<table>
<thead>
<tr>
<th>Table of Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing Spaces: Roommate Relationships ..........2</td>
</tr>
<tr>
<td>Housing &amp; Residence Life Staff .....................3</td>
</tr>
<tr>
<td>Fire Safety &amp; Equipment ................................4</td>
</tr>
<tr>
<td>Severe Weather Safety ................................6</td>
</tr>
<tr>
<td>Facilities and Services ................................7</td>
</tr>
<tr>
<td>Bicycle Storage ........................................7</td>
</tr>
<tr>
<td>Cable TV Service ........................................7</td>
</tr>
<tr>
<td>Cleaning Equipment ......................................7</td>
</tr>
<tr>
<td>Dining Center ..........................................7</td>
</tr>
<tr>
<td>Internet Access .........................................8</td>
</tr>
<tr>
<td>Laundry ....................................................8</td>
</tr>
<tr>
<td>Light Bulbs ................................................8</td>
</tr>
<tr>
<td>Mail ........................................................8</td>
</tr>
<tr>
<td>Recreation Equipment &amp; Facilities ....................9</td>
</tr>
<tr>
<td>Recycling ..................................................9</td>
</tr>
<tr>
<td>Repairs ....................................................10</td>
</tr>
<tr>
<td>Telephone ................................................10</td>
</tr>
<tr>
<td>UMD Parking Services ..................................11</td>
</tr>
<tr>
<td>UMD Police ................................................11</td>
</tr>
<tr>
<td>Vending Machines .......................................11</td>
</tr>
<tr>
<td>Policies &amp; Procedures ................................12</td>
</tr>
<tr>
<td>Air Conditioners .........................................12</td>
</tr>
<tr>
<td>Appliances ...............................................12</td>
</tr>
<tr>
<td>Campus Climate ..........................................12</td>
</tr>
<tr>
<td>Check-In Procedures ....................................13</td>
</tr>
<tr>
<td>Check-Out Procedures ..................................13</td>
</tr>
<tr>
<td>Community Bathrooms ..................................13</td>
</tr>
<tr>
<td>Compliance with University Policies ................13</td>
</tr>
<tr>
<td>Damages and Vandalism ................................13</td>
</tr>
<tr>
<td>Disorderly Conduct .....................................14</td>
</tr>
<tr>
<td>Door Locking .............................................14</td>
</tr>
<tr>
<td>Doors .....................................................14</td>
</tr>
<tr>
<td>Drugs ......................................................14</td>
</tr>
<tr>
<td>Failure to Comply .......................................15</td>
</tr>
<tr>
<td>Fire Safety ...............................................15</td>
</tr>
<tr>
<td>Policies &amp; Procedures, Cont .........................16</td>
</tr>
<tr>
<td>Furnishings ...............................................15</td>
</tr>
<tr>
<td>Guests .....................................................15</td>
</tr>
<tr>
<td>Identification ...........................................15</td>
</tr>
<tr>
<td>Indoor Sports ............................................16</td>
</tr>
<tr>
<td>Keys/Lock Outs ..........................................16</td>
</tr>
<tr>
<td>Lost or Abandoned Property .........................16</td>
</tr>
<tr>
<td>Missing Person ..........................................16</td>
</tr>
<tr>
<td>Online Communication Guidelines ..................17</td>
</tr>
<tr>
<td>Painting ....................................................17</td>
</tr>
<tr>
<td>Pets ........................................................17</td>
</tr>
<tr>
<td>Posting/Advertising in Residential Facilities ....17</td>
</tr>
<tr>
<td>Property Loss ............................................18</td>
</tr>
<tr>
<td>Quiet &amp; Curtesy Hours ..................................18</td>
</tr>
<tr>
<td>Receiving Devices .......................................19</td>
</tr>
<tr>
<td>Restricted Access Areas ...............................19</td>
</tr>
<tr>
<td>Room and Apartment Entry/Use .....................19</td>
</tr>
<tr>
<td>Room Changes ..........................................19</td>
</tr>
<tr>
<td>Room Decoration and Alteration ....................20</td>
</tr>
<tr>
<td>Room Vacancies .........................................20</td>
</tr>
<tr>
<td>Safety and Security .....................................21</td>
</tr>
<tr>
<td>Smoke and Tobacco Free Campus ....................21</td>
</tr>
<tr>
<td>Solicitation ..............................................21</td>
</tr>
<tr>
<td>Staff Members on Duty ................................22</td>
</tr>
<tr>
<td>Traffic Control Devices ...............................22</td>
</tr>
<tr>
<td>UMD Police ...............................................22</td>
</tr>
<tr>
<td>Weapons and Explosives ..............................22</td>
</tr>
<tr>
<td>Windows ...................................................22</td>
</tr>
<tr>
<td>Housing Conduct Process .............................23</td>
</tr>
<tr>
<td>Rights &amp; Responsibilities ............................23</td>
</tr>
<tr>
<td>Procedures ...............................................23</td>
</tr>
<tr>
<td>Sanctions ................................................24</td>
</tr>
<tr>
<td>Appeals ....................................................25</td>
</tr>
<tr>
<td>Housing Contract Information ......................26</td>
</tr>
<tr>
<td>Appendix A: 2015-2016 Rates &amp; Fees ..............29</td>
</tr>
<tr>
<td>Appendix B: Damage Price List .......................31</td>
</tr>
</tbody>
</table>
Sharing Spaces: Roommate Relationships

A valuable and memorable experience of college life is living with a roommate(s). Whether they are from across the state or across the world, each person is unique in their background, personality and habits. Knowing your roommate(s) and building a relationship are not easy tasks.

Getting along with your roommate(s) and preventing unnecessary conflict requires:

- open lines of COMMUNICATION
- mutual UNDERSTANDING
- mutual AGREEMENT

At your first floor meeting, your Resident Advisor will ask you and your roommate(s) to complete a Roommate Agreement. The Roommate Agreement will help you and your roommate(s) come to an agreement on how to live with one another. People don’t need much in common to get along with each other! All they need is respect and communication. If you and your roommate(s) already know each other, it is still important to complete this roommate guide. Friends might discuss important topics less often than those who have just met, which could lead to misunderstanding and conflict. Being friends with people is different than living with them.

When you complete your Roommate Agreement, it might be the first dialog you have on many of these issues, but hopefully it won’t be the last. College changes people; as the habits, likes, dislikes, and values of you and your roommate(s) evolve, make time to talk about the differences. Over the next few months, conflicts might arise and friendships might be strained. Review your Roommate Agreement, keep communication open, and continue to discuss and revise it throughout the year.

Roommate Rights

- To sleep without disruption.
- To read and study peacefully in his/her own room.
- To privacy.
- To free access to room.
- To live in a clean and healthful environment.
- To live in a place free from fear, intimidation and harm.
- To respect of self and personal property.

Individual freedom must be balanced with mutual consideration. Remember, along with every right comes the responsibility to ensure your roommate(s) are afforded the same rights.

The University holds no liability if the above rights are not met or if the Roommate Agreement is violated. These rights are only a suggestion by the University to aid you in creating the best possible living environment.
Housing & Residence Life Staff

Housing & Residence Life has a number of part-time and full-time staff to fulfill our mission.

Your Resident Advisors (RAs) are students whose position is to work in partnership with students living on campus to foster a healthy community and student development. They can help you with campus information, policies, procedures, mediation, maintenance requests, campus/community involvement, etc.

Night Managers are students who make rounds of the University's residences between Midnight and 8:00am; they ensure the security of the building and address behavioral concerns to foster an environment conducive to the education and development of students. For assistance, call 218-726-7381.

Community Coordinators (CCs) are students whose position is to serve as a resource to the RAs and students. They facilitate student and community development through programs, conflict resolution, and the conduct process.

Office Staff and Student Attendants are students who work part-time assisting with various office functions, mail delivery, and other duties assigned by Housing & Residence Life personnel.

Student Maintenance Workers complete much of the maintenance work that students request of Building Maintenance.

The Housing & Residence Life program is administered by a Director, an Associate Director, four Area Directors, two Facilities Supervisors, and five Administrative Support Staff. They work with students, staff, and other members of the UMD community to create educational communities that foster academic success and personal growth.

In addition to Housing & Residence Life Staff, a full-time Custodian is assigned to each residence hall area; they assist students with maintaining the cleanliness of public living areas. Student Custodians clean in the apartment public areas (hallways, lounges, laundry rooms, and stairwells); they are not permitted to clean in apartments nor are they allowed to loan their cleaning equipment and supplies.
Fire Alarms
When a fire alarm sounds, students (except those who are mobility-impaired) must leave the building via the nearest exit. Call 911. Students with mobility impairments are to remain in their room and wait for evacuation by the Duluth Fire Department. Students who do not comply with evacuation are subject to disciplinary sanctions. Fire drills are conducted three times each academic year.

Fire Safety Equipment
Tampering with fire prevention/response equipment (a federal offense) may create a serious safety hazard. People who tamper with the equipment will be referred for University disciplinary action and/or civil prosecution. Violation of this policy may result in termination of the student's Housing & Residence Life contract.

Smoke detectors are installed for the protection and safety of students living in University housing facilities. Housing & Residence Life staff test smoke detectors on a regular basis to ensure they are operational. Students who believe their smoke detector is not working properly or may be too sensitive should report the problem immediately to Building Maintenance (Lake Superior Hall 103, 218-726-8400). Tampering with smoke detectors is prohibited. Students of a living unit in which a smoke detector is disconnected, turned off, or tampered with will be referred for disciplinary action and charged for repair/replacement of the device. According to State Fire Code, "An occupant who willfully disables a smoke detector or causes it to be malfunctioning, resulting in damage or injury to persons or property, is guilty of a misdemeanor."

Do not prop fire doors. Fire code requires that fire doors (stairwell doors, building entrance/exit doors) not connected to the fire alarm system be closed at all times. Fire doors with electromagnetic holders (part of the fire alarm system) will release and close automatically when an alarm sounds.

Each hallway is equipped with a fire extinguisher for the safety and protection of students. If an extinguisher is used to put out a fire, the students must report the incident to their RAs. Housing & Residence Life conducts inspections of fire extinguishers periodically.

All residence halls and apartments have sprinklers for additional fire safety. Students are NOT PERMITTED to hang anything from or tamper with the sprinkler system; doing so may impede their function and/or cause the system to activate. Students will be billed for the full costs of any damage resulting from misuse of the sprinkler system.

Fire Emergency Instructions
In a fire emergency:
- Pull the fire alarm.
- Call 911.
- Call the Lake Superior Hall Information Desk at 218-726-7381.
- Remain calm and act quickly.
- Wear protective clothing such as a coat and shoes, and carry a damp towel for use in heavy smoke.
- Close your room door and windows.
- Walk in an orderly manner to the nearest exit. Never use an elevator.
- Move a safe distance away from the building and out of the way of fire department personnel.
- Remain outside until you are told to return by the staff.
If you think there is a fire in the hallway:

- Feel the door before you open it. If the door does not feel hot, open it slightly, holding your head away and brace the door with your foot.
- Put your hand across the opening to test the heat of the air.
- If the door is hot and the hallway unsafe, plug any opening or cracks through which smoke may enter your room using wet towels, sheets, blankets, etc.
- If smoke does enter the room, open the window for ventilation; break it if sealed.
- DO NOT JUMP.
- Make your presence known.
- Wait for rescue.

In case of minor fire:

- Pull the fire alarm.
- Call 911.
- Use a fire extinguisher located in the hallway cabinets or a blanket to smother the fire.
- Call the Lake Superior Hall Information Desk at 218-726-7381.
- Never risk your personal safety!
Severe Weather Announcements
Local radio and television stations announce severe weather watches and warnings. The campus notification system (TXT-U) may also be used to communicate severe weather information.

Tornado Watch
A tornado watch is issued when weather conditions in the area are such that the formation of a tornado is possible. You are alerted of a tornado watch via broadcast media - public civil defense sirens are not sounded. During a tornado watch, be alert for approaching storms.

Tornado Warning
A tornado warning is issued when a tornado is approaching or has been sighted in the immediate area. You are alerted of a tornado warning via broadcast media, an emergency tone followed by specific weather information, and civil defense sirens. During a tornado warning, seek shelter immediately.

Storm Alert
A storm alert is issued when weather conditions in the area are such that the formation of a severe storm is possible. You are alerted of a storm alert via broadcast media - public civil defense sirens are not sounded. During a storm alert, be alert for approaching storms.

Severe Weather Procedures
In case of a severe weather warning:
1. Go to an inner hallway on a lower floor or to your bathroom. In the residence halls, people may also go to the basement of the building and windowless portions of the pedestrian tunnel system.
2. Stay away from building entrances and windows.
3. If possible, bring a battery-operated radio with you to listen for further reports. Tune to AM610 for continuous weather updates.

To find out about University closings due to snow, call 218-726-SNOW. You may also sign up for TXT-U messages on University emergencies.

Students are encouraged to have flashlights available in the event of a power outage.
Facilities & Services

A number of services are available to students who live on campus through Housing & Residence Life and other operations. They are designed to support students in fulfilling their personal and academic goals.

**Bicycle Storage**

Bicycle storage is offered on a space-available basis in three areas:

- Griggs (between sections N and P)
- Griggs EF (lower level)
- Ianni (lower level)

For more information or to access the bike storage areas, contact the Housing Information Desk (Lake Superior Hall 189, 218-726-7381) between 8 AM – 12 AM. Students are encouraged to lock their bikes within storage areas. Other items may not be stored in these areas. Housing & Residence Life assumes no responsibility for loss of and/or damage to bicycles in storage areas. It is the student's responsibility to have insurance coverage for damage to or theft of bicycles and all other personal property.

Bicycles may not be left in public areas inside of University housing facilities; bicycles found in stairwells, lounges, and/or other public areas will be removed, and locks and chains will not be replaced. Outside of University housing facilities, bicycles may be stored/parked only in the University's bicycle racks.

**Cable TV Service**

UMD cable service is provided to each living unit at no additional cost. Use a standard coaxial AV cable to connect your TV to the wall jack.

After the TV is connected to the wall jack, turn on the TV; it should display many channels. If not, use the TV remote (or the buttons on the TV) to change its programming. Push the MENU (or PROGRAM) button. Scroll through the listings. Look for a setting that says CABLE or ANTENNA. Use the buttons (usually the ones marked with + or - ) to highlight or change the setting to CABLE. Push the MENU (or Program) button again to exit. If you have a digital TV, many channels between 2 and 88 should now work. See your owner's manual.

For minor repairs (such as wall jack), help adjusting/programming your TV, and questions about basic service, submit a repair request.

**Cleaning Equipment**

Students may pick up trash bags and check out cleaning equipment (mops, brooms, buckets, and dust pans) from the Housing Information Desk. Students are responsible for any borrowed equipment. Repair/replacement due to damage and/or loss of equipment will be billed to the student. Students are responsible for providing their own vacuum cleaners.

**Dining Services**

Students with a meal plan dine in the Dining Center. Students assigned to the residence halls must choose one of two meal plans offered (19- or 14-meals-per-week). Students assigned to the apartments are not required to participate in a meal plan; they have the option to participate in one of three meal plans (19-, 14-, and 5-meals-per-week).

The Dining Center is open daily while classes are in session. On official University holidays that fall during the semester, the Dining Center follows their weekend schedule. The Dining Center is closed during Semester Break and Spring Break. The first contract meal in the Dining Center is Wednesday breakfast, August 26, 2015. The first contract meal after
semester break is Tuesday dinner, January 12, 2016. Students must use their U Card to gain entrance. Students are not permitted to lend their U Card to guests; guests may purchase meals at individual meal prices.

A student wishing to change meal plans must request the change from the cashier in the Dining Center. A meal plan change must be requested by the end of the first week of classes of each semester.

Dining Dollars: Students living in University housing facilities have $200.00 of Dining Dollars (per semester) on their U Card. Dining Dollars may be used in the Kirby Plaza Food Court, the Northern Shores Coffee Shop, and the Dining Center. Dining Dollars not used during Fall Semester are transferred to Spring Semester; Dining Dollars that are unused at the end of Spring Semester are forfeited.

Internet Access
ResNet is the residential internet service provided to students living in University housing facilities. ResNet lets students connect their personal computers directly to UMD's computer network via an Ethernet or wireless connection. An Ethernet connection is provided in individual residences (except in Lake Superior Hall). Access to the University's wireless network is available in all housing facilities.

University policy prohibits adding personal wireless hubs to the UMD network. If you have questions, contact the ITSS TechLine (218-726-6116).

Laundry
Washers and dryers are available in University housing facilities for resident use at no additional charge. People who are not current official residents of the University's housing facilities are not permitted to use the laundry facilities. Students must provide their own liquid laundry soap/detergent, irons, and ironing boards.

If a machine malfunctions, post a sign that states it is not working; report the situation by submitting a repair request to Building Maintenance (Lake Superior Hall 103, click here for repair request; include the machine’s numeric code).

Monitor your clothing during cycles to prevent theft. Housing & Residence Life is not responsible for damage to and/or loss of personal items.

Light Bulbs
Light bulbs are available at the Housing Information Desk (Lake Superior Hall 189) and the apartment offices. Bring the burned out bulb for recycling. If you have difficulty changing a bulb, contact Building Maintenance (Lake Superior Hall 103, click here for repair request).

Mail
Mailboxes are located in each University housing facility; the key to your living unit opens your mailbox. When a package arrives for a student, a package slip is placed in the student's mailbox. Packages can be picked up at the Ianni Mail Room (Ianni first floor corridor) from 2:00 pm to 6:30 pm, Monday through Thursday, and from 2:00 pm to 4:30 pm on Friday; bring the package slip and identification (UMD ID). Federal law stipulates only the person to whom a letter or package is addressed may pick up that parcel. If you receive someone else's mail, return it to the Ianni Mail Room or the area office (if you live in the apartments).

Postage stamps are available from UMD Stores cash register locations in Kirby Student Center. Mailboxes for outgoing mail are located on the Lake Superior Hall loop and in Kirby Student Center. Packages, special delivery, and registered letters can be mailed at the University Mail Room (Darland 44, 218-726-8287). UPS packages can be mailed at Print Services (Kirby Plaza 125, 218-726-7114).
If you subscribe to magazines/journals, notify the appropriate publishers of a change of address at least six weeks in advance. First class mail will be forwarded for 90 days; magazines are forwarded for three weeks.

To receive mail promptly, your mail should be addressed as follows:

<table>
<thead>
<tr>
<th>Apartments</th>
<th>Residence Halls</th>
</tr>
</thead>
<tbody>
<tr>
<td>[name]</td>
<td>[name]</td>
</tr>
<tr>
<td>[A-C] [number] Goldfine Hall</td>
<td>[room number] Burntside Hall</td>
</tr>
<tr>
<td>1215 Village Lane</td>
<td>1320 Maplewood Court</td>
</tr>
<tr>
<td>Duluth, MN 55812-3016</td>
<td>Duluth, MN 55812-3015</td>
</tr>
<tr>
<td>[name]</td>
<td>[name]</td>
</tr>
<tr>
<td>1220 Village Lane</td>
<td>509 Niagara Court</td>
</tr>
<tr>
<td>Duluth, MN 55812-3070</td>
<td>Duluth, MN 55812-3050</td>
</tr>
<tr>
<td>[name]</td>
<td>[name]</td>
</tr>
<tr>
<td>[number] [A or B] Junction Apartments</td>
<td>[room number] Ianni Hall</td>
</tr>
<tr>
<td>1135 Junction Avenue</td>
<td>506 Niagara Court</td>
</tr>
<tr>
<td>Duluth, MN 55812-2413</td>
<td>Duluth, MN 55812</td>
</tr>
<tr>
<td>[name]</td>
<td>[name]</td>
</tr>
<tr>
<td>[number] A Oakland Apartments</td>
<td>[room number] Lake Superior Hall</td>
</tr>
<tr>
<td>618 Oakland Circle</td>
<td>513 Niagara Court</td>
</tr>
<tr>
<td>Duluth, MN 55812-3022</td>
<td>Duluth, MN 55812-3046</td>
</tr>
<tr>
<td>[name]</td>
<td>[name]</td>
</tr>
<tr>
<td>[number] B Oakland Apartments</td>
<td>[room number] Vermilion Hall</td>
</tr>
<tr>
<td>621 Oakland Circle</td>
<td>1105 Kirby Drive</td>
</tr>
<tr>
<td>Duluth, MN 55812-3018</td>
<td>Duluth, MN 55812-3039</td>
</tr>
</tbody>
</table>

**Recreational Equipment & Facilities**

A variety of recreational equipment is available at the Housing Information Desk and the apartment offices. When checking out equipment, students must present current identification (UMD ID, driver’s license, passport). All equipment must be returned before the office closes on the day the equipment was checked out. Students will be held responsible for any damage to or loss of the equipment.

A list of recreational facilities follows:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basketball</td>
<td>Griggs Beach, Oaklands, between Lot L-3 and Lot J-3</td>
</tr>
<tr>
<td>Billiards</td>
<td>Goldfine C, Griggs EF, Heaney Service Center, Junction B, Lake Superior, Oakland B</td>
</tr>
<tr>
<td>Piano</td>
<td>Lake Superior Hall</td>
</tr>
<tr>
<td>Ping Pong</td>
<td>Goldfine C, Heaney Service Center, Junction B, Lake Superior, Vermilion</td>
</tr>
<tr>
<td>Volleyball</td>
<td>Griggs Beach, Goldfine, Oaklands</td>
</tr>
</tbody>
</table>

**Recycling**

The UMD Housing & Residence Life Recycling Program provides students with a comprehensive and convenient system for recycling. Aluminum cans, tin (steel) cans, glass bottles and containers, plastic bottles and containers, and a wide assortment of paper products can be recycled. The University has a “mixed products” recycling program; all materials can go into the same container. Recycling containers are provided in each living unit, and recycling collection rooms are designated in University housing facilities. Students are encouraged to participate in the Recycling Program to reduce waste.
Please follow the instructions below when recycling.

<table>
<thead>
<tr>
<th>Material</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aluminum</td>
<td>Empty fluid from can and deposit in receptacle.</td>
</tr>
<tr>
<td>Glass</td>
<td>Clear, brown, and green glass bottles and jars may be recycled.</td>
</tr>
<tr>
<td></td>
<td>1. Remove and throw away caps and lids.</td>
</tr>
<tr>
<td></td>
<td>2. Wash out bottles and jars. Ceramic bottles are not recyclable and must go in the garbage.</td>
</tr>
<tr>
<td>Plastic</td>
<td>Plastic containers with 🌐 stamped on the bottom may be recycled.</td>
</tr>
<tr>
<td></td>
<td>1. Remove and throw away caps.</td>
</tr>
<tr>
<td></td>
<td>2. Wash out containers.</td>
</tr>
<tr>
<td>Tin Cans</td>
<td>Soup cans, fruit cans, etc. may be recycled.</td>
</tr>
<tr>
<td></td>
<td>1. Remove labels.</td>
</tr>
<tr>
<td></td>
<td>2. Wash out cans.</td>
</tr>
<tr>
<td>Paper</td>
<td>The following paper products may be recycled:</td>
</tr>
<tr>
<td></td>
<td>• newspapers</td>
</tr>
<tr>
<td></td>
<td>• phone books</td>
</tr>
<tr>
<td></td>
<td>• writing and notebook paper (all colors)</td>
</tr>
<tr>
<td></td>
<td>• copy machine paper (all colors)</td>
</tr>
<tr>
<td></td>
<td>• envelopes (all types)</td>
</tr>
<tr>
<td></td>
<td>• fiberboard egg cartons</td>
</tr>
<tr>
<td></td>
<td>• food stuff boxes such as:</td>
</tr>
<tr>
<td></td>
<td>o cereal boxes (remove inner bag)</td>
</tr>
<tr>
<td></td>
<td>o snack boxes (remove inner bag)</td>
</tr>
<tr>
<td></td>
<td>o macaroni and cheese boxes</td>
</tr>
<tr>
<td></td>
<td>o pasta boxes</td>
</tr>
<tr>
<td></td>
<td>• magazines</td>
</tr>
<tr>
<td></td>
<td>• computer paper</td>
</tr>
<tr>
<td></td>
<td>• catalogs</td>
</tr>
<tr>
<td></td>
<td>• index cards</td>
</tr>
<tr>
<td></td>
<td>• shoe boxes</td>
</tr>
<tr>
<td></td>
<td>• manila folders</td>
</tr>
<tr>
<td></td>
<td>• 12 or 24 pack beverage cartons</td>
</tr>
<tr>
<td></td>
<td>• cardboard boxes (please flatten)</td>
</tr>
</tbody>
</table>

Your participation and cooperation is appreciated!

**Repairs**

Report repairs to Building Maintenance via a Repair Request via the Housing & Residence Life website.

For emergency repairs contact an RA or the Housing Information Desk (218-726-7381). Report vandalism to University Police (Darland 287, 218-726-7000 or 911) and then an RA.

In general, students are responsible for changing the light bulbs in the living unit. If you have difficulty changing a bulb, contact Building Maintenance. Replacement light bulbs are available at the Housing Information Desk and the apartment offices; bring the burned out bulb for recycling.

Authorized University personnel must complete repairs in order to comply with building codes and construction standards. Students are not authorized to attempt repairs themselves. If they do so, the work will be redone, and the students will be charged for the cost of the repair plus the cost of the correction.

**Telephone**

Telephones and local telephone service are not provided in University housing facilities. If you want the land line connection in your living unit activated, go to the ITSS Help Desk (KPLZ 165) and complete a UMD ITSS Student Resident Request for Local Phone Service form (service is not available in Lake Superior Hall). Students must provide their own phones.
UMD Parking Services
Information about parking permits and regulations is available at the UMD Parking Services website and at Parking Services (Kirby Plaza 245, 218-726-7433, Monday-Friday, 8:30am- 4:00pm). Weekly permits are available at Parking Services.

Guest Parking
Guests may park in metered spots on campus or on city streets where permitted. For more information, contact Parking Services (Kirby Plaza 245, 718-726-7433); after hours, contact University Police (218-726-7000 or 911).

Snow Removal from Lots
Students must move their vehicles in accordance with snow plowing schedules posted in University housing facilities. If a vehicle is not moved by the posted snow removal time, it will be ticketed and/or towed at the owner’s expense.

UMD Police
For comprehensive information visit the University Police website.

UMD Police are responsible for law enforcement, security, and emergency response on campus. Officers provide help in investigations, medical emergencies, fires, traffic accidents, crime reports, automobile lockouts, and the enforcement of laws regulating the use of alcohol, weapons, and controlled substances. The University Police office is located in Darland 287 (218-726-7000 or 911). Outside of office hours, dial 911 for both emergencies and non-emergencies.

Theft from Living Units
Report theft from living units to University Police and a Housing & Residence Life staff member (a Resident Advisor or Night Manager). Secure doors and windows when sleeping and when no one is in the living unit. Operation ID numbers may be obtained from the Duluth Police Department. The odds of recovering stolen property increases when items are engraved with your name; keep a record of your valuable belongings with brand name, model, and serial number for each item.

Damage to and Theft from Vehicles
Report incidents to University Police and an RA. The University is not responsible for loss by fire, theft, vandalism or any damage while parked in a residence parking lot. University lots are equipped with cameras to record activity. For your protection:
- Lock the doors of your vehicle.
- Park in well-lit areas.
- Remove valuable items from plain view. Lock valuables in the trunk where they are out of sight.
- Check the rear seat of your vehicle before entering it.
- Lock the doors once you are inside the vehicle.

Vending Machines
If a vending machine malfunctions, call the vendor at the number posted on the front of the machine. For refund requests, contact UMD Stores (Street Level, 218-726-6717). If you see tampering with or vandalism to vending machines, contact University Police (218-726-7000 or 911) immediately and then your RA.
In order for on campus residential communities to run smoothly, efficiently and safely, policies and procedures have been developed for the purpose of safeguarding the rights and property of residents and of maintaining the condition of the facilities. Living in a residential community requires the cooperation and understanding of every individual. It is important to recognize your rights and responsibilities, as well as the rights of others. These policies and procedures apply to all residence hall and apartment communities.

**Air Conditioners**

Air conditioners are permitted only for medical reasons when approved through the accommodation process with the Office of Disability Resources and with prior approval from Housing & Residence Life. In these situations, residents must provide their own air conditioner. Installation must be performed by University staff.

**Alcohol**

The possession, use, consumption, and/or distribution of alcohol are prohibited in the residence halls and apartments on the University of Minnesota Duluth campus (regardless of resident age).

Residents are responsible for noting their surroundings and immediately removing themselves from any situation in which a policy violation is occurring.

Alcohol violations include the following:

- Possessing or consuming alcohol on campus.
- Possessing empty alcohol containers on campus (this includes all alcohol bottles, cans, beer bongs, kegs, or other containers).
- Hosting other people in your living unit when alcohol is present or being consumed.
- Being in a living unit where alcohol or alcohol containers are present (regardless of whether or not you are consuming).
- Disrupting or disturbing others related to alcohol use on or off campus.
- Engaging in criminal activity in Housing & Residence Life facilities related to alcohol use on or off campus.

**Appliances**

Housing & Residence Life reserves the right to restrict appliances that pose a danger to the residence community. Specifically, the following personal appliances are not allowed: charcoal grills, gas grills, dishwashers, tanning beds, ceiling fans, washers, dryers, space heaters (unless provided by HRL maintenance staff), and air conditioners (see Air Conditioner section).

The following appliances are restricted from the residence halls but allowed in the apartment kitchens: George Foreman or other electric grills, toasters, toaster ovens, pizza ovens, hot or induction plates, refrigerators, or freezers.

The following appliances are allowed in all facilities: microwave ovens (under 1000 watts), coffee pots, air popcorn poppers.

**Campus Climate**

At the University of Minnesota Duluth, fostering a climate of safety and respect is a critical campus priority. As a community – students, faculty, staff – we can only achieve our best in a campus environment that is safe, civil and inclusive.
Incidents that undermine and damage a safe, respectful and diverse campus climate should be reported. Definitions of Equal Opportunity & Affirmative Action Terms and Types of Discrimination and Incidents. Whether you are a victim or observer, your report will assist us in assessing our campus climate.

UMD has a Campus Climate Response Team (CCRT) that addresses issues that require a response in addition to the established procedures. The CCRT also monitors issues and trends in order to address and improve the campus climate.

Check-In Procedures
Upon moving into your living unit, residents will be given a Room Condition Report (RCR) to complete. Be sure that any pre-existing damages in your living unit are listed. The information listed on the RCR is the basis for determining if damages are to be charged to residents at check out. Therefore, residents should make sure they are thorough in the completion of the RCR when they initially occupy a new living unit. Residents who have not turned in their RCR within 48 hours after of check-in are subject to a $50 improper check in fee. Additionally, if residents do not turn in their RCR Housing & Residence Life will consider the room/apartment condition to have no pre-existing damages and the resident will be billed for any damages assessed at check out.

Check-Out Procedures
Residents checking out of their living unit prior to the end of the contract year and who are not moving to another living unit, should come to the Housing and Residence Life office to request the release of their contract. Even if a resident checks out of their living unit, they are not released from their contractual obligations unless the request is approved by the Director of Housing and Residence Life or their designee.

Residents checking out of their living unit for contact termination, approved contract release, relocation or an approved room change during the academic year should contact their Resident Advisor to arrange an appointment to inspect the living unit in the resident’s presence. Residents’ keys must be returned before they leave. Residents failing to follow the above procedures for check out will be charged an improper check out fee of $50. Residents failing to return their keys will be charged fees for re-coring their room or apartment locks and replacing their exterior keys.

Residents checking out of their living unit at the end of the academic year participate in an “express check out” process. For this process, students will not need to schedule or complete a check out appointment with a staff member. All rooms are inspected for damages after students have departed. Students are expected to return their keys upon their departure to the Housing Information Desk or other publicized location. Additional information about the express check out process will be shared with residents in the weeks leading up to the end of the academic year.

Community Bathrooms
Community bathrooms are to be used by men only or women only as posted. Utilizing a bathroom of a different gender is considered misuse of University facilities. Gender neutral restrooms are available in public spaces of the residence halls. Bathrooms within individual apartments do not have a gender designation.

Compliance with University Policies
Students are expected to comply with Housing & Residence Life policies, University policies, and local, state, and federal law. Knowingly acting as an accessory or being present while any violation of Housing & Residence Life or University policy is occurring is a violation. Residents are expected to remove themselves from situations where policies are being violated. Failure to do so may result in disciplinary action.

Damages and Vandalism
Residents are expected to treat living units and common areas with respect and care. Residents can be held financially responsible for damages to University property and for unacceptable levels of cleanliness.
Charges for damages/unacceptable levels of cleanliness in living units and common areas will be billed to the responsible resident(s) or, if responsibility is unknown, will be equally divided among residents assigned to the space. A resident may appeal the charge within the time limit specified in the damage billing notification.

For damage price list see Appendix B.

Disorderly Conduct
Participating in an activity that substantially disrupts the normal operations of the Housing & Residence Life community, or infringes on the rights of members of the University community is not permitted including:

- Overt actions, such as physical assaults or altercations on students or staff.
- Physical or written defacement or destruction of Housing & Residence Life property, including postings and posters.
- Behaviors, whether through conduct or expression, which are not civil or respectful or which breach the peace within or around Housing & Residence Life facilities or at Housing & Residence Life related functions.

Door Locking
Living Unit Doors- The primary responsibility for ensuring living unit doors are secure rests with the residents. Residents are encouraged to lock their doors. Tampering with door hardware is strictly prohibited and will result in disciplinary action and financial restitution for any associated repair costs.

Apartment exterior doors- will be locked 24/7.

Residence Hall Interior Section Doors- will be locked 24/7

Residence Hall exterior doors- will be locked by 9:30pm and unlocked by 7:30am daily.

Lake Superior Hall main exterior door- will be locked at 12:00am and unlocked at 6:00am daily.

During Winter Break, additional measures are taken to secure our facilities. Many doors will be locked 24/7 and resident keys will not grant them access to the residential facilities.

Doors
Residents are not to detach the automatic door closer device from any door.

Memo boards may be put on living unit doors. All writing or marking on doors is prohibited. Residents are expected to maintain clean doors. Items posted on doors may cover only 20 percent of the door due to fire safety regulations.

Drugs
The possession, use, consumption, and/or distribution of drugs (including synthetic drugs) is prohibited in the residence halls and apartments on the University of Minnesota Duluth campus.

Residents are responsible for noting their surroundings and immediately removing themselves from any situation in which a policy violation is occurring.
Drug related violations include the following:

- Possession or use of illegal drugs on campus.
- Possession or use of drug paraphernalia on campus.
- Hosting other people in your living unit with illegal drugs.
- Being in a living unit where drug paraphernalia and/or illegal drugs are present or in use (regardless of whether you are using the drugs).
- Disrupting or disturbing others related to drug use on or off campus, including the odor of marijuana.
- Engaging in criminal activity in Housing & Residence Life facilities related to drug use on or off campus. Examples include, but are not limited to destruction of property, vandalism, physical and sexual assault.
- Not using your prescription medication as outlined by a medical professional or possession or use of prescription medication not prescribed to you.

Failure to Comply
Resident (s) are expected to comply with the directions of Housing & Residence Life professional and paraprofessional staff and University staff acting in accordance with their duties. Failure to do so can result in disciplinary action.

Fire Safety
All residents are expected to observe the following fire safety regulations:

- Candles, incense, wax melters or warmers, and open flames are not allowed in residential facilities.
- Smoke detectors are to be connected, operational and not covered at all times.
- Hanging anything from sprinkler heads and sprinkler pipes is prohibited.
- Motorbikes or other motorized vehicles are not allowed in Housing & Residence Life facilities.
- Access to windows, smoke detectors or doorways is to be unobstructed.
- Items posted on room door may not exceed 20 percent of the door’s surface.
- Fabric (flags, sheets, blankets, plastic banners etc.) may not be hung in front of doors, on walls, or draped from the ceiling.
- Halogen lamps and bulbs are not permitted.
- Charcoal, lighter fluid, compressed gas tanks, or gas cans are not allowed in Housing & Residence Life facilities.
- See “Appliances” section for which appliances are restricted from residential facilities.

Furnishings
Residents are responsible for the condition of their living unit and for the University furniture within their living unit. Furnishings provided by the University must remain in the space in which they are originally located. University furnishings may not be removed from lounges, public areas, or living units.

Guests
A guest is defined as any individual who is not assigned to your living unit. It is your responsibility to inform your guests of the policies and procedures at the University of Minnesota Duluth and Housing and Residence Life. Guests are expected to observe the same policies and procedures as their host. Guests who exhibit inappropriate behavior may be required to leave. Residents are personally and financially responsible for the action of their guests.

Residents must escort guests, including residents from other floors, at all times. Overnight guests may be allowed for up to three consecutive nights with the mutual agreement of your roommate(s). This limitation is designed to prevent abuse of roommate rights and the housing contract. Residents violating this policy and/or the spirit of this policy may be subject to disciplinary action.

Identification
Each student is provided a University identification card (U Card). This card is for official University identification purposes and must be shown to a staff member upon request. You should carry your University identification card with you at all times.
**Indoor Sports**
The main corridors, lobbies, hallways and other common areas in the residential facilities are designed specifically for access to student rooms and public areas. In order to ensure safe passage and to protect buildings, indoor sports of all types (playing catch, bouncing a ball, a toy gun game, etc.) and the use of sports equipment are not permitted. Bicycles and like items (roller blades, skateboards, scooters, etc.) may not be ridden in any building due to safety and property concerns.

**Keys/Lock Outs**
Residents are issued living unit and exterior door keys upon check-in. Residents are not to loan or share their keys at any time. University keys are the property of the University and many not be duplicated. Keys must be returned when checking out of a living unit or at the request of the University.

**Lock Out/Loaner Keys**
Residents who are locked of their room or apartment can obtain a loaner key from the Housing Information Desk. Students may possess the loaner key for up to 24 hours. If the desk is closed, students should contact the Night Managers to gain access to their room. Residents are required to provide proof of identity when a loaner key is issued. Residents are charged $5 fee for a loaner key or lock out. If a loaner key is not returned in the 24 hour period the cost of a lock change and replacing keys is incurred by the responsible resident.

**Lost or Stolen Keys**
Residents are responsible for reporting a lost or stolen key to the Information Desk so appropriate steps can be taken to protect property and prevent unauthorized entry. If the Housing Information Desk is closed, students should contact the Night Manager on duty. The cost of replacing locks and keys is incurred by the responsible resident.

**Key Charges**
Lost keys require a room or apartment to be re-cored. The costs associated with that are listed below:
- Re-core room/apartment & new keys $70.00
- Replace exterior door key $5.00

**Lost or Abandoned Property**
The Housing Information Desk maintains a lost and found bin throughout the year. Any lost items that have been found may be turned into the Housing Information Desk. Lost items are held for at least 30 days. After 30 days, the items are donated to a local charity or disposed of.

Additional locations to check for lost & found articles include:
- Kirby Student Center Information Desk (218-726-7163)
- University Police (Darland 287, 218-726-7000)

Items abandoned in student rooms or public areas will be held for at least 30 days. After 30 days, the items are donated to a local charity or disposed of.

**Missing Person**
In accordance with the Higher Education Act of 2008, all student residents may register a missing person contact with Housing and Residential Life. This is the individual who will be contacted by the University in the event a student resident is determined to be missing.

In the event a student is under 18 years of age and has not been legally emancipated, the missing student resident’s parent/guardian will be contacted. For students who are 18 years of age and above or emancipated minors, the contact may be a parent or any other designated individual(s).
A student resident can be reported missing at any time. The UMD Police Department will conduct a thorough investigation into all reports of potential missing student residents.

If you suspect a student to be missing, please contact the UMD Police Department.

Only authorized campus officials and law enforcement officers in furtherance of a missing person investigation may have access to the missing person contact information. The UMD Police Department will be notified for any missing person whether or not they have designated a missing person contact

**Online Communication Guidelines**

Residents are encouraged to become actively engaged in the University community. Social networking websites provided additional means for residents to connect with one another. Communication on these sites is considered a public forum and can be viewed by anyone. To support personal safety and guard against identity theft, students are cautioned against including class schedules, birth dates, cell phone numbers and addresses on their profile. While the University does not monitor such sites, suspected violations of law or University policy posted online may be submitted to University officials for investigation and used as evidence in a disciplinary proceeding.

**Painting**

Painting may only be done by University authorized personnel. If the pre-existing condition of a living unit warrants painting or repair, submit a repair request. Painting or repair work performed by students is considered damage, and students will be held financially responsible for any necessary repairs needed to restore a space to its original condition.

**Pets**

For reason of health and sanitation, pets are not permitted in HRL facilities. Fish kept in an aquarium (one tank up to 10 gallons) and service animals (i.e. guide dogs for the visually impaired) are the only exceptions to this regulation.

**Posting/Advertising in Residential Facilities**

Residential areas are restricted access facilities open only to residents and their guests, individuals conducting University Business, and those who are granted access for specific, limited purposes. Only University organizations or departments may advertise in residential facilities in accordance with these guidelines.

In most instances Housing & Residence Life will not post information for non-residence community events and activities on floors. Housing & Residence Life staff will remove materials that do not meet these guidelines, that promote the use of alcohol or other drugs, or that discriminate on basis of race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression.

**Common Area Bulletin Boards**

Bring 8 posters no larger than 11 x 17 to the Housing Information Desk for approval. Posters will be approved through the date of the event advertised, or until the end of the semester, whichever time period is shorter. The longest posting period is one semester. Once your posters have been approved you will be provided with a list of bulletin boards for posting. Housing & Residence Life staff will not post your posters for you.

**Banners in Lake Superior Hall Lobby**

A limited amount of space is available for banners and oversized posters in the Lake Superior Hall lobby. Groups may reserve a space on a first come first serve basis through the Housing & Residence Life Information Desk. Approved banners must not exceed 20 square feet (8 ft x 2 ½ ft). Posting length is one week; major campus events may be approved for one additional week.
Tabling in Lake Superior Hall Lobby
Any registered student organization or University department can reserve a space for tabling between the hours of 10:00am-8:00pm by calling the Housing Information Desk at least 3 business days in advance. Space is limited to two groups per day and is reserved on a first come, first served basis. Reservations are limited to five days a semester and can start the first week of classes. Tabling will not be allowed during Welcome Week and Finals Week.

Leadership Association
Students running for positions on the Leadership Association are authorized to post one poster no larger than 11” x 17” at the entrance of each bathroom in the region they plan to represent. Posters must be removed by the candidate immediately following elections.

Property Loss
The University does not accept liability for the damage or theft of personal property or for the loss of money. Residents are encouraged to lock their living unit door and to secure valuables within their living unit. In the event that property is lost or stolen, notify the University of Minnesota Duluth Police at 911 immediately.

It is recommended that students either carry their own personal property insurance or determine if property loss is covered by their family’s insurance policy.

Quiet & Courtesy Hours
The realities of community living dictate that individuals respect community needs for the moderation of noise. Residents are expected to exercise good judgment and consideration in maintaining a living environment conducive to the achievement of the educational mission of the University. All residents have the right to study, live, and sleep in their living unit at any time without unreasonable interruption. Residents are to conduct themselves with consideration for others in their community. A resident’s right to sleep and study takes precedence over someone else’s desire to make a lot of noise. During quiet hours, noise is to be contained within your room or apartment. This courtesy extends beyond the buildings to University grounds; people are to be considerate of others whether inside or outside of University Housing facilities.

Quiet hours are in effect:
- Sunday through Thursday from 10:00pm to 8:00am
- Friday & Saturday from 12:00am to 8:00am

Courtesy hours are in effect at all times. Students have the right to study and sleep in their living unit at any time without unreasonable interruption. Students are to conduct themselves with consideration for other students in their community. Courtesy hours extend beyond the buildings to University grounds; people are to be considerate of others whether inside or outside of University housing facilities.

Semester end 24-hour quiet hours start at 12:00pm the Friday prior to finals week for both fall and spring semesters and extend through the established closing time for the residential facilities.

Residents are expected to confront noise problems that affect them. If assistance is needed, a resident should contact the Housing Information Desk at 218-726-7381. Residents must comply with all policies and regulations regarding sound equipment and recreational activities within the University housing facilities.

Sound Equipment
Sound equipment must be operated at volumes that cannot be heard outside the living unit. Stereo speakers are not allowed in windows. Electronically amplified instruments are allowed in the living units if used in a manner that does not disturb community members; the use of headphones is encouraged. If reasonable volume levels are exceeded, the student may be required to remove the equipment from the living unit.
Receiving Devices
Receiving devices (antennae, satellite dishes, etc) that must be fastened to the outside of the building are prohibited.

Restricted Access Areas
Access to maintenance and service areas within and around residential facilities (including roof areas) is restricted to authorized staff and personnel at all times. In order to maintain the safety and security of residents and the facilities, residents must refrain from entering non-residential, restricted access areas. Residents who enter or attempt to enter restricted areas are subject to disciplinary action.

Room and Apartment Entry/Use
The University respects the student's right to freedom from illegal or unreasonable searches and invasions of privacy. Housing & Residence Life reserves the right to enter living units under the following conditions:
1. If there is reason to believe that there exists a danger to health, safety and/or welfare of any persons or property
2. To ensure proper maintenance of the facility
3. Inspection and repair
4. Preservation of quiet
5. When there are reasonable grounds to suspect that laws, University, or Housing & Residence Life policies are being violated.
6. To conduct safety inspections at the beginning of Winter and Spring Breaks.

Residents are required to live in the room to which they have been assigned and may not access (or allow guests to access) additional rooms (including additional resident rooms within their living unit) without permission of the room resident or Housing & Residence Life.

Residents are expected to comply with the request of a University official (e.g. Housing & Residence Life staff, UMD Police, or other designated staff), a city of Duluth Police or Fire Department official in the performance of their duty when it necessitates entry into a living unit. If, in the normal course of repairs or service, the staff observes a possible violation of University or Departmental regulations or Federal, State or local laws, such information shall be reported for appropriate follow up. Violations will not be ignored.

Room Changes
Room changes are not permitted for the first week of each semester to allow time for all students to arrive and for students to get to know their roommate(s).

If a student desires to change rooms, they should speak with their Resident Advisor. The RA will inquire about the situation and determine if there are any steps that might be taken to attempt to resolve the situation in the students current assignment. If not, the RA will give the student a “Room Change Authorization” form.

The student will bring the “Room Change Authorization” form to the Housing Office (149 LSH). The staff in the Housing Office will provide the student with options. The student may elect to be reassigned to a new space or be offered a list of available spaces and potential roommates for them to meet with.

When your room change is approved and authorized you will receive written confirmation from Housing & Residence Life staff. No changes may be made without such approval. Failure to properly check out of your room, including an improper room change, will result in the assessment of a $50 improper check-out charge in addition to any damage charges. Room changes at the end of each semester may be limited since new students for the following semester must be assigned.
**Room Decoration and Altercation**

While residents are encouraged to add their own personal touches to their living units, light fixtures may not be tampered with or covered, and items may not be hung from drapery rods and/or sprinkler heads and pipes. Materials that might create fire, health hazards, and/or damage to facilities are not permitted. Residents are not allowed to paint the walls, ceilings, floors, and/or furnishings of their living unit.

Nails and/or screws are not to be used to attach items. Residents will be billed for damage caused by the use of adhesive materials or use of nails, staples, etc. Self-adhering corkboards may not be used on any surface because of the damage that they cause. Small finishing nails are allowed in the apartments.

Removable adhesives such as painter’s tape and 3M Command Strips are recommended for hanging items on doors and walls. Residents will be held financially responsible for damages, even when using the products recommended above.

Residents are responsible for the condition of their living unit and for all University furniture within their living unit.

Housing & Residence Life will neither inspect nor approve construction. If any person is injured by a hazard constructed by the resident and the injured person claims the University is responsible for payment of injuries or for damages, the resident will be financially responsible to the University. The construction or use of any systems to loft beds is prohibited. Beds may be bunked.

**Holiday Decorations**

Students are encouraged to decorate the living units for any holidays they wish. The following items are prohibited:

- Real evergreen (rooted or cut) trees or boughs
- Candles and incense
- Older-style string lights that produce heat
- Spray snow or flocking

When decorating their living units, students are reminded of the following:

- Items may not be attached to light fixtures, sprinkler pipes or other fire safety equipment
- No more than 20% of a door may be covered
- String lights may not be hung above a door frame
- UL-Approved power strips must be used

**Room Vacancies**

If there is a vacancy in a room or apartment during the academic year, the student(s) assigned to that space will have three options:

A. Buy out the vacancy for the remainder of the semester.
B. Choose or receive a new roommate.
C. Move to a new room.

Students will need to communicate with the Housing Office about which option they choose. If students choose option B, students must maintain their room in such a way that allows for a new roommate to move in at any time. Any conduct, including deception or harassment, designed to dissuade potential roommates is unacceptable. Any student who is found to not be receptive to a new roommate will be automatically charged to buy out their room at the rates listed above.

If the residential facilities are in an over-capacity status, students will not have the opportunity to buy out the vacancy in their room.
Safety and Security
Safety and security entails certain responsibilities for all of us. The Housing & Residence Life’s activities in providing for your safety and security are described throughout this guide. Your responsibilities in supporting a safe and secure environment in the residential facilities include:

- Making sure your belongings are covered by insurance, either under your families’ policy or your own
- Locking your living unit door
- Being alert when walking around after dark and reporting any suspicious behavior to UMD Police
- Reporting lost keys immediately, and
- Cooperating with University personnel and their designees.

Smoke & Tobacco Free Campus
In accordance with the University of Minnesota Smoke and Tobacco-free campus policy, all Housing & Residence Life facilities are 100% smoke-free environments. Smoking and tobacco use is not allowed. Smoking is defined as having a lighted cigar, cigarette, pipe, or any other smoking equipment, including the use electronic cigarettes, vaporizers, and hookahs.

Solicitation
To support resident safety, Housing & Residence Life has adopted the following guidelines for individuals or groups who wish to engage in solicitation.

Commercial Solicitation
Commercial solicitation is defined as any activity which is based on the primary function of promoting a business, program or event which is conducted for profit.
- No commercial solicitation is permitted in Housing & Residence Life facilities either by company representatives or students acting on their behalf.
- Advertising for commercial enterprises is restricted in Housing & Residence Life.
- Residents may invite a representative of a commercial enterprise to visit them in their room or apartment. Use of public spaces for said activity is not allowed.

Non-Commercial Solicitation
Non-commercial solicitation is defined as any activity not conducted for profit which has as its primary function the promotion of a business, program, or event. Policies for non-commercial solicitation by student organizations or University departments are outlined in the “Posting/Advertising in Residential Facilities” section. Non-commerical solicitation by non-University groups or organizations is occasionally permitted with permission of the Associate Director or Director.

Political Campaigning
As a state institution, specific guidelines are established for elections and for campaigning on behalf of candidates for local, county, state, and national offices. Residents can choose to post a “no campaigning” sign on their living unit door. Specific political campaigning guidelines are available at the Housing & Residence Life Office (149 Lake Superior Hall or call 218-726-8178).

Leadership Association
Leading up to elections, students running for positions on the Leadership Association are authorized to go door to door in the region they plan to represent between Noon and 10:00 PM; solicitation is not permitted on election day. Residents can choose to post a “no campaigning” sign on their living unit door. Once elected, representatives are encouraged to engage regularly with the residents in their region.
Door to Door Solicitation
Door to door solicitation is prohibited in Housing & Residence Life facilities except for political candidates as outlined in the Political Solicitation Policy.

Staff Members on Duty
Between the hours of 6:45pm- 8:00am there are Resident Advisors (RAs) on duty. Night Managers are on duty from 12:00am-8:00am daily. A Community Coordinator is on duty each night from 4:30pm-8:00am and around the clock on the weekend. These staff members are available if you need assistance, information, if there is an emergency, or if you just need to talk to someone.

Traffic Control Devices
Signs and/or traffic control devices that are the property of the University, federal, state, county, or city governments are not permitted in the residential facilities. Students who have signs and/or traffic control devices in their living units will be referred to University Police.

UMD Police
UMD Police respond to certain situations in the residential facilities. Residents are expected to respond appropriately to requests from UMD Police.

Weapons & Explosives
Possession and/or use of items defined as dangerous weapons under Minnesota statute*, realistic replicas of such weapons, and “toy weapons” (e.g. paintball guns and airsoft guns), is prohibited in the residential facilities, on the surrounding property, or at activities sponsored by or supervised by Housing & Residence Life. Any article or substance used as a weapon is also prohibited.

Possession of explosives, hazardous chemicals (e.g. mace) or fireworks is strictly prohibited. Although Housing & Residence Life does not endorse the use of pepper spray a reliable means of self-protection, student may opt to carry and/or have in their possession a one-ounce container of pepper spray. However, misuse of this chemical will result in severe disciplinary action due to the potential bodily harm caused by its discharge.

*Minnesota Statue 609.02, Subd. 6 “Dangerous weapons mean any firearm, whether loaded or unloaded, or any device designed as a weapon and capable of producing death or great bodily harm, or any combustible or flammable liquid or other device or instrumentality that, in the manner it is used or intended to be used, is calculated or likely to produce death or great bodily harm, or any fire that is used to produce death or great bodily harm.”

Students who possess hunting weapons are encouraged to secure these weapons in the trunk of their vehicle. If the student’s vehicle does not have a trunk, students are encourage to store the weapons in the vehicle in a place not visible from the exterior of the vehicle. The University does not offer storage facilities for hunting weapons.

Windows
Screens must be left on windows and there must be a screen covering all open windows. A resident may not open, lean, or reach out of windows where screens are not in place. Common sense use of windows is expected. Residents who throw items from their window are engaging in a potentially life endangering situation; residents found responsible will be subject to disciplinary action. Leaving windows open for extended periods of time when the temperature is below freezing may cause pipes to freeze and burst; residents found responsible will be charged for damages.

Housing & Residence Life has the right to require the removal of signs or other inappropriate display from residence hall and apartment windows. Windows and screens are considered to be part of a student room. Any damages to either item will result in a charge being assessed to occupants of the room.
Housing & Residence Life expects students to be responsible and mature. Policies and procedures are established to promote a healthy environment. The conduct process is designed to address inappropriate and/or illegal behavior for the benefit of the individual and community. Students are responsible to (and may be held accountable in) their living community, the University community, and the larger community.

Housing & Residence Life bears responsibility for the initiation of disciplinary proceedings against a student living in the residence halls or campus apartments:

1. Alleged violation(s) of University and/or housing guidebook policy that may result in consequences up to termination of the housing contract and

Resident Advisors, Night Managers, Community Coordinators, and all other staff members must address violations of which they become aware. Residents may also be referred to the Office of Student Conduct for disciplinary action.

Resident Rights and Responsibilities in the Conduct Process

Rights

1. Have the incident responded to and investigated in a timely manner and be treated with care and dignity.
2. To have advance written notice of the conduct proceeding and the nature of all alleged misconduct.
3. To be given the opportunity for a conduct meeting.
4. To have an advisor present during the hearing. The advisor may be anyone other than an individual who may be called to provide witness testimony. The advisor is not allowed to participate in questioning or presentation of information.
5. To present information on your behalf.
6. To be given the opportunity to hear a summary all written reports concerning the alleged incident and to question information in reports.
7. To be notified of the results of the conduct meeting.
8. To be given the opportunity to appeal the decision.

Responsibilities

1. To read and understand your housing contract and the information provided in the Housing and Residence Life Guidebook.
2. To read the information provided in the letter scheduling a conduct meeting and respond as indicated.
3. To appear at the conduct meeting.
4. To hear and question all written reports and information presented.
5. To read and follow the guidelines set forth in the outcome letter.
6. To follow the procedures for submitting an appeal as outlined in the outcome letter.
7. To tell the truth with the intent of clarifying the incident for the conduct officer so that a responsible decision is made.

Procedures

Illegal and/or inappropriate behavior is documented by Housing & Residence Life staff. Students who violate policies and/or are associated with the violation of policies will face disciplinary action; students are expected to cooperate in investigations of incidents that occurred in their living unit. Students and staff involved in incidents will have an opportunity to discuss the incident with a Housing & Residence Life conduct officer. However, depending on the situation and the seriousness of the alleged behavior, a conduct officer may initiate the conduct process without previous warning.
When alleged misconduct is reported by staff or another student, Housing & Residence Life staff determines if disciplinary proceedings are initiated. The student is notified of the specific charge or charges in writing (via the student’s University e-mail account) and of the requirement to attend a conduct meeting with a Housing & Residence Life staff member. Housing & Residence Life utilizes a system called "Maxient" to distribute student conduct communications. Students are responsible to open, read, and understand communication sent to their University e-mail account via Maxient.

The responsibility for all decisions relative to a conduct meeting, including the determining of responsibility and the imposition of a disciplinary sanction(s), if any, is the sole responsibility of the conduct officer. Should the accused student choose not to attend the conduct meeting, the conduct officer may consider relevant information made available in the absence of the student and come to a decision.

Repeated violations or violations occurring after a student has already received a disciplinary sanction will normally result in further, more serious disciplinary action. Sanctions may be carried into succeeding academic years.

The terms of the decision are conveyed by the Conduct officer in a letter to the student. A copy of the letter is accessible to the Area Director, Housing & Residence Life and the Office of Student Conduct. Notation of disciplinary sanction(s) is kept on file and is not released without written consent of the student. This notation and the student’s conduct file is retained for five (5) years after graduation or date of last attendance. Exceptions include, but are not limited to, sanctions of housing contract termination, suspension, expulsion, or incomplete cases.

**Interim Housing Suspension**
Any behavior that would endanger the safety or well-being of other residents or the University's housing system could result in a student’s interim suspension from University housing or relocation to another University housing assignment. An interim suspension would stand pending conduct action.

**Sanctions**

**Housing Contract Termination**
This sanction involves removal from on campus housing facilities for conduct that is a serious violation of Housing & Residence Life rules or regulations. Termination may also result from less serious, but repeated, incidents of misconduct.

Serious violations are generally considered those behaviors that are dangerous, highly disruptive and/or belligerent. Such separation may be permanent or for a specific number of semesters. In Housing Contract Termination, the student will be given 24 hours to vacate their on campus living unit.

University of Minnesota Duluth reserves the right to terminate any student’s housing contract for failure to comply with the terms of the Housing Contract, guidebook regulations, or if the student’s actions are found to be detrimental to the mental or physical welfare of other students.

**Housing Relocation**
Housing Relocation involves a mandatory change of room assignment within the Housing & Residence Life facilities for inappropriate behavior in the University community.

**Housing Probation**
Probation involves written notice of behavior that is unacceptable in Housing & Residence Life communities. Probation is imposed for a specific time period.

**Housing Warning**
A warning is given to inform the student that a specific behavior does not meet minimum expectations for on campus living. It is generally imposed following isolated and less serious incidents of misconduct or contract violations. Housing
Warning is not imposed for a specific length of time, but further misconduct may lead to probation, relocation, or contract termination.

In addition to the above sanctions, alcohol and drug education programs, online educational modules, work service, restitution and/or counseling may apply, depending on the situation.

Restitution is not a fine. It is monetary or work reimbursement for actual damage to, destruction of, or misappropriation of University property, or property of any person while on University premises or University-related premises. Restitution may involve paying for damages or community or educational service.

**Appeals**

Students found responsible for a violation of University or Housing policy may submit an appeal. An appeal must be based on an error in the disciplinary process that substantially impacted the outcome. If there is sufficient reason to believe that one or more of the grounds articulated in the student’s appeal letter has merit, an appeal meeting will be scheduled.

Appeals must be filed within five (5) business days of notification of the decision or in accordance with the appeal deadline indicated in the conduct outcome letter. Appeals of relocation or contract termination will be considered only if presented before the onset of the sanction.

Appeals must be in writing and include your name, address, telephone number in room or cell phone number, specific ground(s) of your appeal, and a detailed explanation of the particular ground(s) and argumentation in support of the appeal. Appeal forms can be picked up at the Housing & Residence Life Office in 149 Lake Superior Hall.

Grounds for appeal:

1. New evidence not reasonably available at the time of the conduct meeting,
2. Evidence of a procedural error in the student disciplinary process that substantially impacted the outcome, or
3. Evidence that the sanction is excessively severe.

Grounds for appeal do not include the stress, expense, or inconvenience of relocation, contract termination or suspension; disruption to studies; cost of educational sanctions separation from friends; lack of familiarity with rules; good character; or a personal commitment to behaving better in the future. Sanctions are intended to have significant impact in order to effectively deter students from engaging in future misconduct.

A student who fails to appear for a conduct meeting may appeal but not on the grounds of “new evidence not reasonably available at the time of the meeting.”

Appeal letters will be reviewed upon receipt, and the appeal officer (the Director of Housing & Residence Life or his designee) will determine whether an appeal meeting will be scheduled based on the reasons cited in the letter and the quality of the materials submitted.

Possible appeal outcomes include: 1) uphold the previous decision; 2) change or decrease the sanction; 3) change or increase the sanction; 4) refer the case back for a new conduct meeting.

The decision of the appeal officer is final.
General Information
The UMD Housing Contract (including information in the guidebook and correspondence from Housing & Residence Life) defines the rights, responsibilities, and expectations of both the student and Housing & Residence Life.

The contract is for the entire academic year (or while enrolled at UMD during the academic year) and defines the terms for rooms (in residence halls and apartments) and board (in residence halls). Upon moving in, the student (and his/her parent or legal guardian) is responsible for full contractual obligations. This contract is binding and the student must remain in University housing while registered for courses at UMD during the academic year.

Housing & Residence Life reserves the right to reassign a student to another living area at any time if Housing & Residence Life determines it is in the best interest of the student, other students, or the University.

The University reserves the right to refuse or cancel any contract and/or return any installment payment. Students wishing to live in a University housing facility must meet the following conditions:

- Be officially admitted to the University of Minnesota Duluth
- Be in good academic standing as defined by the University
- Be registered for at least six credits at the University of Minnesota Duluth

Exceptions to this policy must be approved by the Director of Housing & Residence Life or his/her designee.

Dropping below the credit minimum does not automatically release a student from the Housing contract.

Semester Break Housing
Burntside Hall, Vermilion Hall, and Oakland A Apartments are the only University housing facilities open for semester break (December 18, 2015, 8:00 pm to January 12, 2016, 9:00 am). All other University housing facilities are closed for semester break. To qualify for semester break housing, students must meet the following criteria:

1. Reside in Burntside Hall, Vermilion Hall, or Oakland A Apartments on or before December 18, 2015; and
2. Complete a semester break housing request form and submit it to Lake Superior Hall 149 on or before December 4, 2015.

Room Condition Reports
The students assigned to a living unit are provided with a Room Condition Report. When they move in, students are responsible for completing the form and assuring that it accurately reflects the condition of the living unit; students are to note items that are marred, damaged, or missing. When they move out, students will be billed for damages and irregularities that were not noted on the form when they moved in.

Resolving Conflicts: Your Options
Conflict with others is a natural part of life and, sooner or later, we all experience it. Managing conflicts in a healthy, mature manner is part of the University experience. We encourage you to manage conflict by addressing your differing viewpoints with the goal in mind to improve your relationship. If you are experiencing a conflict with your roommate(s), your options include:

1. Discussing the situation with the person directly, and/or;
2. Contacting your RA for advice on how to approach your roommate(s), and/or;
3. Contacting your RA to facilitate dialogue with you and your roommate(s), and/or;
4. Obtaining an Assignment Change Referral form from your RA to relocate to another living unit.
Staff are prepared and willing to assist students with facilitation but are unable to make living decisions for them. The RAs can advise students on how to approach his/her roommates and meet with roommates to facilitate a dialogue, help keep the conversation focused, and encourage civility. Only the students who are living together are capable of resolving their differences. If you do not want to continue living with your roommates (even if you believe they are at fault), it is your choice to stay or move if your roommates are unwilling to move.

If you have concerns about personal safety or security, contact University Police at 218-726-7000 or 911 during normal business hours or 911 after hours.

It is inappropriate for staff to intervene other than to facilitate dialogue between students. Housing & Residence Life staff will not decide who is to move out and who is to stay in a living unit.

**Assignment Changes**

It is important that roommates work together to create a living environment that allows freedom with respect and responsibility. However, should problems arise, students may request an assignment change to another living unit. The Assignment Change Referral Form (available from your RA) must be presented at Housing & Residence Life (Lake Superior Hall 149, 218-726-8178) to obtain a list of on campus vacancies. A student may not move until written approval is received from Housing & Residence Life. Any student moving to another living unit without written approval will be subject to Housing & Residence Life disciplinary action, may be assessed improper check out/check in fines, and may be required to move back to his/her original assignment and/or lose all assignment change privileges.

**Assigning Vacancies**

Students may be assigned to vacancies by Housing & Residence Life (Lake Superior Hall 149, 218-726-8178) at any time. Housing & Residence Life encourages students who are becoming roommates to meet prior to moving. Students are asked to get to know one another and discuss issues important to living together. Due to their absence, current students may not have an opportunity to be informed of or meet with an incoming student during semester break. Should conflicts develop that cannot be resolved and a student opts to move, she/he must follow the Assignment Change procedure. Students who refuse a new roommate or hinder the process (do not respond promptly, respond rudely/coarsely, and/or are not welcoming to students who inquire, etc.) will be referred to the conduct system which may include being assessed the rate noted in the Consolidation Policy (if occupancy permits).

**Single Rooms**

Requests for single rooms will be approved only when space is available. Single room requests should be made to Housing & Residence Life (Lake Superior Hall 149, 218-726-8178). An additional $650.00 per semester will be added to the student's account for assigning a double room as a single in the residence halls; the cost is $790.00 per space per semester in the apartments. University furnishings must remain in the room.

**Consolidation Policy**

If the occupancy of a living unit falls below its established occupancy level, the remaining students have the option to:

1. Accept another roommate(s);
2. Move into another living unit (see Check-Out Procedure);
3. Space permitting, pay an additional amount to keep the living unit below its established occupancy level ($650.00 per space per semester in the residence halls; $790.00 per space per semester in the apartments).

If another roommate(s) is not available, the additional rate will not be charged.

**Payments**

Billing for University Housing fees is included on the billing statement with tuition and fees. Questions regarding housing charges should be addressed to Housing & Residence Life (Lake Superior Hall 149, 218-726-8178). Billing questions...
should be directed to One Stop (Solon Campus Center 23, 218-726-8000). Failure to satisfy financial obligations of the Housing Contract may result in any or all of the following:

1. Denial of meal privileges.
2. Placement of a "hold" on the student's records and/or registration materials
3. Denial of future residence
4. Termination of the contract and eviction
5. Referral of the student's account for collection
6. Referral to the St. Louis County Conciliation Court for legal action

**Contract Cancellation**

A student may be released from his/her contract under the following conditions:

- Official withdrawal from UMD
- Official graduation from UMD
- Legal marriage of the student
- Study Abroad on a UMD sponsored program
- Military Service
- Other conditions may be presented in writing for approval by the Director or his/her designee.

Two weeks written notice and proof of pending withdrawal, graduation, or marriage is required by Housing & Residence Life for cancellation of this contract.

A student who has been released from the Housing Contract for any of the above conditions or whose contract has been terminated by Housing & Residence Life will be assessed a charge through the last night of occupancy and a meal charge through the evening meal of the same night. These charges are prorated on a daily basis. An additional charge of $50.00 will be assessed for cancellation of the contract. The minimum charge assessed for Fall Semester is $200.00. Students who have been officially released from their contract effective at the end of a semester must complete all check-out procedures by 8:00 pm of the last day of exams.

**Personal Property Insurance**

The University and Housing & Residence Life assume no responsibility for theft of, damage to, or loss of money, valuables, or other personal belongings of any student or guest. Students are strongly encouraged to carry their own personal property insurance if not covered by their family's/guardian's homeowners' insurance policy. Students are responsible for damage caused by their actions/inactions.

**Moving Off Campus**

After a student has moved into a University housing facility, the Housing Contract cannot be canceled to move to off-campus accommodations. The Housing Contract cannot be canceled by paying the $50.00 cancellation charge.

A student should not make a verbal or written agreement for off-campus accommodations unless he or she has written approval of contract cancellation. A student is responsible for all charges pertaining to the balance of the Housing Contract until they have been officially released.

**Check-Out Procedure**

During the year when a student receives approval to move out of a living unit (even if just moving down the hall), she/he must:

- Clean the living unit.
- Schedule an appointment with the RA to complete the condition & inventory form.
- Complete the Room Condition Report with the RA and receive a Check-Out Verification Form.
- Lock the door and window(s) to the living unit.
- Bring the Check-Out Verification Form, keys, and parking permit (if moving off campus) to the Housing Information Desk (Lake Superior Hall 189) between 8:00 am and 4:30 pm, Monday through Friday. Students who do not return their keys at the time of check-out will be billed for a lock core change and replacement keys.

Students must check out in person. Students who do not complete check-out procedures will be assessed $50.00 for improper check-out along with charges for cleaning, damages, and/or lock core replacement.
## Appendix A: 2015-2016 Rates & Fees

### Housing & Dining Services Rates

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Meal Plan</th>
<th>Sem Room Amt</th>
<th>Sem MP Amt</th>
<th>Sem Total</th>
<th>Annual Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Res Hall Single</td>
<td>19 Meals Per Week</td>
<td>$1,900</td>
<td>$1,975</td>
<td>$3,875</td>
<td>$7,750</td>
</tr>
<tr>
<td>Res Hall Single</td>
<td>14 Meals Per Week</td>
<td>$1,900</td>
<td>$1,850</td>
<td>$3,750</td>
<td>$7,500</td>
</tr>
<tr>
<td>Res Hall Double</td>
<td>19 Meals Per Week</td>
<td>$1,630</td>
<td>$1,975</td>
<td>$3,605</td>
<td>$7,210</td>
</tr>
<tr>
<td>Res Hall Double</td>
<td>14 Meals Per Week</td>
<td>$1,630</td>
<td>$1,850</td>
<td>$3,480</td>
<td>$6,960</td>
</tr>
<tr>
<td>Res Hall Triple</td>
<td>19 Meals Per Week</td>
<td>$1,575</td>
<td>$1,975</td>
<td>$3,550</td>
<td>$7,100</td>
</tr>
<tr>
<td>Res Hall Triple</td>
<td>14 Meals Per Week</td>
<td>$1,575</td>
<td>$1,850</td>
<td>$3,425</td>
<td>$6,850</td>
</tr>
<tr>
<td>Apartment Double</td>
<td>19 Meals Per Week</td>
<td>$2,295</td>
<td>$1,975</td>
<td>$4,270</td>
<td>$8,450</td>
</tr>
<tr>
<td>Apartment Double</td>
<td>14 Meals Per Week</td>
<td>$2,295</td>
<td>$1,850</td>
<td>$4,145</td>
<td>$8,290</td>
</tr>
<tr>
<td>Apartment Double</td>
<td>5 Meals Per Week</td>
<td>$2,295</td>
<td>$799</td>
<td>$3,094</td>
<td>$6,188</td>
</tr>
<tr>
<td>Apartment Double</td>
<td>Dining Dollars Only</td>
<td>$2,295</td>
<td>$200</td>
<td>$2,495</td>
<td>$4,990</td>
</tr>
</tbody>
</table>

### Other Housing & Residence Life Fees

<table>
<thead>
<tr>
<th>Fee</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improper check-in or check-out</td>
<td>$50.00</td>
</tr>
<tr>
<td>Lock change &amp; new room or apartment keys</td>
<td>$70.00</td>
</tr>
<tr>
<td>Replace exterior door key</td>
<td>$5.00</td>
</tr>
<tr>
<td>Repair or replace equipment checked out from Info Desk</td>
<td>At cost</td>
</tr>
<tr>
<td>Replace movie checked out from Info Desk</td>
<td>$15.00</td>
</tr>
<tr>
<td>Nightly housing rate (outside of occupancy period)</td>
<td>$50.00</td>
</tr>
<tr>
<td>Contract cancellation</td>
<td>$50.00</td>
</tr>
<tr>
<td>Failure to complete sanctioned module</td>
<td></td>
</tr>
<tr>
<td>Failure to complete sanctioned work service hours</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix B: Damage Price List

The following costs are estimated and provided to give a rough idea of what residents can anticipate being charged for various damages. Actual costs for damage may vary from these amounts.

<table>
<thead>
<tr>
<th>Category - Description</th>
<th>Materials Cost</th>
<th>Labor Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cleaning</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apartment</td>
<td>$100 - $160</td>
<td>$100 - $160</td>
<td></td>
</tr>
<tr>
<td>Residence Hall Room</td>
<td>$50 - $100</td>
<td>$50 - $100</td>
<td></td>
</tr>
<tr>
<td>Carpet Stain Cleaning or Repair</td>
<td>$15.00</td>
<td>$50.00</td>
<td>$65.00</td>
</tr>
<tr>
<td><strong>Doors</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heaney Hall – Main Apartment Door Replacement</td>
<td>$790.00</td>
<td>$145.00</td>
<td>$935.00</td>
</tr>
<tr>
<td>Heaney Hall – Bedroom or Bathroom Door Replacement</td>
<td>$117.00</td>
<td>$62.00</td>
<td>$179.00</td>
</tr>
<tr>
<td>Junction/Goldfine/Oakland – Main Apartment Door Replacement</td>
<td>$605.00</td>
<td>$136.00</td>
<td>$741.00</td>
</tr>
<tr>
<td>Junction/Goldfine/Oakland – Bedroom or Bathroom Door Replacement</td>
<td>$67.00</td>
<td>$38.00</td>
<td>$107.00</td>
</tr>
<tr>
<td><strong>Furniture</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Couch or Chair Seat or Back Repair</td>
<td>$75.00</td>
<td>$6.00</td>
<td>$76.00</td>
</tr>
<tr>
<td>Desk – Top or Side Panel Replacement</td>
<td>$50.00</td>
<td>$10.00</td>
<td>$60.00</td>
</tr>
<tr>
<td>Mattress Replacement</td>
<td>$110.00</td>
<td>$5.00</td>
<td>$115.00</td>
</tr>
<tr>
<td><strong>Refrigerator Parts</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drawer</td>
<td>$40.00</td>
<td>$6.00</td>
<td>$46.00</td>
</tr>
<tr>
<td>Shelf</td>
<td>$30.00</td>
<td>$6.00</td>
<td>$36.00</td>
</tr>
<tr>
<td>Handle</td>
<td>$25.00</td>
<td>$6.00</td>
<td>$31.00</td>
</tr>
<tr>
<td><strong>Toilet (Apartment)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilet Seat Replacement</td>
<td>$40.00</td>
<td>$5.00</td>
<td>$45.00</td>
</tr>
<tr>
<td>Toilet Bowl Replacement</td>
<td>$67.00</td>
<td>$58.00</td>
<td>$125.00</td>
</tr>
<tr>
<td>Toilet Tank Replacement</td>
<td>$56.00</td>
<td>$58.00</td>
<td>$114.00</td>
</tr>
<tr>
<td>Full Toilet Replacement</td>
<td>$123.00</td>
<td>$87.00</td>
<td>$210.00</td>
</tr>
<tr>
<td><strong>Walls</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hole – Sheetrock (Small, &lt;6”)</td>
<td>$5.00</td>
<td>$50.00</td>
<td>$55.00</td>
</tr>
<tr>
<td>Hole – Sheetrock (Large, &gt;6”)</td>
<td>$100.00</td>
<td>$64.00</td>
<td>$164.00</td>
</tr>
<tr>
<td><strong>Windows &amp; Screens</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screen Replacement (mesh only)</td>
<td>$5.00</td>
<td>$25.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Screen &amp; Frame Replacement</td>
<td>$20.00</td>
<td>$6.00</td>
<td>$26.00</td>
</tr>
<tr>
<td>Thermopane Window Replacement (Apartments)</td>
<td>$78.00</td>
<td>$62.00</td>
<td>$140.00</td>
</tr>
<tr>
<td>Single Pane Window Replacement (Apartments)</td>
<td>$59.00</td>
<td>$61.00</td>
<td>$120.00</td>
</tr>
</tbody>
</table>