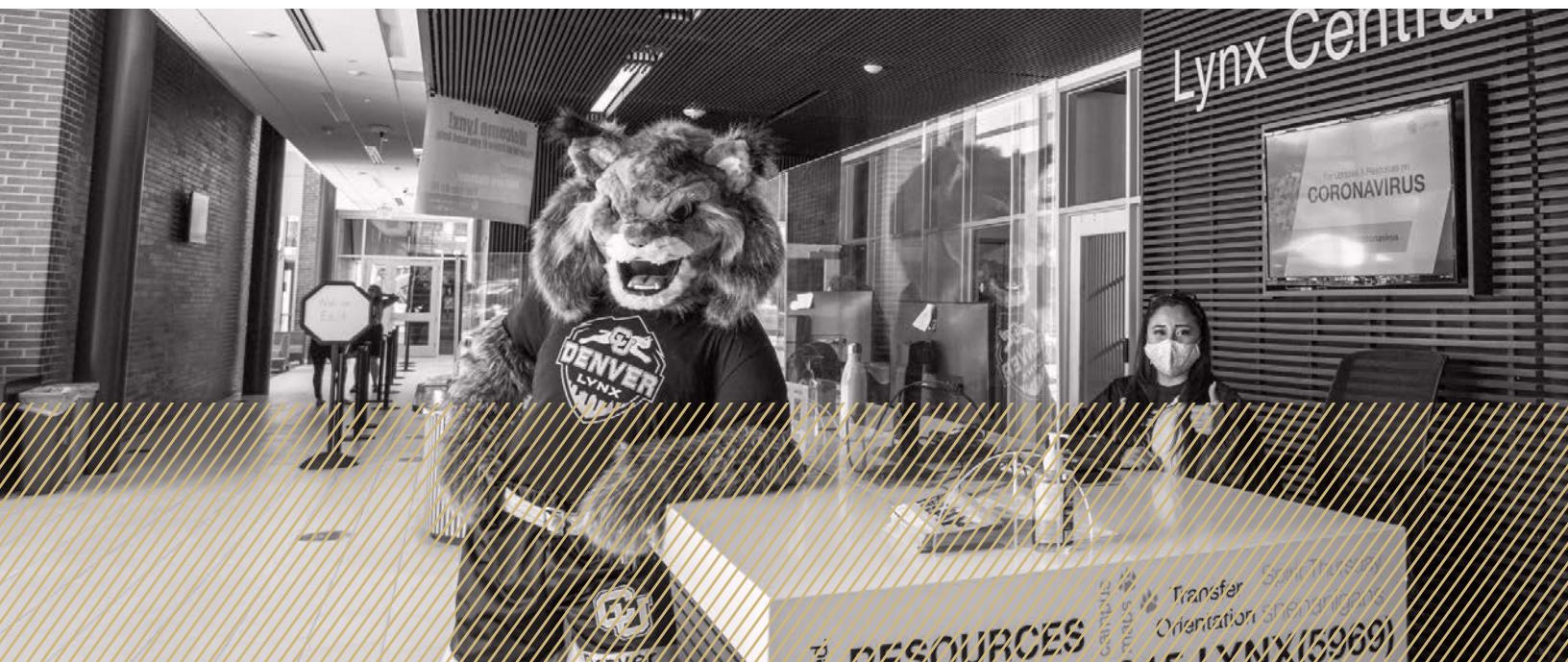
## CHECK-OUT

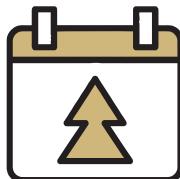


Prior to moving out of the residence hall, an email will be sent to you notifying you of all the steps involved in checking out, including but not limited to having your suite inspected, turning in your keys, and completing your forwarding address information. To properly check out of Housing & Dining, each resident must make an appointment with a Housing & Dining staff member. Prior to this check-out appointment, all personal belongings must be removed from the suite/bedroom and the suite/bedroom must be cleaned. Any resident who fails to check out with a Housing & Dining staff member per the provided instructions will be assessed an improper checkout fee, in addition to any applicable missing key and/or cleaning and damage charges.

All residents are expected to move out of residence hall by the date and time specified in their housing contract. Any resident who plans to move out prior to the end of the housing contract, must contact the Residence Life Coordinator for their residence hall to schedule a check-out appointment. Residents who move out before the end of the housing contract must also complete the online Petition to Terminate form in order to request a cancellation of their remaining housing contract. Completion of the petition form does not guarantee that a resident's housing contract will be cancelled; however, failure to complete the petition form will result in full housing contract charges being applied to your student account, regardless of if you are currently living in on-campus housing.

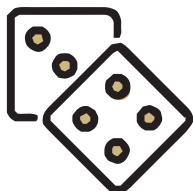
Any resident who would like to extend their check-out date past the date specified in their housing contract must receive written approval from the Associate Director of Residence Life or their designee. Typically, only residents who are graduating or have a final exam on the last day of the housing contract will be provided with approval to stay past the last day of the contract; however, all move-out extension requests received by the provided deadline will be evaluated on a case-by-case basis.





## Winter Break Housing

City Heights Residence Hall is closed over the Winter Break period, and City Heights residents will not be permitted to stay in City Heights over this break period. City Heights residents DO NOT have to fully check-out of City Heights for Winter Break. They will be provided information on how to successfully prepare their room for the break period, which includes unplugging all appliances, turning off all lights, and packing up enough personal items to get them through the break period. Any resident, including residents of City Heights or Lynx Crossing, who would like to live on campus for any portion or all of Winter Break must apply to live on-campus for the break period and will be responsible for paying a Winter Break fee. Any resident approved to live on-campus for Winter Break must reside in Lynx Crossing Residence Hall for the break period.



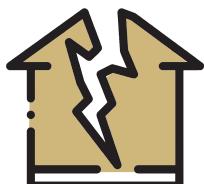
## Commercial Ventures, Gambling, & Solicitation

The use of suites and bedrooms for commercial purposes (personal or corporate) and participating in or encouraging door-to-door solicitation within the residence halls is not permitted. Gambling and running a business within the residence halls are also prohibited. The internet connection provided as part of the housing contract may not be used for any commercial or profit-making enterprise.



## Confiscated Items

Any item(s) that violate a Housing & Dining and/or University policy will be confiscated by a member of the Housing & Dining staff. Any and all items that are confiscated, including drugs, drug paraphernalia, and alcohol, will not be returned to the student at any time. All confiscated items will be disposed of.



## Damages

Residents are responsible for the condition of suite and bedroom furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within suites and other areas must be performed by authorized maintenance personnel. Residents will be charged for any damages for which they or their guests are responsible. All damage charges will be assessed to the resident's student account. Any unpaid charges may result in additional late fees, collection attempts, or termination of the housing contract.



## Drugs & Marijuana

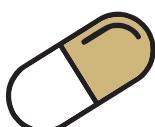
The use, possession, manufacturing, or sale of marijuana, including medical marijuana or related paraphernalia, used or possessed under Colorado Constitution Article 18, section 14, is strictly prohibited on campus, including campus housing. The Colorado state constitutional amendment authorizing individuals over the age of 21 to recreationally use marijuana ("Amendment 64") does not change this prohibition or authorize a student to use marijuana on Housing & Dining property or the Auraria Campus. Federal law, including the Drug-Free Schools and Communities Act, prohibits the presence or use of drugs, including marijuana. Thus, marijuana use or possession, even if in compliance with Amendment 64, is prohibited on campus. Violations of this policy will result in a referral to the University conduct process, as well as possible termination of the housing contract.

*\*This prohibition includes a student who knew, or reasonably should have known, they were in the presence of drugs or drug paraphernalia when knowledge of the drugs is reasonable.*



## Medical Marijuana

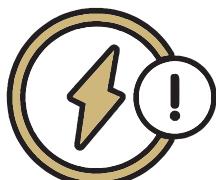
Residents who possess a medical marijuana card will not be permitted to use or have marijuana while living on-campus. Residents who fail to report and/or are documented in the presence of marijuana will also be referred to the University conduct process as well as possible termination of the housing contract.



## Other Drugs

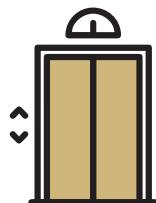
The use, possession, distribution or selling of any illicit drug is also strictly prohibited in the residence halls.

All marijuana, illicit drugs, and related paraphernalia found within the residence halls will be confiscated and turned into AHEC police. Any and all drug paraphernalia that is confiscated will not be returned to residents at any time.



## Electrical Safety

Modifications to, or changes in, electrical wiring are not permitted. No "splices," "octopuses" or modification devices of any kind may be used to add plugs in a room or suite. Approved, grounded power strips with circuit breakers may be used only for computer and computer related hardware. A maximum of two power strips may be used per room. Extension cords are not permitted.



## Elevators

If an elevator malfunctions press the alarm and stay inside until help arrives. Do not attempt to pry open doors or climb out. Residents will be charged the cost of repair if they pry the doors apart. Residents will also be charged the cost to retrieve items dropped down shafts or repairs due to resident negligence or damage.



## Face Coverings

As of the date of publication of this document, CU Denver requires facial coverings/masks in certain locations across campus.

Regardless of vaccination status, face coverings are required for everyone in CU Denver classrooms, elevators, restrooms, and designated communal spaces within the residence halls. Face coverings are not required to be worn in each resident's personal suite/bedroom.



## Failure to Report

If you are present in room/suite, common space, or Housing & Dining function where a policy violation is occurring, you are required to leave the room and/or area immediately to report the violation to Housing & Dining staff. You are equally as responsible for the violation if you fail to report the violation



## Fire & Life Safety



All fire and life safety equipment must remain intact, installed and functioning. ***Any individual found responsible for tampering with, removing, damaging, or inappropriately possessing any fire/life safety equipment, (including EXIT signs, fire extinguishers, sprinklers, smoke detectors, etc...) will be referred to the Office of Conduct and Community Standards and will be administratively fined a minimum of \$500. Additional and/or multiple offenses may result in increased fines and possible termination of the housing contract.***

Part of living in a community is reporting any equipment that is failing, or being tampered with, or destroyed. Failure to report any vandalism or damage to the property, specifically, fire/life safety equipment can result in a referral to the Office of Conduct and Community Standards, in addition to administrative fines and/or termination of the housing contract.

No items are permitted on the ceiling and no items should be attached to fire sprinkler heads. Any false alarms on the property as a direct result of smoking, using prohibited fire hazards, or any other housing contract

violation will result in a \$500 fine for the first offense, and additional fines and possible termination of the housing contract for multiple offenses.

In addition to your suites, certain policies must be followed when using common areas, to adhere to local fire codes. Do not remove any EXIT signs, fire extinguishers, or any other fire/life safety items from any common area or any area in the building. Any of this equipment, signage or other fire/life safety equipment found in your presence will result in a minimum fine of \$500 and a referral to the Office of Conduct and Community Standards and/or termination of the housing contract.

Additionally, students living in City Heights Residence Hall are not permitted to keep microwaves in their personal bedrooms. Microwaves are provided for communal use in each community lounge in City Heights. City Heights residents are permitted to have a mini fridge up to 3.3 cubic feet in size in their bedroom; however, we strongly encourage each resident to coordinate with their roommate(s) on sharing a mini fridge due to space limitations.

[ Refer to the CU Denver Student Code of Conduct for additional university policies on fire and life safety. ]

**The following items are not permitted** in the residence halls, as they are considered fire hazards. The presence of any of the following items will result in a referral to the Office of Conduct and Community Standards and potential fines.

- 🚫 **Space heaters**
- 🚫 **Anything with an open heating element**, (e.g., hot plates, toasters, toaster ovens)
- 🚫 **Grills**
- 🚫 **Combustible or highly flammable materials** (e.g., gasoline, spray paint, butane, kerosene, etc.)

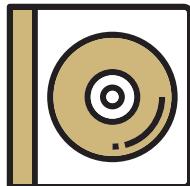
- 🚫 **Burning materials** (e.g., incense, candles, sage, etc.)
- 🚫 **Explosives**
- 🚫 **Fireworks**
- 🚫 **Ammunition**
- 🚫 **Smoking devices** (e.g., e-cigarettes, vaporizers, hookahs, bongs, etc.)



## Front Desk Procedures

Every resident is expected to abide by the procedures put into place at the front desk for every residence hall.

- Amenities should be returned in the timeframe allotted.
- Respect should be shown to all Housing & Dining staff members operating the front desk.
- Common space reservations should be submitted in the appropriate time frame. Residents should not use common spaces if they have not been reserved in advance.



## Amenity Check Out & Reservation

Each front desk has a variety of items for residents to check out free of charge, including but not limited to, DVDs, TV shows, video games, pool equipment, ping pong equipment, board games, and cleaning supplies. Any room reservation can be made through your student Housing portal. All room reservation requests must be made at least 24 hours in advance.



## Mail

Mail and packages are processed by front desk staff daily. Packages will be logged, and an email notification will be sent to you when your package is ready for pick up. If you receive a perishable package, you may be contacted by phone in addition to the package notification email. You must bring a photo ID to sign and receive packages. Please note during high volume times mail may be closed at the discretion of the Front Desk.

Your mailing address follows this format

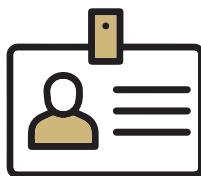
Resident First & Last Name  
Residence Hall [City Heights or Lynx Crossing]  
318 Walnut St.  
Denver, CO 80204





## Lost & Found

Lost items will be cataloged at each front desk. Residents who have lost their personal belongings can provide a description of the item to their front desk and the front desk staff will return the item to the resident. Housing & Dining does not assume responsibility for any lost or stolen personal property.



## Guests

All residents are permitted to have guests visit them in the residence hall. Please note that the safety and comfort of residents is of the utmost importance and takes priority over the comfort or desire of guests to visit as frequently as they like.

Guests are considered family members, residents of another residence hall, friends, other Auraria campus students, etc. Guests are also defined as someone that you allow into the residence hall even if you do not know them.

## Guest Expectations

- Guests must abide by Housing & Dining policies. Residents are responsible for communicating these policies to guests.
- Residents are responsible for their guests and their actions while at the residence hall.
- Guests must be escorted and accompanied at all times while in the residence hall.
- Guests not complying with property policies will be asked to leave and may be excluded from Housing & Dining property.
- Conflicts that arise from guests or guest-related issues will be addressed with support from Residence Life staff. Guests causing extended and/or severe disturbances to the residential community may be restricted from visiting the residence hall.

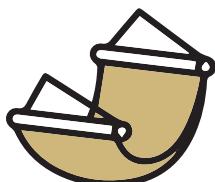
## Guest Registration

- All residents must check-in their guest at their residence hall's front desk each day the guest visits the residence hall.
- Upon checking in, guests will receive a daily wristband for each day they are at the residence hall. These wristbands indicate that the guest has been appropriately checked in for that day only.
- Daily wristbands must be worn and visible at all times.
- Guests must have a valid ID to check in at the residence halls.
- A resident must accompany all guests while in the residence hall.



## Overnight Guests

- Overnight guests are allowed to remain for no more than three consecutive days within a fourteen-day period, but it must be agreed upon by all roommates/suitemates.
- Overnight guests must be at least 18 years of age or older. Any resident wishing to host a guest under the age of 18 years must receive written authorization from the Associate Director of Residence Life or designee prior to the guest's arrival at the residence hall.
- Overnight guests must check in at the residence hall front desk each day they are in the residence hall. Once they have checked in, they will receive the appropriate daily wristband.



## Hammocks

Hammocks are not permitted to be hung from any tree, post, or other outdoor space in unless otherwise indicated. This includes courtyard spaces, parking lots, etc. Furthermore, hammocks should not be hung within the interior of the building, including in any suite, bedroom, common space, etc. Hammocks are intended for temporary use and must be removed immediately after use. Failure to remove hammocks after use will result in disposal of the hammock and a referral to the Office of Conduct and Community Standards. Damage to any trees, posts, or other Housing & Dining property as a result of improper hammock use or set-up will be the responsibility of the resident(s) found responsible.



## Health, Hygiene, & Noxious Odor

All suites, bedrooms, and common areas be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Any activities that violate any health code are prohibited. Residents may not interfere with the safe and clean environment of others.

All suites, bedrooms, and common areas, including dining halls, eateries, etc., must remain free of noxious odors. A noxious odor is ANY aroma of such intensity that it becomes apparent to others. Any odor can become noxious or offensive when it is too strong. Some examples are perfume, trash, dirty laundry, or the smell of cigarette smoke. When a noxious odor can be localized to a particular room, the resident(s) and/or guests of that room may be required to meet with Housing & Dining and/or other University staff to correct the smell.

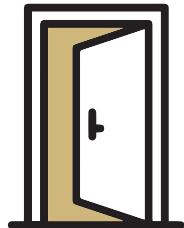
If Housing & Dining believes that your room presents a health risk, you will be notified professional staff and you will be asked to clean your space. Housing & Dining Staff will check on the progress of this clean up to ensure that it is complete, and your space is maintained at an acceptable level of cleanliness. Failure to do so could result in an administrative fee.

## Identification



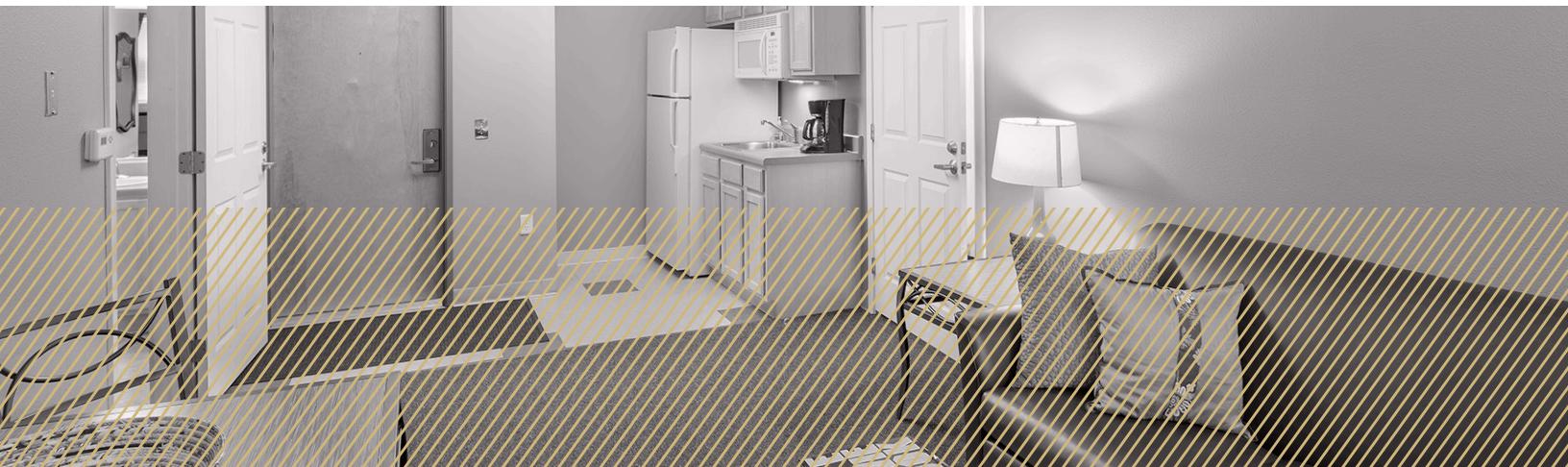
All residents, guests and persons on the property are expected to carry identification at all times. Residents and guests must carry a Auraria Campus ID (i.e., CU Denver, MSU Denver, CCD) or guest wristband, respectively. Other persons must carry a form government-issued identification. If a person is unable to produce identification, they will be documented and escorted off the property. If a person refuses to leave the property, they will be deemed as trespassing and will be reported to AHEC police.

## Inspections & Entry into Room



Housing & Dining Staff will perform suite inspections for preventative maintenance and assess room condition. Residents present in the room during these inspections must comply with staff and open up door to allow entry into the unit. In limited circumstances, Housing & Dining staff or other University officials may key into a suite or bedroom without a resident present. These circumstances include scheduled maintenance and safety walks as well as cases when the health and/or welfare of a student is in question.

In the event that a resident has violated their housing contract regarding proper cleanliness, guest privileges, drug violations, the pet policy, or other policies, this document serves as notice for CU Denver Housing & Dining professional staff to re-inspect the suite as necessary to ensure there are no further violations.





## Keys & Locks

All residents have access to their assigned residence hall via their school ID. Upon moving into on-campus housing, your school ID will be coded with the appropriate access to your residence hall and other amenities. You must have your school ID in hand prior to moving into the residence halls. Your school ID also functions as your meal plan card and provides access to the parking lot at Lynx Crossing (if applicable). Residents of Lynx Crossing, except residents living in studios, are also issued an individual bedroom key upon moving into Lynx Crossing. Residents of Lynx Crossing must use their school ID to unlock their main suite door and their bedroom key to lock/unlock their individual bedroom door.

Residents must keep their school ID and bedroom key with them at all times. Residents must show their school ID upon entry into the residence hall. Residents may not duplicate, distribute, or loan their bedroom key or school ID to other residents or guests. Loaning keys and/or IDs to other residents and guests presents a serious safety concern and will be considered a major policy violation, which may result in termination of the housing contract.

Residents may not change locks or install additional locks or chains on any door. Upon completion or termination of the housing contract, all keys must be returned to Housing & Dining. Failure to return keys will result in replacement costs, paid by the resident.

## Lockouts

In the event that you are locked out of your suite or bedroom, come to your residence hall's front desk to regain access to your room. Each resident will receive at least two (2) free lockouts per semester. After the final free lockout, the resident will be charged an administrative fee of \$10.00 per additional lockout.



If your bedroom key is stolen, please file a police report with AHEC and bring a copy of the police report to the Front Desk. A Housing & Dining staff member will work with you to request a replacement bedroom key from the University locksmith.

## Lost Keys/Ids

Improper handling of keys will result in replacement costs, paid by the resident. If a resident loses any key, they will be assessed the following replacement fee(s):

- Bedroom Key (Lynx Crossing residents only) - \$150 (requires a full re-core and re-cutting for all occupants of the bedroom). This charge will be billed directly to the resident's account by the Office of Housing & Dining.
- Lost ID cards must be replaced through the Auraria Campus ID Station, located in the Tivoli Student Union, Tivoli Station Bookstore. Please visit the ID Station website for more information about replacement ID costs.



## Damaged IDs

If your ID Card is damaged or not working, you must request a replacement ID card through the Auraria Campus ID Station. Do not discard or destroy any key or ID card.



## Laundry Services

Free laundry facilities are provided for your use in each residence hall. In City Heights, laundry facilities are located on the second, fourth, and sixth floor. In Lynx Crossing, laundry facilities are located on the first floor in the southwest corner of the building. Each resident must provide their own detergent, fabric softener and dryer sheets.

Laundry facilities are checked by housekeeping staff every morning. Any laundry left in the laundry unattended in any laundry will be removed and stored for 14 days. Any items left unclaimed after 14 days will be disposed of. If you think your laundry has been removed, please see your residence hall's front desk for assistance.

All appliances should only be used in the manner for which they were intended (i.e., only filling the machine to the appropriate level as indicated on lid of the machine). No dying of fabric or other materials is ever permitted in the laundry machines. Residents found at fault for improperly using/damaging the machine will subject to a damage fee. Any malfunctioning laundry appliances should be reported immediately to front desk staff.



## Lynx Dining Behavior

Housing & Dining provides a variety of food options to meet the needs of our on-campus students. First-year students living on-campus are required to have a meal plan as part of their housing contract. Any non-first-year student is not required but is encouraged to have a meal plan in order to access our on-campus dining facilities at an affordable rate. Additionally, non-residential CU Denver students, faculty, or staff may also choose from various meal plans to fit their needs.

Meal plans are intended for the use of the resident who pays for the meal plan; sharing of meal plans is not permitted. Meal plan holders may pay for a guest with flex cash, credit card, or cash.

The following information applies to any meal plan holder, whether they live on campus or not.



## City Heights Dining Hall

City Heights Dining Hall is an all-you-care-to-eat facility. You may not remove food from City Heights Dining Hall. When dining at City Heights Dining Hall, you are required to clean up after yourself, which includes removing your dishes to the dish return area. You may not re-enter the dining hall once you've exited, and you are not allowed entry to the dining hall without payment. Additionally, behavior that any reasonable person could deem as potentially damaging or not in line with normal use of dining equipment or furniture is not permitted.



## Eat Market @ Lynx Crossing

The Eat Market @ Lynx Crossing is a retail location where you can purchase items with cash, credit card, flex cash, and offers meal swipe exchange combos. This is not an all-you-care-to-eat facility, but does offer a Starbucks coffee bar, a Natural! smoothie/juice bar, deli, and rotating à la carte food options. Eat Market @ Lynx Crossing offers dine in or carry out options.

In addition to the policies above, the following guidelines will also help promote a courteous and welcoming atmosphere in the dining space. You must be fully dressed to include a shirt and shoes to enter any dining facility. All residents, guests, and other patrons who utilize dining spaces should refrain from using their cell phones while ordering or purchasing food and should also be courteous with the audio levels on any electronic device.





## Noise

Residents must be aware of their noise level and demonstrate respect for other residents. To promote an academically focused community, the following quiet hours have been designated in all residence halls:

### Courtesy Hours

Courtesy hours are in effect 24 hours a day, seven days a week. Residents should always honor the request of the community regarding noise levels, even when it is not during established quiet hours.

Residents experiencing disturbances due to noise should first try to talk respectfully with the responsible resident(s) directly. If you do not get the desired results, take the concern to Housing & Dining staff. Residents asked to reduce their noise are expected to courteously reduce their volume. Through reciprocal cooperation, all members of the community will be able to sleep, socialize, and study successfully.

### Exam Week Quiet Hours

**[ Quiet hours are enforced 24-hours a day during exam weeks. ]**

### General Quiet Hours

**[ Sunday – Thursday: 10:00PM – 8:00AM  
Friday – Saturday: Midnight – 8:00AM ]**

During quiet hours, televisions, gaming consoles, stereos, speakers, musical instruments, and other electronic equipment should not be heard outside of the occupant's room. Any equipment that continually disturbs other residents of the room/suite or hall may be removed from the responsible resident.

During quiet hours, residents and their guests are also expected to keep their voices at a reasonable level such that conversation cannot be heard outside of the occupied room/suite. Shouting down hallways or between rooms is not permitted. Stereos or speakers may not be played out of open windows, as they may disrupt other residents, students, and campus community members.





## Parking

Parking is reserved for residents who have paid for parking access. Housing & Dining parking permits only allow for parking at the lot at Lynx Crossing. It does not allow for parking at any AHEC parking lot. Only residents who have parking included on their housing contract prior to the CU Denver census date may park at the Lynx Crossing parking lot. Changes to the housing contract, including adding parking, will not be allowed after the census date. Each resident is permitted one vehicle to park at Lynx Crossing.



## Registration

All vehicles must be registered with Housing & Dining. Every vehicle will be registered to a specific parking permit number. Residents who have paid for parking access will receive one permit to be displayed on the bottom, left-hand corner of the front windshield. This permit is only for the car belonging to the resident. If a permit is missing or not clearly visible in the front windshield of the vehicle, the vehicle could be subject to warning stickers and/or towing at the owner's expense. The deadline for displaying permits is the first day of classes each semester. The replacement fee for lost, stolen, or damaged parking permits is \$20 per permit.

In the event that your vehicle registration changes after the census date, you must contact the Office of Housing & Dining at [housing@ucdenver.edu](mailto:housing@ucdenver.edu) to make Housing staff aware of any and all changes prior to parking the new or updated vehicle in the Lynx Crossing parking lot. Failure to provide advanced notice may result in your vehicle being ticketed and/or towed.

Vehicle covers are not permitted as they obscure staff's ability to verify parking permits.



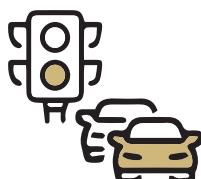
## Towing

Any vehicle parked in a Tow Zone, Loading Zone, Reserved/Renewal designated space, or Handicapped space without an appropriate Handicapped decal will be towed immediately. All non-permitted vehicles parked on the property will also be towed without warning.



## Guest Parking

Guests are not permitted to park in the Lynx Crossing parking lot, but they may park in surrounding parking lots. Note: Surrounding parking lots require payment. There are a limited number of guest parking spots on the east side of Lynx Crossing. Guests parking in guest spots are required to display a guest parking pass which can be checked out from the Lynx Crossing front desk. Residents cannot use their parking access card to let visitors into the parking lot. Violations of this policy will result in referral to the University conduct process and possible restriction(s) to Lynx Crossing parking lot access.



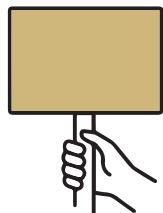
## Parking & Access Considerations

Lynx Crossing Residence Hall is located in the heart of downtown Denver, in close proximity to Mile High Stadium, the Pepsi Center, and other local attractions. Because of its urban location, Lynx Crossing will experience increases in foot and vehicle traffic during special event days occurring at these attractions (e.g., football game days, concerts, etc.). While the Office of Housing & Dining works closely with local law enforcement to maintain the safety and security of the residence hall during these event days, residents should be mindful of access restrictions that can occur as a result of increased traffic, including delays in accessing or leaving the Lynx Crossing parking lot. Residents should not allow any individual who does not live in on-campus housing to enter the parking lot for any reason, particularly on event days.



## Pets

With the exception of assistance animals, no pets or other animals may be brought into the residence halls, except for aquarium-bound fish (up to a 5-gallon capacity) that are capable of living underwater 24 hours a day. Residents found to have any unapproved pet or animal within the residence hall will be asked to remove the animal immediately. Residents may not feed/shelter stray animals. Residents are obligated to inform Housing & Dining staff of stray animals so appropriate action can be taken to remove and protect the animal(s). Failure to comply with this policy could result in possible termination of the housing contract.



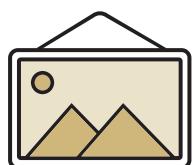
## Public Posting

All posted signs and posters must be pre-approved by the Residence Life Coordinator and must be displayed in designated posting areas. For information about posting information in the residence halls, please contact your front desk staff.



## Smoking

Smoking is strictly prohibited in all suites/bedrooms, hallways, breezeways, common rooms, and courtyards. Smoking is permitted in designated areas only. At Lynx Crossing, residents are permitted to smoke at the smoking pavilion located in the South parking lot. Hookahs, bongs, and any other smoking paraphernalia items involving an open flame are strictly prohibited on the property, even when they are not in use.



## Suite/Room Decorations

No items are permitted to be attached to the ceiling. No items should be attached to the fire sprinkler heads. All decorations must be temporary so as not to permanently deface or damage doors, windows, and suite furnishings. Tape of any kind on the windows, carpet, or flooring is not permitted. Any damage to ceilings, walls, floor, or furniture will result in a damage fee upon checkout.

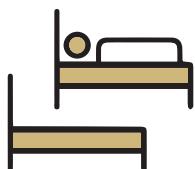
Residents should avoid material that a reasonable person might find offensive. The posting of material that “attacks,” demeans or otherwise exploits an individual or a group of individuals is not permitted. No materials are permitted to be permanently adhered to doors, windows, or other suite furnishings. Residents should not use materials that cannot be readily removed from any surface. Materials affixed to the door must not cover the peephole. Housing & Dining staff reserve the right to ask students to remove any decorations from walls, doors, windows, floors, etc. Total wall and/or door coverage is considered a fire hazard and is not permitted.



## Suite/Room Furnishings

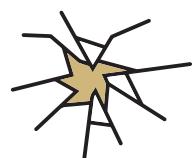
All suites/bedrooms are to remain furnished with the furniture provided upon check-in. In other words, beds must remain on their frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). Furniture may be rearranged in your suite/bedroom as long as it is returned to its original position prior to check-out. No bunk beds or waterbeds are permitted. No construction, wall partitions, painting of walls and furniture, bed risers or any similar structures are permitted. All existing furniture must remain in each room/suite and cannot be removed.

To limit the staff entry into student residence hall rooms, CU Denver Housing & Dining does not permit beds to be raised or lofted. All beds are able to be moved up or down on their provided frame to provide a variety of height and under-bed storage options. All twin XL beds can be raised to a maximum height of 30 inches, with the top of the mattress sitting at 41 inches. Students may not attempt to loft beds themselves, as injury can occur, and the bed may not be secure. This includes the use of lofting kits, bed risers, or any other material to raise the bed frame off the floors. Students found lofting their bed or using materials to raise their beds will be asked to restore the bed to its original heights and may be assessed a fine of \$50.



## Vacant Spaces

Current residents cannot refuse a new roommate or suitemate as long as there are empty beds in the room/suite. It is a violation of the housing contract to tell a potential roommate that you do not have a vacant space in your suite/bedroom when in fact one or more spaces are unoccupied. If you do not wish to have new roommates, you can buy-out any open space(s) at the current rate. Additionally, residents are contracted to their own bed spaces but under no circumstances are they to occupy vacant bed spaces in their room/suite.



## Vandalism

Vandalism, including but not limited to, damaging university property or property belong to another is not permitted and a violation of the Student Code of Conduct. This includes intentional damage to elevators, white boards/bulletin boards, common areas, door decorations, flyers, and fire and life safety equipment. Residents found responsible of vandalism could face possible termination of the housing contract.



## Weapons

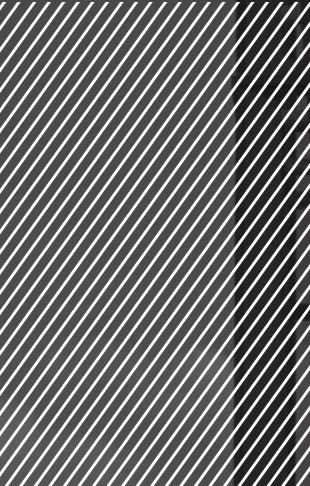
Firearms, ammunition, fireworks, explosives, highly flammable materials (including spray paint), projectile devices, guns or knives, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited on Housing & Dining property. Refer to the Student Code of Conduct for “weapon” as defined by the University of Colorado Board of Regents. A harmless instrument designed to look like a firearm, explosive, or dangerous weapon which is used by or is in the possession of a person with the intent to cause fear in or assault to another person is expressly included within the meaning of weapon.

Residents and guests are not permitted to carry handguns regardless of their possession of a Concealed Handgun Permit. AHEC does offer the option for short-term weapons storage. Questions about AHEC’s weapon’s storage policy should be directed to 303.556.5000. Residents and guests should not possess or store any other types of firearms in the residence halls. Firearms are defined as any gun, rifle, pistol or handgun designed to fire bullets, BBs, pellets or shots (including paint balls or darts) regardless of the propellant used. This includes ornamental rifles used for military or ROTC training.



## Windows

Window screens must be left intact and must not be removed, loosened, or altered in any manner. No objects may be thrown or dropped from a window or suites/common area opening. Window stoppers are installed on each window for the resident’s safety. All window stoppers must remain installed in windows at all times. Removal of any window screen and/or window guard is strictly prohibited and will result in a replacement charge of \$50 per item.



# Safety & Emergency Procedures

# Safety & Emergency Procedures

## Evacuation



Fire pull stations and safety equipment, including fire extinguishers, are to be used only in case of emergency. The activation of fire alarms should be taken seriously, and residents shall proceed according to the instruction posted in and about the property. Activating a fire alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible may face disciplinary action both criminally and in accordance with the CU Denver Student Code of Conduct.

If there is a fire or an alarm is activated, evaluate your options.

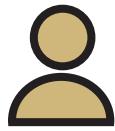
Evacuating should be your first priority. Before exiting your suite/bedroom, feel the door with the back of your hand. If it is cool or at room temperature, immediately and safely exit the suite/bedroom, close the door, and proceed to your nearest fire stairwell or emergency exit to evacuate. Leave your belongings behind and do not use the elevators when evacuating. If smoke is present in the hallways, lie down and crawl to your nearest fire stairwell; fresh air will be near the floor.

If you evacuate your suite/bedroom and you realize you cannot make it out of the building, seek refuge in your nearest fire stairwell. Wait in the nearest fire stairwell to be rescued by the fire department.

If a door is hot, don't open it; fill any cracks with wet towels if you have access to a water source. If you live at Lynx Crossing, open your window, and hang a sheet out of it. If you live at City Heights, place a towel or sign in the window. Doing so will signal your location and need for help. From your suite, wait on the floor, near your window to be rescued by the fire department.

In order to avoid falling debris and to give the fire department personnel room to operate, all residents should proceed away from the building and meet at the designated rally points indicated by Housing & Dining staff. Once at a designated rally point, notify a member of the Housing & Dining staff. Based on information provided by the first department and/or emergency services, Housing & Dining staff will indicate to residents when they are able to reenter the residence hall. Do not re-enter the building without explicit guidance to do so.

You are required by law to evacuate the buildings when the alarm sounds unless it is absolutely not possible. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the termination of your housing contract. Additionally, failure to exit the property during a fire alarm or drill may result in fines up to \$1,000.



## Missing Persons

As required by federal law, every resident will be given the option of providing confidential contact information which will be used in the event that the resident is reported to be missing. The confidential contact is not required to be a parent or guardian if the resident is 18 years of age or older. Parents or guardians will be called if the resident is non-emancipated and under the age of 18 within 24 hours after the resident is determined to be missing. Regardless of the student's age, law enforcement will be notified within 24 hours of the determination of a missing student. During the housing application process, every student will be asked to identify that confidential contact.



## Personal Property Insurance

Please be aware that the property takes many precautions to maintain the safest living environment possible, but we are not liable for any losses or damages that may occur to your personal property. If you are a dependent, you may be covered under your guardian's personal property insurance.

Housing & Dining takes many precautionary measures in attempting to aid the well-being of our residents. These include strongly urging you to keep your suite and bedroom locked at all times and having an extensive preventive maintenance program designed to detect and cure any problem areas throughout the physical facility. We strongly recommend that you obtain personal property insurance for all of your valuables.



## Non-Liability of Owner

Owner, its officers, agents and employees, shall not be liable in any manner for any loss, injury, or damage to Tenant, its agents, guests, and licensees, including but not limited to, acts of theft, burglary, vandalism and assault. Tenant assumes all risk of loss or damage of Tenant's property within the Property, which may be caused by water leakage, fire, windstorm, explosion, or other cause, or by the act of omission of any other harmless Owner, its officers, agents and employees from and against any and all claims for injury, loss, or damages to person or property, regardless of cause, arising out of or resulting from damage, injury or loss alleged to have been sustained by Tenant; without in any way limiting or restricting the generality of the above, Owner shall not be liable for any claims arising from acts of theft, vandalism, assault and other criminal activity committed on the Property.

## Personal Safety



Personal safety measures are just as important to your well-being as those previously mentioned. Crimes, injuries, and personal assaults all occur outside of our control, but there are steps that can be taken to decrease your likelihood of being a victim. Living in a major metropolitan area carries with it a responsibility to be aware of your surroundings and take certain steps to ensure your safety. Below are some safety tips to keep in mind while both on and off the property:

- **Do not** walk alone after dark. If you must travel across campus after dark, you may opt to use the Auraria Campus NightRider Service (when available). The NightRider Service will give you a free ride from any campus parking lot to your classroom and back again. This service is provided by calling (303) 556-2000.
- **Do not** prop open any doors. Do not open doors for strangers.
- **When you leave** your suite/bedroom, remember to close your door all the way to ensure that it is locked, this applies even when you leave for only a minute. Always carry your ID with you. If your ID or bedroom key is lost or stolen, please report it to the front desk immediately so that appropriate safety measures can be taken.
- **Never** open your door to someone you don't know. Report suspicious-looking persons to your RA or Housing & Dining staff.
- **If you see** an unsafe feature on our property (e.g., an EXIT sign is damaged), please notify the Housing & Dining staff immediately.
- **Foot and vehicle traffic** around campus and Lynx Crossing will increase during special event days in downtown Denver (e.g., football games, concerts, etc.), so it is especially important to make sure that no one enters the residence hall who does not live there. Do not allow anyone to follow you through any access gate, including the front door or parking lot entrance gate.





## Preventing Auto Crime



Housing & Dining staff recommend keeping your car locked and your valuables out of sight. Housing & Dining is not responsible for any damage or loss to your motor vehicle or its contents. Please reference the following tips to prevent auto crime.



1. Roll up windows.



2. Never hide a spare key in your car.



3. Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Proceed to the driver's door.



4. Carry your key ring in your hand while walking to your car, whether in daylight or dark.



5. As soon as you get in the car, lock the doors.



6. If someone is in your car or loitering around it, call the police. DO NOT confront the stranger.



## Security Cameras

To enhance safety and security efforts in the residence halls and dining centers, security cameras are located near external doors, inside main entrances/lobbies/hallways, and around other public areas. The camera's locations only record data in areas considered public, where people would not expect privacy.



## Tornadoes

Know the difference between a tornado watch and a tornado warning. A tornado watch simply means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or has been indicated on radar.

In the situation that a tornado warning is in effect, the safest place for you to stay is in your bathroom. Housing & Dining suggests you take a portable, battery operated radio with you to keep you up to date on the current status of the tornado. Once the tornado warning has been lifted, the immediate danger is over, and you can resume normal activity. If the residence hall has been damaged, emergency first responders will be contacted and determine if residents can return to their suites/bedrooms.



## Winter Storm

In areas where winter storms can be particularly severe, you should begin making plans in late fall for the coming winter. Housing & Dining recommends having the following items on hand before the storm season arrives: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, and a fully stocked first aid kit.

The safety and emergency procedures listed above are specific to the residence halls. All policies and procedures listed in the above section should be followed, in addition to those specified in the CU Denver Student Code of Conduct.



# Payments

# Payments

## **University of Colorado Denver & Metropolitan State University of Denver Students**

Based on your attending institution, the Office of Housing & Dining submits a semester charge to the University of Colorado Denver or Metropolitan State University of Denver at the beginning of the fall and spring semester (typically around late July for the fall, and late December/early January for the spring semester). Your housing charges will be combined with your tuition and fee charges on one bill through your student portal. You will be responsible to log into your CU Denver or MSU Denver student portal and set up payment arrangements on your student account. If you make a housing contract modification you are responsible to make the appropriate adjustment to any payment plan you may have in place.

- **The CU Denver Bursar's Office can be reached via phone at (303) 315-1800 or via email at [bursar@ucdenver.edu](mailto:bursar@ucdenver.edu). You can also find useful information on the CU Denver Bursar's Office website.**
- **The MSU Denver Bursar's Office can be reached via phone at (303) 615.0070 or via email at [bursar@msudenver.edu](mailto:bursar@msudenver.edu). You can also find useful information on the MSU Denver Bursar's Office website.**

## **Financial Aid**

Financial Aid may be used to pay for all or a portion of the housing contract liability charges. These payments are made for the full semester balance. Please work with the Office of Financial Aid for eligibility and packages.

- **The CU Denver Office of Financial Aid can be reached by calling Lynx Central at (303) 315-5969 or via email at [financialaid@ucdenver.edu](mailto:financialaid@ucdenver.edu). You can also find useful information at CU Denver Office of Financial Aid website.**
- **The MSU Denver Financial Aid Office can be reached by calling (303) 556-8593 or via email at [finaid@msudenver.edu](mailto:finaid@msudenver.edu). You can also find useful information at MSU Denver's Office of Financial Aid website.**

**Any remaining balance unpaid through the University of Colorado or Metropolitan State University will be the sole responsibility of the student and/or guarantor of the housing contract to ensure the balance is paid directly to the appropriate Bursar's Office.** Any late payments will be subject to the terms and conditions of your attending institution's late payment policy. Additionally, students with a balance due may receive balance due letters and/or phone calls and emails reminding them of the balance outstanding. An outstanding balance may jeopardize your eligibility for housing. If you are unsure of your payment status or account balance, please contact, in writing, the Student Accounts Manager at any time at [Melissa.niblack@ucdenver.edu](mailto:Melissa.niblack@ucdenver.edu)

## **Community College of Denver Students**

The Office of Housing & Dining does not send bills or statements for payments due. We do not provide payment slips, payment reminders, etc. Community College of Denver students will not be able to make payments for housing or dining charges through their institutional billing offices. All Community College of Denver students must contact the Student Accounts Manager, Melissa Niblack, at [Melissa.niblack@ucdenver.edu](mailto:Melissa.niblack@ucdenver.edu) for payment purposes.

## **Early Contract Termination**

If you would like to terminate your housing contract before the end date specified in your housing contract, you must complete a Housing Contract Termination Petition. You must contact the Student Accounts Manager at [Melissa.niblack@ucdenver.edu](mailto:Melissa.niblack@ucdenver.edu) for more information about the petition process. Please note that submission of a Housing Contract Termination Petition does not guarantee that your housing contract will be terminated and/or terminated at a reduced cost.





# Lynx Dining

# Lynx Dining



## Hours Of Operation



Lynx Dining facilities will operate according to the academic calendar with special holiday hours posted as needed and if available. There will be times such as Fall Break, Winter Break, and Spring Break when all dining facilities are closed. Posted operating hours may be adjusted periodically to accommodate special events, and the overall program is subject to change in the case of severe weather and overall need of the community.

## Meal/Id Cards



Meal plans are loaded onto each individual resident's CU Denver/school ID card. ID cards can be obtained through the Auraria Campus ID Station located in the Tivoli Student Union. ID cards must be in working order with the swipe function working and a clear student photo displayed in order for meal swipes to be utilized. Damaged or lost ID cards must be obtained directly through the ID Station. The Office of Housing & Dining will not be able to replace any CU Denver/school ID cards.



## Meal Swipes

Meal plans are strictly to be used by the resident holding the meal plan. Residents are not permitted to use their meal cards swipes to pay for guests to eat in any Lynx Dining location. Residents may not lend their card to anyone else to use on their behalf.

Residents may swipe up to four meals per day and no more than twice in the same meal period. Most meal plans have a weekly-swipe limit that resets every Sunday at midnight. Unused meal swipes will be forfeited Sunday at midnight and will not roll over the following week. Residents can submit a written request to the front desk to obtain a usage history and credit balance report for their meal plan.



## Flexible Spending Accounts (Flex Cash)

Flexible spending accounts consist of flexible spending “dollars” or “flex cash,” which residents can use like cash to purchase items in any Lynx Dining facility. Like a debit card, each purchase made using flexible spending dollars is deducted from the resident’s flexible spending account.

Flex dollars will roll from week to week and month to month. However, if there is an unused credit or balance at the end of the contract, change in meal plan, or time of checkout, these credits will be forfeited and not refunded to the resident. Flex cash credits are uploaded on a monthly basis and meal swipes on a weekly basis as long as any existing housing balance is current and paid on time. Meal swipe credits begin on Monday morning, and conclude on Sunday evening weekly. Please note that you may not spend more than your monthly flex deposit in a single day; exceptions will not be made during move out period in May.





## Meal Plan Duration

Residents who cancel their meal plan will lose all meals and flex cash balances at the time of the cancellation. Residents who renew their housing contract and elect to buy a meal plan will start their renewal contract with a new meal plan. Any unused meal swipes or flexible spending dollars from their previous housing contract will not roll over to the renewal or new housing contract.



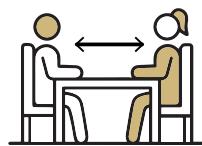
## Meal Plan Changes

Residents may request a change to their meal plan up to the semester census date. Any requests for changes to a meal plan after the census date will not be granted.



## Meal Plan Suspension Or Termination

Resident meal card services may be suspended or terminated if a resident is in default of their housing contract, has a delinquent account balance, fails to pay any damages or property fines, violates any of the Housing & Dining Resident Handbook policies, housing contract policies, Student Code of Conduct, or local, city, state, or federal law. Services may be restored once CU Denver Housing & Dining acknowledges the account/behavior change. Any meal swipes and/or flexible spending dollars not used due to a meal plan suspension will not be refunded and the meal plan swipes and/or flexible spending dollars will be forfeited.



## Covid-19 Dining Addendum

If a student is unable to come to the Dining Hall or Cyber Café due to illness requiring quarantine, that student should contact Housing & Dining staff, including their RA, to inquire about meal-delivery options. Residents who are ill should NOT lend their CU Denver/school ID to any other person(s) for any reason, including getting food from any Lynx Dining location.



# Appendix A: Suite/Bedroom Care

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A major component to living on-campus includes learning how to care for your individual and shared living space. The following guidelines are meant to be a resource to assist you in maintaining your on-campus living space. If you are experiencing any maintenance issues in your bedroom/suite, please submit an online Work Order through your Housing Portal.

## Decorations & Posting

Residents are encouraged to personalize their bedroom/suite to make it feel more like home. When making a decision about displaying any item, consider the following: Does the item pose a threat to health and safety, cause a potential for physical suite damage, or infringe on the rights or comfort of others? If so, then the item should be reconsidered. Housing & Dining staff can provide guidance on navigating the decision to display items and decorations. Housing & Dining must approve all documents before they are posted on the exterior entrance door.

## Dishwashers (Lynx Crossing Suites Only)

All suites in Lynx Crossing, except for doubles, are equipped with a dishwasher. In order to reduce maintenance problems with dishwashers, the following guidelines should be used: Scrub dishes first, especially if it will be a few days before you run the load. Use only dishwasher detergent. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.

## Heating & Cooling Unit

Efficiency of your heater is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. Housing & Dining recommends that residents keep the temperature of their room in between 70 and 72 degrees Fahrenheit with the fan function set to "Auto". To prolong the life of your heating and cooling unit, do not run the heating/cooling fan while the windows are open, as this could damage the furnace filter and HVAC system. If you wish to request a new furnace filter, please submit a maintenance request by contacting the Front Desk or through your resident portal. If you are unsure of how to operate your heater/air conditioner unit, please ask your Resident Assistant or stop by the Front Desk.

## Housekeeping

The property provides janitorial service for hallways, common areas, common bathrooms, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their bedroom/suite. For your convenience, there are trash and recycling rooms located on each floor of the residence halls. If the trash room near your bedroom/suite is full, please take your trash to another trash room or to the dumpster(s). It is everyone's responsibility to keep the community clean and free of trash. Do not leave trash on the stairwell or in the hallways. If trash is found in inappropriate locations, you may be charged trash removal fees. Please make sure all your trash is properly bagged and placed in appropriate trash and recycling rooms. Courtyard trash bins are not intended for large quantities or bags of trash. In addition to the trash and recycling rooms, recycling bins are located throughout the residence halls. These recycle bins are equipped to handle paper, plastic, and glass. We encourage you to help keep our property clean and the environment clean by recycling what you can and discarding the rest in the trash.

## Smoke Detectors & Fire Extinguishers

Please note that the smoke detectors in your bedroom/suite are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan on your microwave. This could also help prevent a grease fire. If your detector makes a beeping/chirping sound, it means the battery is low. Complete a work order as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and proceed in a safe manner.

Fire extinguishers are intended for use in emergency situations only. In any event that a fire extinguisher is discharged, it should be reported to Housing & Dining staff so that a replacement extinguisher can be installed.

## Toilets

Do not flush paper towels; they do not break down. Never flush feminine hygiene products, regardless of what the packaging states. Residents living in suites with their own bathroom are required to plunge their own toilet prior to calling in maintenance (plungers are not provided). Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.

# Appendix B:

## Room/Suite Change FAQ

### Why is it important that I stay in my room/suite?

- **Stability.** An essential component of a student's personal development is the ability to form stable and productive interpersonal relationships. Living in your room/suite for the entire year contributes to the stability of these relationships and encourages all residents to rely on each other, solve problems, and contribute to ongoing community development.
- **Problem Solving.** Working through challenging situations is a valuable life experience and learning to compromise and communicate are essential life skills. We encourage students to put substantial effort into the success of their living situation, which can include navigating conflict and setting appropriate personal and interpersonal boundaries.
- **Diversity.** Learning to live with others who are different from yourself is an important life skill and contributes to both an individual's and community's overall development. CU Denver is proud to be an incredibly diverse, urban institution, and the positive impacts of having a diverse student body is evident in the residence hall.

### When can I request a room/suite change?

We do not accept room/suite change requests within the first 2 weeks of classes. If you feel you are experiencing extenuating circumstances that would warrant a room/suite change before the room/suite change request period opens, contact the Residence Life Coordinator ASAP. Room/Suite change requests can be made until 2 weeks before the end of the semester. Room/Suite changes are not made during University break periods, including Fall, Winter, and Spring Break.

### Why am I being charged a fee?

Room/Suite changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. Students experiencing extenuating circumstances or requiring medical accommodations may be exempt from the fee.

## How many room change requests do you receive a year?

The number of requests varies from year to year and depends on the occupancy of the residence hall and availability of rooms. More room/suite change requests are received than are approved.

## What reasons are likely to be approved?

- A resident has a specific health or medical concern that cannot be accommodated in their current living situation.
- A resident has experienced a roommate conflict that they have attempted to resolve throughout the semester, but the conflict is no closer to being reconciled. As part of this, the resident must demonstrate the variety of ways that they have attempted to resolve the conflict both individually and with the assistance of Housing & Dining staff.
- A resident is in a situation where there are immediate health and/or safety concerns that can only be mitigated by moving rooms/suites.

## What reasons are likely to be denied?

- A resident is experiencing non-emergent conflict that they have not attempted to resolve on their own and/or with the assistance of the Housing & Dining staff.
- A resident would prefer to live with their friend(s) on a different floor or wing.
- A resident does not like physical aspects of their current suite/bedroom (e.g., it is close to the train, it is farther away from the laundry room, etc.)

## Why can't you process every room change request, especially when I know of specific rooms that are available?

- Rooms/suites that appear to be vacant may not actually be available. Since the Office of Housing & Dining signs individual housing contracts with each resident, once a resident takes occupancy of a bed/room space, that a bed/room space remains assigned to that resident until their housing contract is officially terminated. Housing & Dining may also reserve certain spaces for students with specific needs or may have already offered the vacant space to someone else.

- Several students may be requesting the same room/suite. If you know of a vacancy, it is likely that others do as well.
- Room/suite changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. Processing every room/suite change request would not be an effective use of staff members' time, since our primary goal is to promote community and residential personal development.
- Rooms/suites may be kept vacant for alternative uses.

## **What steps should I take to request a room/suite change?**

**1. You must schedule a meeting with the Residence Life Coordinator (RLC) to discuss the room/suite change request. During this meeting, the RLC will ask if you have taken steps to address any concerns. Steps that you can take on your own include:**

- I. Have a conversation with your suitemate(s). This demonstrates that you have a personal stake in resolving the issues and gives you a chance to exercise conflict-resolution skills.
- II. Have a conversation with your Resident Assistant (RA). This shows that you respect the community and have made an effort to solve problems and share concerns.
- III. Attempt to utilize other campus resources when appropriate. These can include the Student and Community Counseling Center, Ombuds Office, Office of Disability Resources and Services, Office of Student Life, etc.

**2. A likely outcome of the meeting with the RLC will be the development of a plan to support you in your current housing assignment. The RLC may make the following suggestions to include in this plan:**

- I. Your Roommate Agreement will be created or amended, if your RA has not already completed this with all occupants of your suite.
- II. You are instructed to approach your suitemate directly about the issues you are facing. Guidance and instruction will be provided to you on how to best prepare for a successful interaction.

**III.** Facilitated conversation between you and your suitemate(s) facilitated by an RA.

**IV.** Formal mediation involving you and all other suitemates facilitated by an RA

**V.** Formal mediation involving you and all other suitemates facilitated by the RLC

**VI.** Referrals to on-campus resources.

**VII.** Follow-up meetings and/or check-ins from RA or RLC.

If it is determined that there are extenuating circumstances, the RLC will direct the request to the Associate Director of Residence Life (ADRL) for consideration.

**NOTE: There may or may not be alternate accommodations available even after referral to the ADRL**

## What happens when my request is approved?

- 1.** The RLC will email you with your new room/suite assignment and timeline for making the move.
- 2.** On the day of the transfer, you will be asked to complete a “Room Transfer Plan” and complete new room/suite paperwork.
- 3.** All approved room/suite changes must occur during the business day (M – F between 8:00 am and 5:00 pm).
- 4.** You will have until the end of the business day to complete the transfer and return old keys to the front desk.
  - a.** If the move is not completed by the deadline given, the move will be void and your request will no longer be taken into consideration.
- 5.** You will work with your new suitemate(s) to complete a new Roommate Agreement within 1 week of moving into your new room/suite (if applicable).

## What if I decide to break my housing contract entirely?

You must complete a Housing Contract Termination Petition. You must contact the Student Accounts Manager at [Melissa.niblack@ucdenver.edu](mailto:Melissa.niblack@ucdenver.edu) for more information about the petition process.

**Please note that submission of a Housing Contract Termination Petition does not guarantee that your housing contract will be terminated and/or terminated at a reduced cost.**



# LYNX CROSSING | CITY HEIGHTS



Housing & Dining

UNIVERSITY OF COLORADO DENVER