



Housing & Dining

UNIVERSITY OF COLORADO **DENVER**

CU Denver Housing & Dining
Resident Handbook
2020 – 2021

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Welcome to CU Denver Housing & Dining

CU Denver Housing & Dining at Lynx Crossing is a living-learning community located on Denver's Auraria Higher Education Center Campus. Housing at the community is available to students attending University of Colorado Denver, the Metropolitan State University of Denver, and the Community College of Denver.

By focusing on the holistic student experience, life through CU Denver Housing and Dining reinforces the student's academic pursuits, as well as our commitment to leadership, community service and development. Through cultural and developmental programs coordinated by the staff of Lynx Crossing, residents can participate in a wide variety of activities: including seminars, community outreach programs, community service and social activities. Professional staff are on call 24 hours a day to handle emergency situations, aiming to provide an uninterrupted level of quality services. CU Denver Housing and Dining believes in regular evaluation of administrative and programmatic efforts, which is critical to ensuring that efforts continue to meet and exceed student expectations and enhance the overall collegiate experience.

Mission

Residence Life 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 at Lynx Crossing 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). 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) 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 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 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's shared bills (such as shared food, toilet paper, cleaning supplies, etc.).
- If you have a disagreement with a roommate, 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 roommates 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). Frequently, conflict occurs because one roommate assumes the other should know s/he is upset, but the roommate 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 and hopefully reach a compromise. Moving to another suite with new roommates 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 Assistant Director of Residence Life or designee.

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 base 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.

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 (October 5 – 9, 2020), also called Amnesty Week. All room/suite changes approved during Amnesty Week must be approved by the Assistant Director of Residence Life or designee. All room/suite changes approved during Amnesty Week must be completed no later than 5:00 pm on October 11, 2020.

Refer to [Appendix C: Room/Suite Change FAQ](#) for more information about the room change process.

Policies & Procedures

2020–2021 Capital Project Moves

During the 2020 -2021 academic year, Lynx Crossing will undergo a large-scale capital project to refresh the interiors and exteriors of all suites in the residence hall. **As a result of this project, all residents, including live-in student and professional staff, are subject to being moved at any point in the academic year.** The Office of Housing & Dining will provide emailed notice to impacted residents prior to the moves occurring. These moves are designed to be permanent, but we cannot guarantee that a resident will be placed in the same suite-type as their original housing assignment. Social distancing and health and safety guidelines will still be followed when making these moves. (i.e., each resident will be assigned to a single bed space). Residents may not refuse to move rooms at any point. Residents requiring housing accommodations should contact the Assistant Director of Residence Life prior to completing their move so that appropriate housing and physical accommodations can be made during the move process.

Alcohol

In accordance with federal, state and local laws, the use of alcohol by under age students and the abuse of alcohol is not permitted in Lynx Crossing. 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 under age, 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.

RESIDENTS OVER 21

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 Lynx Crossing, 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 under age 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 Lynx Crossing.

- Alcohol is not permitted in any common areas.

Amenity Usage

Lynx Crossing offers a variety of amenities for each resident to use, including access to free laundry services, a multipurpose room, a media room, game rooms, study rooms, conference rooms, and Fitness Center. 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 common rooms must stay in designated areas so that all residents may enjoy their use. There will be a \$250 moving charge for returning furniture and equipment removed from any public area.

FITNESS CENTER

Use of the Fitness Center is at your own risk. The Lynx Crossing Staff asks that you report maintenance problems to the Front Desk 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.

GAME ROOMS

The Game Rooms are a great place for residents to go and play pool or ping pong. Game Rooms are located in the East Wing. Residents can check out equipment for ping-pong and pool at the Front Desk. Equipment should be inspected at the time of check out to ensure nothing is damaged. Any damaged equipment returned to the Front Desk may be billed to the resident who checked out the equipment.

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 at Lynx Crossing 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 Lynx Crossing.

Residents with an emotional support or service animal are expected to care for the animal at all times while residing in Lynx Crossing.

- 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. If your emotional support or service animal requires outdoor relief space, there are designated animal relief areas in the 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 building or Lynx Crossing premises freely outside of the resident's personal suite and bedroom space. Service animals accompanying their resident are permitted in all areas of Lynx Crossing 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 Lynx Crossing

Approval for an emotional support or service animal must be requested at least **10 – 14 business days before** a resident moves into Lynx Crossing. Any resident found with an unapproved assistance animal at Lynx Crossing will be asked to remove the animal immediately.

Requests for reasonable accommodation, including having a certified service animal, at Lynx Crossing 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. The DRS Office is located in the Student Commons

❖ Ball Playing

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

Bicycles, Hover Boards & 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 hold the bicycle for 30 days, and then dispose of it if not identified and claimed by the owner.

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 hover boards, Segway's, electric bicycles, electric scooters, and similar devices.

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 Lynx Crossing is not permitted. Gambling and running a business within Lynx Crossing 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 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.

Dining Hall & Cyber Café Behavior

Meal plans are intended for the use of the resident who pays for the meal plan; sharing of meal plans is not permitted. Shoes and shirts must be worn at all times while in the Dining Hall and the Cyber Café.

Patrons are allowed to eat all they like while in the Dining Hall. In the event a resident cannot make it to the Dining Hall during regular hours of operation, a meal equivalent will be available in the Cyber Café. All patrons of the Dining Hall and Cyber Café are expected to clean up after themselves as well as any messes they make. 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.

In addition to the policies above, the following guidelines will also help promote a courteous and welcoming atmosphere in the dining space. 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.

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 at Lynx Crossing. 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

at Lynx Crossing.

All marijuana, illicit drugs, and related paraphernalia found within Lynx Crossing 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.

Refer to the [Student Code of Conduct](#) for a comprehensive definition of prohibited drug-related behaviors.

✿ **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. **Social distancing guidelines dictate that only 2 people should share a single elevator at one time.**

✿ **Face Coverings**

Face coverings must be worn by all individuals on campus, both indoors and outdoors. You should use your own face covering but the university will supply single-use face coverings at a health screening station to those who forget to bring their own. For other Health and Safety Guidelines per the University's response to COVID-19, please reference the [CU Denver Safe Return to Campus website](#).

✿ **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 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.

PROHIBITED FIRE HAZARDS

- | | |
|--|------------------------------------|
| ❖ Space heaters | ❖ Gasoline |
| ❖ Hot plates | ❖ Other highly flammable material. |
| ❖ Grills | ❖ E-cigarettes |
| ❖ Other combustibles | ❖ Hookahs |
| ❖ Any burning materials, including candles and incense | ❖ Pipes |
| ❖ Explosives | ❖ Vaporizers |
| ❖ Fireworks | ❖ Bongs |
| ❖ Ammunition | ❖ Other smoking devices |

Refer to the [Student Code of Conduct](#) for additional university policies on fire safety.

Front Desk Procedures

AMENITY RESERVATION

The 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. The multipurpose room, media room, and conference rooms can also be reserved for use through the Front Desk. 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 slip. 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.

LOST & FOUND

Lost items will be cataloged at the Front Desk. Residents who have lost their personal belongings can provide a description of the item to the Front Desk and the Front Desk Staff will return the item to the resident. Lynx Crossing does not assume responsibility for any lost or stolen personal property.

Every resident is expected to abide by the procedures put into place at the Lynx Crossing Front Desk.

- 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.

Guests

For the 2020 – 2021 academic year, no outside guests, including parents, siblings, family members, other Auraria Campus students, etc., will be allowed to enter Lynx Crossing to visit any resident at any time, except during a resident's initial Move-In Day into Lynx Crossing. This policy is in effect until further notice. The guidelines provided below will take effect if and when the outside guest policy is reinstated.

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.

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 on at Lynx Crossing.
- Guests must be escorted and accompanied at all times while in Lynx Crossing.
- Guests not complying with property policies will be asked to leave and may be excluded from Lynx Crossing property

GUEST REGISTRATION

- All residents must check-in their guest at the Lynx Crossing Front Desk.
- Guests must have a valid ID to check in at Lynx Crossing.
- All guests are required to carry a valid CU Denver Housing & Dining Guest Badge at all times.
- A resident must accompany all guests while at Lynx Crossing.

OVERNIGHT GUESTS

- Overnight guests are allowed to remain on the property for 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 Assistant Director of Housing & Dining or designee prior to the guest's arrival at Lynx Crossing.

Hammocks

Hammocks are not permitted to be hung from any tree, post, or other outdoor space in the Lynx Crossing courtyard. Furthermore, hammocks should not be hung within the interior of the building, including in any suite, bedroom, common space, etc.... Residents may choose to hang a hammock from the trees located on the south side of the parking lot. 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 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 CU Denver ID or guest pass, 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 monthly 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 or the pet policy, this document serves as notice for CU Denver Housing and Dining Professional Staff to re-inspect the suite as necessary to ensure there are no further violations.

Keys & Locks

Each resident is issued an individual suite bedroom key (if applicable) upon moving into Lynx Crossing. Residents must keep their keys with them at all times. Residents must show their CU Denver/school ID upon entry into the building. Residents may not duplicate, distribute or loan their bedroom keys or CU Denver/school ID to other residents or guests. Loaning keys and ID's to other residents and guests presents a serious safety concern and will be considered a major policy violation, resulting in meeting(s) with professional staff and educational sanctions, up to and including, termination of the housing contract.

Residents may not change the locks on any door or install additional locks or chains. 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, come to the Lynx Crossing 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.

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 - \$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.

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.

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 on the first floor in the southwest corner of the building. Each resident must provide their own detergent, fabric softener and dryer sheets. Any laundry left in the laundry room for more than 24 hours will be removed and stored for 30 days. Any items left unclaimed after 30 days will be disposed of. If you think your laundry has been removed, please see the 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.

Move-In & Move-Out

MOVE-IN

Upon moving into CU Denver Housing & Dining, all residents will be issued a bedroom key. Each resident will also receive a Room Condition Form (RCF) on the day they move in detailing existing damages to and condition of the suite/room. Please make sure this form is an accurate listing of the condition of your suite, as it will protect you from being charged for any damages which may have occurred before you moved in. Signed Room Condition Forms must be turned into the Lynx Crossing Front Desk within 24 hours of moving into the residence hall.

MOVE-OUT

Prior to moving out at the end of the year, 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 professional or student staff member. Prior to this check-out appointment, all personal belongings must be removed from Lynx Crossing and the suite must be cleaned.

Any resident who fails to check out with a Housing & Dining staff member will be assessed for an improper checkout. All improper checkouts may be subject to an administrative fee, in addition to any applicable missing key and/or cleaning/damage charges. All residents are expected to move out of Lynx Crossing by the date and time specified in the housing contract. Any requests to extend the checkout date, must receive written approval from the Associate Director of Housing or their designee.

Noise

Students must be aware of their noise level and demonstrate respect for other Lynx Crossing residents. Courtesy hours are in effect 24 hours a day, seven days a week.

QUIET HOURS

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

COMMUNITY EXPECTATIONS

- ✿ You are courteous if a neighbor asks you to be quieter so they can sleep or study in their suite.
- ✿ Before contacting Housing & Dining staff to address a noise concern, you have first tried to talk with the resident(s) directly. If you do not get the desired results, take the concern to Housing & Dining staff.

Parking

Parking is reserved for residents who have paid for parking access. Residents may only park within the lots behind the back parking gate. Each resident is permitted one vehicle to park at Lynx Crossing.

REGISTRATION

All vehicles must be registered with Lynx Crossing and 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.

TOWING

Additionally, 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

Visitors 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 the building. Guests parking in guest spots are required to display a guest parking pass which can be checked out from the 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 of Lynx Crossing 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 Lynx Crossing 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 Lynx Crossing, 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 building 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 or designee and must be displayed in designated posting areas. Posters may be displayed using painter's tape only. Use of scotch or masking tape on the walls is not permitted. Improperly hung and/or non-approved posters and flyers will be removed immediately. For information about posting information in Lynx Crossing please the Front Desk for more information.

Smoking

Smoking is strictly prohibited in all suites, hallways, breezeways, common rooms, the courtyard and within property gates. Smoking is permitted in 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 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 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 Furnishings

All furnished suites are to remain furnished, with beds 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). For safety reasons, cinder blocks are not permitted. Furniture may be rearranged in your suite provided 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.

Vacant Spaces

Current residents cannot refuse a new roommate as long as there are empty beds in the 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 when in fact one or more spaces are unoccupied. If you do not wish to have new roommates, you can rent any open space(s) at the current rate. Additionally, residents are privy to their own bed spaces but under no circumstances are to occupy vacant bed spaces.

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, door decorations, flyers, 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 at Lynx Crossing. 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

✿ Evacuation

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously, and residents should proceed according to the instruction posted in and about the property. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly.

If there is a fire or the alarm sounds, feel your door with the back of your hand before exiting. If it is cool, exit the room, close the door, and proceed to evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your room by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your suite, close your door. If smoke is present in the breezeways, lie down and crawl to safety; fresh air will be near the floor. All residents should proceed away from the building and meet in the parking lot at the furthest point from your building. After you have exited, please be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the property staff upon exiting the building. The fire department will give an "all clear" when it is safe to re-enter the building.

You are required by law to evacuate the buildings when the alarm sounds. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the initiation of eviction proceedings. 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 residence halls application process, every student will be asked to identify that confidential contact. If the student does not wish to list a contact, they may decline to do so.

✿ 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. The Nightrider 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 Monday through Thursday from sundown until 10:00 p.m. and by calling 303.556.3271 on weekends and after hours.
- ❖ Do not prop open any doors. Do not open doors for strangers.
- ❖ Lock the dead bolt on your door at all times. When you leave your suite, remember to lock your door, this applies even when you leave for only a minute. Always carry your suite key card with you. If your suite key card is lost or stolen, please report it to the property office so the lock may be changed.
- ❖ Use the peephole installed on your front door before opening the door to let in a guest. Never open your door to someone you don't know. Report suspicious-looking persons to your RA or property personnel.

- ✿ If you see an unsafe feature on our property (e.g., an EXIT sign is burnt out), please notify the Front Desk immediately.
- ✿ Foot and vehicle traffic around 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 Lynx Crossing 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.

- ✿ Roll up windows.
- ✿ Never hide a spare key in your car.
- ✿ 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.
- ✿ Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- ✿ As soon as you get in the car, lock the doors.
- ✿ If someone is in your car or loitering around it, call the police or security. DO NOT confront the stranger.

✿ **Security Cameras**

To enhance safety and security efforts in the 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.

✿ **Tornados**

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 Lynx Crossing 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 Lynx Crossing. 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

University of Colorado Denver Students

Housing & Dining submits a semester charge to the University of Colorado 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 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 Office can be reached via phone at 303.315.1800 or via email at bursar@ucdenver.edu. You can also find useful information on the [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.

Any remaining balance unpaid through the University of Colorado will be the sole responsibility of the student and/or guarantor of the housing contract to ensure the balance is paid directly to the CU Denver Bursar Office. Any late payments will be subject to the terms and conditions of CU Denver'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

Metropolitan State University of Denver & Community College of Denver Students

Housing and Dining does not send bills or statements for payments due. We do not provide payment slips, payment reminders, etc. MSU Denver and Community College of Denver students will not be able to make payments for Housing through their institutional billing offices. All non-CU Denver students must contact the Student Accounts Manager, Melissa Niblack, at 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 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.*

Dining Services

2020 – 2021 HOURS OF OPERATION

DINING HALL

Monday – Thursday

7:30am – 10:00am → Breakfast
11:00am – 2:00pm → Lunch
4:30pm – 7:30pm → Dinner

Friday – Sunday

10:00am – 2:00pm → Brunch
4:30pm – 7:00pm → Dinner

CYBER CAFÉ

Monday – Thursday

7:00am – 10:00pm

Friday – Sunday

9:00am – 10:00pm

The Dining Hall and Cyber Café will be closed during the following dates during University holidays:

- ✿ **Fall Break:** November 23, 2020 – November 29, 2020. Dining services will be closed on Thursday, Friday, and Saturday of Fall Break.
- ✿ **Winter Break:** December 12, 2020 – January 19, 2021. The last meal served will be dinner on December 11. Dining will reopen on January 16, 2021.
- ✿ **Spring Break:** March 22, 2021 – March 28, 2021
- ✿ The Cyber Café may operate with shortened hours during some breaks.

The hours listed above are subject to change for holidays, programming reasons, resident usage 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 the Dining Hall, Cyber Café or any other location where this card is accepted. Residents may not lend their card to anyone else to use on their behalf. Residents may pay for guest meals with flex dollars. With the exception of the Rapids meal plan, all plans have a weekly-swipe limit. Unused meal swipes will be forfeited Sunday at midnight and will not roll over the following week. Weekly swipes are replenished automatically every week on Monday morning. Residents can submit a written request to the Front Desk to obtain a usage history and credit balance report for their meal plan.

Residents may swipe up to four meals per day. Residents may also use a meal swipe equivalency once per meal period not to exceed your four-meal swipe per day limit in the Cyber

Cafe. A meal swipe equals five points. You may purchase Simply to Go items in the Cyber Café according to their point value up to a total of five points. Unused points on a meal swipe will not be refunded or carried forward. Items available for meal swipe equivalency will be labeled with their point value.

FLEXIBLE SPENDING ACCOUNTS (FLEX DOLLARS)

Flexible spending accounts consist of flexible spending “dollars,” which residents can use to purchase items in the Lynx Crossing Dining Hall, the Lynx Crossing Cyber Café, and any on campus vendor partners, which at this time is iPie (in the Tivoli). Similar to 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 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 Lynx Crossing 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 the Dining Hall and/or Cyber Café.

Appendix A: Suite and Bedroom Care

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 those spaces at Lynx Crossing. If you are experiencing any maintenance issues in your suite/room, please submit an [online Work Order](#) through your Housing Portal.

DECORATIONS & POSTING

Residents are encouraged to personalize their 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.

DISHWASHER

Each full-sized kitchen comes 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.

FOOD WASTE DISPOSAL

Each suite is equipped with a food waste disposal in the kitchen sink. Do not insert hand into disposal. Turn on cold water (water should remain on during complete disposal operation and for a sufficient time after grinding is completed to ensure all waste is flushed away.) Turn the switch to the "On" position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of large quantities at once. Do not turn off the motor or water until grinding is complete. Do not insert any objects that may damage the food disposal. These items include, but are not limited to, silverware, meat bones, fish pebbles, aquarium stones, bottle caps, plastic, and large food items.

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 suite. For your convenience, there are nine Recycling & Waste rooms located at the corners

of the East Wing and North Wing, as well as one Recycling & Waste room near the laundry room in the Southwest corner of the building. If the trash room near your 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 and cigarette butts. 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 Recycling & Waste rooms. Courtyard trash bins are not intended for large quantities or bags of trash. In addition to the Recycling & Waste rooms, recycling bins are located throughout Lynx Crossing. 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.

For the 2020 – 2021 academic year, housekeeping services will provide bi-weekly cleaning services for any resident who shares a bathroom space with a suitemate. If you do not share a bathroom space, light cleaning supplies will be provided at the Lynx Crossing front desk.

SMOKE DETECTORS & FIRE EXTINGUISHERS

Every suite comes equipped with a set of smoke detectors and one fire extinguisher. Smoke detectors can be found in the kitchen, common area, and each bedroom. The fire extinguisher can be found in the cabinet under or near the kitchen sink.

Please note that the smoke detectors in your 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 or the Front Desk 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 what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve next to the toilet on the lower left side of the wall. Residents are required to plunge their own toilet prior to calling in maintenance. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles. Residents must provide their own plunger toilets can be plunged as necessary. It is not the responsibility of the CU Denver Housing and Dining maintenance staff to plunge your toilet.

Appendix B: Housing & Dining Staff

PROFESSIONAL STAFF

Staff Member	Title	Email
Meloni Rudolph Crawford, Ph.D.	Assistant Vice Chancellor for Residential Education and Student Support	Meloni.rudolphcrawford@ucdenver.edu
Kade Ross	Director of Housing & Dining	Kade.ross@ucdenver.edu
Tina Carroll	Associate Director of Housing & Dining	Tina.carroll@ucdenver.edu
Sarah Leger, Ph.D.	Assistant Director Housing & Dining	Sarah.leger@ucdenver.edu
Markus Rickman	Marketing and Outreach Coordinator	Markus.rickman@ucdenver.edu
Melissa Niblack	Student Accounts Manager	Melissa.niblack@ucdenver.edu
Alice Snook	Residence Life Coordinator	Alice.snook@ucdenver.edu
Brad Waldmann	Maintenance Manager	Work Order Request
Jim Allen	Maintenance Technician	Work Order Request

STUDENT STAFF

Resident Assistant(s) (RA)

Resident Assistants are student staff members who work most closely with the residents. RAs work to maintain communications between Housing & Dining staff and residents and assist in a multitude of administrative tasks. In addition, Resident Assistants are responsible for the development of a residential community that enhances the total college experience and facilitates resident growth through educational and social events.

Desk Assistants (DA)

Desk Assistants are student staff members that work the front desk. They help answer resident questions, direct phone calls, provide information, and complete various administrative tasks. Desk Assistants also serve as the main point of contact for residents, parents/guarantors, prospective students, vendors, Auraria Campus members, and local community members.

Appendix C: 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, including providing spaces for students who are temporarily moved for the 2020 – 2021 capital project completion (see page 7 for more information).

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 Assistant 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 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.***