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Mission Statement

The mission of UCR Housing, Dining & Residential Services is to provide a safe, inclusive and diverse living experience that supports academic success and personal development.
Dear Resident:

On behalf of the entire Housing, Dining & Residential Services team, I’d like to thank you for living with us this year. I know you will be as delighted to be here as we are to have you living with us. As a former UCR resident, I know of the new journey and experiences on which you are about to embark.

On-campus living is an enriching part of your education, which allows you to become an active member of the college community. Part of the college experience is learning to live and work with others. Our goal is to provide you a suitable place to live at UCR that has an environment conducive to academic, social, cultural, and personal growth. We provide you with a variety of programs and activities that will supplement and/or complement your in-classroom educational experience. You will be educated as to the responsibilities of living as an adult in the UCR Housing community in order to create a positive living environment.

The Campus Apartments offer a unique educational opportunity; they are more than just a place to eat and sleep. There are opportunities to expand your own personal horizons through involvement in activities. Your community is composed of people from various backgrounds. For this reason, you will meet many new people and form friendships that would not occur in a more restrictive environment. This is important because it will challenge you to figure out ways to help all of us survive by living together in a productive manner, emphasizing our common humanity rather than our differences.

Your residential environment will be enhanced by your energy and enthusiasm. We cannot create your community; only you and your community-mates can do that. It takes courage, consideration, responsibility, and amiability to keep a Campus Apartment community functioning at its optimal level. An understanding of and respect for the rights and interests of others is a key to making the residential experience meaningful for all.

This handbook is designed to acquaint you with the opportunities, benefits, and necessary regulations of residential life. Let it be your guide to your living experience. We believe in providing a supportive and respectful environment, and are committed to helping you meet your needs. Please read through this entire handbook; it is part of your housing contract and you will be held responsible for its contents. While every effort has been made to be accurate and complete, all information in this handbook is subject to reasonable changes.

It is my hope that the 2014-2015 school year is a rewarding experience for you. I treasure my memories and experiences of living on campus, and know you will too.

Sincerely,

Andy Plumley
Assistant Vice Chancellor
Housing, Dining & Residential Services

Welcome to the UCR Campus Apartments
ABOUT THE COMMUNITIES

UCR
Apartment Communities

We believe that on-campus living is an enriching part of your overall education. Our goal is to provide you with a suitable place to live at UCR: an environment that’s comprised of peers engaged in similar pursuits, located in close proximity to campus, and conducive to academic, social, cultural and personal growth.

It is our hope that on-campus housing will provide an environment that encourages your academic pursuits as well as your personal growth. To that end, we strive to provide you with a variety of programs and activities that will supplement and/or complement your in-classroom educational experience. We also strive to provide you with a safe and open-minded atmosphere in which the responsibilities of living as an adult and creating a positive living environment are fostered.

Our various apartment residences — Bannockburn Village, Falkirk, Glen Mor, Oban, The Plaza and Stonehaven — are not merely places to eat and sleep. They are each self-contained communities composed of you, your roommates, your fellow residents and all of us who work for Housing, Dining & Residential Services.

This resident handbook will provide direction for your interaction with others and your relationship with the living environment at your particular residence. It contains campus and community phone numbers, clarifications of housing policies, helpful hints, as well as a map of each apartment community. It’s very important that you realize that this handbook serves as a legally binding extension of your Campus Apartment Contract. As such, you are responsible for adhering to all policies/procedures contained within it. While every effort has been made to be accurate and complete, all information in this handbook is subject to reasonable changes.

Again, we welcome you. Your choice of on-campus housing makes you an integral part of the university community and not merely a daily visitor to the campus. Our staff looks forward to being members of your community and having the opportunity to serve you.

ABOUT COMMUNITY NAMES

Many of UCR’s housing communities are named for notable places in Scotland, as befitting our Highlander heritage. Here are the tales behind the names:

Bannockburn Village
Opening in the 1970s, the alpinesque Bannockburn Village is named after the Bannock Burn, a burn (small stream) running through the village before flowing into the River Forth.

But Bannockburn is best known for The Battle of Bannockburn (1314), a decisive victory in the Wars of Scottish Independence. Scottish King Robert Bruce defeated England’s king Edward II; within a decade Scotland was free of British rule.
Falkirk  
Featuring two-bedroom, one-bedroom and studio apartments, along with a large pool and spa, Falkirk is named after a town in central Scotland, northeast of Glasgow.

The Battle of Falkirk (1298) was immortalized in the movie “Braveheart,” with Mel Gibson portraying real-life Scottish hero William Wallace, who was defeated here by King Edward I of England.

Glen Mor  
Glen Mor was designed for second-year students (and beyond) transitioning out of the Residence Halls — combining the programming of the Residence Halls with the independent living of a traditional Campus Apartment. In 2014, an eight-building expansion opened, making Glen Mor UCR’s largest Campus Apartment community.

Glen Mor (Gaelic for “Great Valley”) is named after a scenic valley that extends 60 miles in the Highlands of north-central Scotland. Among its many features: the famous Loch Ness, home of the Loch Ness monster.

Oban  
Located immediately adjacent to Bannockburn Village, The Plaza and the Housing Administration offices, Oban features one-and two-bedroom apartments, with a private bathroom for every bedroom and a beach volleyball court.

Oban (Gaelic for “The Little Bay”) is named for a picturesque resort town on Scotland’s west coast. The town is dominated by McCaig’s Tower, a faux Colosseum built by an idealistic banker more than 100 years ago. The project died when its investor did, with only the outer walls built. It’s now a park and tourist attraction.

Stonehaven  
Stonehaven offers the luxury of a gated community with on-site surveillance, furnished units and its own swimming pool.

It’s named after a small town on Scotland’s northwest coast, perhaps best known for Dunnottar Castle, built on a rocky outcropping into the North Sea that makes it virtually impregnable. The castle was used in the 1990 movie, “Hamlet”, and is regularly used in promotional materials by the Scottish tourism industry.
RESIDENCE LIFE STAFF

The emphasis of the Residence Life staff is developing an atmosphere which enables you, the resident, to excel academically and which provides you with the opportunity to participate and enjoy activities of social, cultural, educational and recreational interest. To this end, the Residence Life staff schedules programs, events and activities throughout the year and provides direct assistance—both of a housing and personal nature—to residents during and after “regular business hours.”

The staff ranges from student Resident Advisors (RAs) to the full-time professional staff responsible for either your community or all of the thousands of residents who live on campus.

RESIDENT ADVISORS (RAs)

RAs hold one of the fundamentally important roles on campus and, as such, have undergone one of the most rigorous hiring processes on campus. As your peer, the RA is extremely approachable and always available. With their in-depth training, the RA is able to assist you with all sorts of maintenance and health emergencies, as well as personal dilemmas and roommate conflicts.

There is an RA on duty at each property whenever the RSO is closed. They can be reached by cell phone. Look in the directory of this Handbook for your community’s after-hours phone number.

RESIDENTIAL SERVICES OFFICE STAFF

The Residential Services Office (RSO) staff, with the exception of student staff, are full-time professionals who provide direct service to students and the public, and are easily accessible to all residents, staff and faculty.

The RSO staff are here specifically to assist residents with their needs to create the most comfortable living environment in the community. If you have service questions, need special assistance, get locked out of your unit or want to check out available recreation equipment, these are the helpful people who can assist you.

IMPORTANT PHONE NUMBERS

Numbers for your Residential Services Office, and the RA on Duty, are listed in the Directory in Section VI of this Handbook.

Your Home

ROOMMATES

You and your roommate(s) will be sharing the same living space for the entire school year. Ideally you will become good friends. However, because you have different attitudes and opinions, it may take time to develop an understanding that makes a positive relationship. It may be difficult to talk about differences when you and your roommate are first getting to know each other.

To live together you will need to realize and resolve your personal differences early in the year. The first step is to discuss the things each of you value, such as your backgrounds and lifestyles. Sharing background information is an easy way to begin to get to know your roommate. Topics such as birthdays, hometowns, academic interests and knowledge of UCR are good starting points.

Understanding Each Other and Conflict

To get along well with your roommate, it is important to understand how your roommate feels in certain situations. Most conflicts can be solved through open communication. If you can share your feelings and reactions in some of the following situations, you will
be ahead of the game in understanding and empathizing with each other during the ups and downs of college life. Remember, consideration, communication and compromise is essential in developing a good relationship with your roommate.

Be sure to take some time to talk over when and how you behave under the following conditions:

- When you are under pressure, you react by...
- You become easily annoyed when...
- When you are depressed, you act like...
- Some things that make you tense are...
- When you would rather be alone, you...
- When angry, you let people know by...
- When you meet new people, you act like...
- When you are down, you cheer up by...

Visitors and Overnight Guests
It is critical that you and your roommate(s) come to some agreement concerning visitors. Talk to your roommate(s) and decide what time is best for visitation. You are responsible for your guest(s) behavior. If you have a roommate with friends who stay up late when you need to study or sleep, you may be in a bind. There is a limited allowance for guests (see Student Conduct Policy 1.14).

Note: You are always responsible for your guests and will be held financially responsible for damages caused by your guests. You are subject to disciplinary action if your guest violates university regulations. Please inform your guests of Campus Apartment policies.

The bottom line is that each of you has your own right to privacy and right to say no to guests. Your mutual understanding and cooperation is essential. RAs can assist you in coming to this understanding.

Talking It Over
By this time you have probably realized that communication is the key to successful apartment living and interactions of all kinds. Strive to keep the communication channels open. Chances are that, if something is bothering you, it is also bothering your roommate. It’s not easy to keep your feelings bottled-up inside. Be honest but tactful when talking to your roommate. Talk to your RA when you need assistance with conflicts.

Roommate Ground Rules
To help you develop a good relationship with your roommate, we have suggested that consideration, communication, and compromise are key factors. The following will help you zero in on some typical lifestyle issues, allow you to examine the different ways that you and your roommate approach issues, and give you the opportunity to work out methods of resolving differences BEFORE conflicts arise.

ROOMMATE RESPONSIBILITIES
It is important for roommates to share responsibilities that are a part of the Campus Apartment experience. Responsibilities include:

1. Making sure your apartment is secure. Lock your apartment doors and windows whenever you leave.
2. Cleaning the apartment, vacuuming, making beds, emptying trash and picking up/tidying the room, etc.
3. Splitting costs for telephone service (at some communities) and other shared amenities (such as premium cable channels or Internet services).
These are all-important matters that cannot be neglected.

**About Your Apartment**

The various apartment communities operated by HDRS offer different amenities. Glen Mor and Stonehaven are fully furnished; The Plaza, Oban and Falkirk are unfurnished; Bannockburn Village offers some of each.

All apartment units provide heating & air conditioning, and private bathrooms and kitchens (except at Bannockburn, which features shared kitchens and/or shared baths in some units). All units have refrigerators; many have microwave ovens and/or dishwashers.

If your apartment comes furnished, all furniture is to remain in the unit. Communities do not have storage space for unwanted furniture. University furniture may not be stored off-campus.

**Smoke detectors and other fire-suppression devices are provided in each unit for your safety and that of others and must not be tampered with.** All extension cords must have a UL rating of at least 13A, 120V, 2- or 3-wire. The Fire Shield brand indoor extension cords model #90259, which can be purchased at most major hardware store outlets, are highly recommended.
### Glen Mor Student Apartments

<table>
<thead>
<tr>
<th>Service</th>
<th>Included (basic cable only)</th>
<th>Electrical</th>
<th>Included</th>
<th>Internet</th>
<th>Included</th>
<th>Natural Gas</th>
<th>N/A</th>
<th>Telephone</th>
<th>Included (local calls only)</th>
<th>Water</th>
<th>Included</th>
</tr>
</thead>
</table>

### Oban Student Apartments

<table>
<thead>
<tr>
<th>Service</th>
<th>Included (basic cable only)</th>
<th>Electrical</th>
<th>Included (monthly limits)</th>
<th>Internet</th>
<th>Included</th>
<th>Natural Gas</th>
<th>Included</th>
<th>Telephone</th>
<th>AT&amp;T</th>
<th>Water</th>
<th>Included</th>
</tr>
</thead>
</table>

### The Plaza

<table>
<thead>
<tr>
<th>Service</th>
<th>Included (basic cable only)</th>
<th>Electrical</th>
<th>Included (monthly limits)</th>
<th>Internet</th>
<th>Included</th>
<th>Natural Gas</th>
<th>Included</th>
<th>Telephone</th>
<th>AT&amp;T</th>
<th>Water</th>
<th>Included</th>
</tr>
</thead>
</table>

### Stonehaven Student Apartments

<table>
<thead>
<tr>
<th>Service</th>
<th>Included (basic cable only)</th>
<th>Electrical</th>
<th>Included (monthly limits)</th>
<th>Internet</th>
<th>Included</th>
<th>Natural Gas</th>
<th>N/A</th>
<th>Telephone</th>
<th>AT&amp;T</th>
<th>Water</th>
<th>Included</th>
</tr>
</thead>
</table>

### Newspapers

- **The Press-Enterprise** (951) 684-1200
- **The Wall Street Journal** (951) 351-3200
- **Los Angeles Times** (800) 252-9141
- **USA Today** (866) 602-0746

Call newspapers directly to arrange doorstep delivery at normal rates.

### Telephone Service

- **AT&T**
  - (800) 310-2355

We require that all residents have a current telephone number on file at the Residential Services Office.

**Bannockburn Village, Falkirk, Oban, The Plaza and Stonehaven residents only:** Your apartment is equipped with at least one functional telephone connection. You will need to arrange for service and provide an actual telephone. If you desire an additional telephone connection, special telephone services or billing assistance, you will need to contact AT&T, our local telephone service provider. Long distance service may be arranged with alternate companies.

In addition to ensuring that at least a minimum number of telephone connections in your apartment are operational, we are also responsible for maintaining the condition of existing interior telephone wiring. If you do not have at least one operational telephone...
connection upon move-in or if, during your residency, you encounter problems with your telephone service, please contact the Residential Services Office for assistance. Repairs that are determined to be within our realm of responsibility will be arranged and/or paid for by HDRS.

**Glen Mor (Buildings A-E) only:** Basic telephone service, as well as all on-campus calls, are free. You are required to provide the telephone handset. Each apartment bedroom has one phone line. The connection is on when you move in. Phone service for campus, 911, incoming and local calls are included in your housing fees. For calling long distance and international, residents will need to use an Authorization Code. To receive this code, e-mail dial@ucr.edu and include your name, SID, building and room number, and a contact number where you can be reached to receive your code. Authorization codes must be kept confidential, as you will be held responsible for all charges made with the authorization code issued to your student ID number.

**Glen Mor (Buildings F-M) only:** There is no wired phone service in your buildings. However, there are emergency phones on each hall.

- **Charges and Billing.** There is no charge for an authorization code. You will only be billed for off-campus calls that require you to enter your authorization code to complete the call. You will be able to view your toll charges online by using your Student ID Number and Authorization Code at the following web address: www.tag.ucr.edu/studentbill. Charges will be assessed each month by Student Business Services and can be viewed at www.growl.ucr.edu. Your invoice is payable by credit card (online at the Growl site only), or by cash or check at the Main Cashier’s Office (900 University Ave., Student Services Building, Room 1111, Riverside, CA 92521). A late fee is charged for payments not paid by 4pm on the 15th day of the month, or the Friday prior to the 15th when the 15th falls on a weekend or holiday.

- **Your Room Telephone Number.** Your telephone number will be (951) 827-xxxx. You will receive the last four digits of your telephone number with your housing assignment brochure, which will be mailed to you prior to move-in.

- **On-Campus Calling.** There is no charge for on-campus calls. To dial another campus number, you will need to dial “2” and the last four digits of the telephone number you wish to call. For example, if you wish to call the telephone number of (951) 827-1234, you would dial 2-1234.

- **Inquiries.** If you have any questions about your charges or the services provided by the Communication Services Office, send e-mail to: dormtel@pop.ucr.edu or call (951) 827-4624. When sending e-mail, please provide your full name, student ID number, room number and telephone number.

**Water Service**

HDRS pays for your water service. Your conservative use of water is, therefore, much appreciated and will help keep your rent from increasing.

You can help us conserve water by taking reasonable showers/baths, turning off the water while shaving and brushing your teeth, washing only full loads of laundry, and by promptly reporting the following concerns to the Residential Services Office: drippy faucets or showers; toilets that continuously “run”; and continuously flooded areas on your community’s property.

In most cases, residents will be given advance notification of an intended shutoff of water service. However, during emergencies (e.g., broken water lines), water service to your community, or to specific buildings within it, may be shut off without advance notice. We apologize in advance for these inconveniences and thank you for your patience while related repairs are in progress.
KEYS & LOCKS

Each resident will be issued keys at move-in: one for the entrance to their apartment and bedroom (if applicable), one to access common areas, and one mailbox key. Only one “set” of keys will be issued for each contracted resident.

The key for your apartment entrance will be issued to you on your contracted move-in date upon verification of payment of your first month’s rent at the Residential Services Office. Your mailbox key will be issued to you upon completion of your Move-In Inspection. Upon move-in, residents are asked to complete their Move-In Inspection and return it within three business days.

Common keys will allow you access to the shared (or common) areas at each community, including study lounges, meeting rooms, pool areas, mailrooms, laundry rooms and computer rooms, among others. (Consult the map at the back of this handbook for the exact location of facilities in your community.)

Your apartment door is equipped with a deadbolt in order to help ensure your security and peace of mind. Upon move-in, your apartment entry door should close without undue force and the deadbolt should perform likewise. If there is a discrepancy in either of these areas, please submit a Service Request at www.housing.ucr.edu. Always lock your door when you depart regardless of the length of time that you intend to be gone. Always carry your keys with you in order to avoid such accidents as lockouts.

Please report lost keys to the Residential Services Office or RA On Duty immediately. For the safety of the resident, lost keys will result in immediate lock change at the expense of the resident. If you have locked yourself out of your apartment, a loaner key may be issued to you during regular RSO hours of operation, following personal identification, for a maximum period of 15 minutes. Upon checkout, if an apartment key is not returned within 1 hour HDRS must necessarily assume the key(s) is lost and that the security of your apartment has been jeopardized—NO EXCEPTIONS. The resident will be responsible for the cost to replace keys and/or deadbolts, as required.

When locked out after RSO hours, the RA On Duty can let you into your apartment/room (following personal identification). You are allowed three lockouts per academic quarter without a fine.

Key/lock-out charges are assessed as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Replacement (room, apartment or house key)</td>
<td>$30</td>
</tr>
<tr>
<td>Replacement of any lock (Core charges)</td>
<td>$60</td>
</tr>
<tr>
<td>Replacement of mailbox key</td>
<td>$25</td>
</tr>
<tr>
<td>Failure to return key at checkout, per key</td>
<td>$50</td>
</tr>
<tr>
<td>UCR Card Replacement (issued by the UCR Carding office)</td>
<td>$20</td>
</tr>
</tbody>
</table>

Roommates will receive new keys without a charge. “Repeated” lockouts (i.e., more than three per quarter) will result in a $5 charge for each additional lockout during the quarter and possible disciplinary action.

Residents are not permitted to replace or install additional locking and/or security devices (e.g., slide bolts, chain locks, audible or inaudible alarms, etc.) of any type on any apartment doors. These devices prevent access by HDRS staff in the event of an emergency, as well as often giving a false sense of security. If unauthorized locking and/or security devices are discovered in an apartment at any time during residency, residents will be notified of the immediate intent of our staff to take corrective measures at the expense of the resident (i.e., labor and materials).
Please avoid propping open common-area doors with rocks, self-installed doorstops or other items. This compromises the security of the facility (i.e., makes the community more susceptible to crimes of vandalism and theft), as well as the safety of other residents.

If you have a security concern, immediately contact a housing staff member, the RSO or the RA on Duty. Your safety and security are our highest priority.

**GUESTS**

Please thoroughly review Section 1.14 (Guests) of the Student Conduct Policies in this handbook for specific details regarding guests.

If you have a roommate, please be courteous and discuss your plans with them prior to the arrival of visitors. It would be helpful for the two of you to sit down at the beginning of your relationship to define your own apartment policy concerning visitors. When are appropriate times for visitors? How many? How often? How will noise and other issues of privacy and mutual respect be confronted? Avoidance of these issues initially often leads to unnecessarily convoluted challenges later.

Guests will need to purchase a Visitor Parking Permit from either a self-serve dispenser on site, Parking Services (683 Linden Street), or an Information Kiosk located at one of the main entrances to campus for the appropriate length of their stay. Consult Student Conduct Policies 1.14 for the maximum number of guests allowed in your apartment at any one time.

**PETS**

**NO PETS ARE ALLOWED** in Campus Apartment communities, with the exception of service animals and fish in an aquarium (30-gallon maximum). If pets—animals, reptiles, birds, rodents, insects, etc.—are discovered in an apartment at any time during residency, residents will be asked to remove them and may themselves be subject to legal eviction, fines and/or cleaning fees.

We are lucky enough to live in a rural area that still affords us the opportunity to view wildlife in the wild. However, it is extremely important for the safety of both people and wildlife that you do not feed, house, or in any other way seek to attract wildlife onto UCR property. If you observe wildlife in the area, please keep a respectable distance and demeanor. If you are concerned with the existence of particular wildlife on the property, please contact the Residential Services Office and we will seek a humane solution to the situation.

**SOLICITATION**

University policy states that solicitation of any kind is not permitted on university property. Solicitors are oftentimes assessing the prospects of successfully committing a crime in the area.

If a solicitor comes to your door:

1. Do not open the door
2. Ask the person to leave
3. Call the Campus Police at 827-5222 with an accurate description
4. Notify the Residential Services Office or the RA on-duty

**STAFF ENTRY**

HDRS staff may enter your room under conditions outlined in your contract and in Student Conduct Policies 2.14 (Entering Rooms). They include, but may not be limited to, the following:

- HDRS staff may enter your room for health and safety emergencies, such as accessing electrical breaker boxes during a power outage. Otherwise, a minimum of 24 hours notice will be given in writing.
In your absence, HDRS staff may enter your apartment to silence noise (e.g., alarm clocks, stereos, telephones, etc.) that result in complaints from your neighbors.

The Campus Police will be contacted to conduct search and/or seizures for suspected violation(s) of university policy, state or federal law(s).

If you have questions or concerns with regard to these policies, please direct your concerns, in writing, to the Director of Residence Life, 3595 Canyon Crest Drive, Riverside, CA 92507 or housinginfo@ucr.edu.

### Custodial & Maintenance

#### BANNOCKBURN VILLAGE, FALKIRK, OBAN, THE PLAZA & STONEHAVEN:

You are responsible for cleaning your own apartment. Custodial staff is responsible for cleaning exterior common areas. Please remember that common areas are only cleaned once a day, Monday through Friday.

**What Custodial Will Clean**
- Trash and recycling from exterior common areas, lounges and public restrooms
- Hallways and meeting rooms
- Windows

**What Custodial Won’t Clean**
- Custodial does not clean or vacuum inside student apartments
- Custodial will not pick up or clean excessive trash or messy areas from the lounges/common areas because of overnight parties; if custodial is instructed to clean excessive messy areas by a supervisor, this may result in charges to the residents

#### GLEN MOR:

Housekeeping staff cleans bathrooms, kitchen areas and living rooms once every two weeks. Housekeeping does not pick up after residents, wash dishes, vacuum or take out trash.

### SERVICE REQUESTS

One of the most important tools you have as a Campus Apartment resident is the Service Request. If something in your apartment malfunctions or breaks, or if you notice something out of order on the property in general, please submit an online Service Request at www.housing.ucr.edu to repair and/or replace broken items.

You will need to provide your name, apartment number, phone number and the nature of the problem. In general, you are granting permission for our staff to enter your apartment to remedy the situation if you are not at home. However, if you want to be in your apartment when entry is made, contact your RSO to schedule a service appointment.

Our staff responds to Service Requests regarding heating and air-conditioning, water leaks, burned out light bulbs, malfunctioning toilets, broken garbage disposals, grounds maintenance and lock and key issues, among many others. Many repairs are completed...
free of charge. Ask Residential Services Office staff whether or not you may be charged for a particular repair.

Our maintenance staff works Monday to Friday from 8am–12am, and are on call for emergencies 24 hours a day. Service requests are usually completed within 48 hours, depending on availability of materials. Request a follow-up if the work has not been completed within a reasonable amount of time.

Following is a sample list of items for which our staff **WILL NOT** provide assistance, and residents should refrain from installing:

- Curtain rods
- Mini-blind valences
- Additional window coverings
- Additional bedroom doors
- Additional entry door locks & security devices (please see section entitled "Keys/Door Locks" under Resident General Information)
- Additional lighting

Residents are not permitted to repair damages to university property. Unauthorized repairs will be corrected at an appropriate charge to the resident. Damages or malfunctioning items should be reported online or at the Residential Services Office promptly since many problems only worsen as more time elapses.

Staff is available 24 hours to assist you and conduct repairs. After hours, staff usually only conduct repairs for emergencies. If a situation compromises a resident’s health and/or safety, or if it will escalate damage to property, it is considered an emergency. If not, the situation will be noted and handled appropriately on the next business day.

**CEILINGS AND WALLS**

Residents are not permitted to paint the walls or ceilings of their apartments. Residents are not permitted to puncture apartment ceilings in any fashion (e.g., nails, hooks or other hanging devices).

In general, avoid doing anything to ceilings and walls that may damage them. Do not stick bottle caps to acoustic ceiling. You will, of course, be responsible for any damages or additions including, but not limited to, the following: holes; stickers or decals; gouges; "graffiti"; wall coverings (e.g., wallpaper, contact paper, adhesive borders); unauthorized painting, etc.

If unauthorized painting is discovered in an apartment at any time during residency, residents will be notified of the immediate intent of our staff to take corrective measures at the expense of the resident (i.e., labor and materials). Walls can be cleaned, if necessary, by using mild all-purpose cleaners or a soap and water solution. An all-purpose cleaner will also work well for cleaning interior woodwork.

If a mold/mildew condition develops on bathroom walls or ceilings, purchase a mildew-removing product at a local store. Water leaks from ceilings or fixtures should always be considered an emergency. Report leaks to the Residential Services Office or the RA after hours immediately. We would also appreciate it if you would place a pot or bucket under water leaks temporarily until our maintenance staff arrives.

**DECORATING**

HDRS encourages you to direct energy into creating an environment inside of your apartment that is comfortable, welcoming, and that defines you by decorating with bedspreads, pictures, posters, lamps, plants, bathroom and kitchen accessories, furniture, rugs, etc. Be careful to avoid doing anything that may damage the interior or exterior of the apartment, including but not limited to ceilings, doors, walls, standard furnishings and appliances, or floor coverings. You may not apply items of any sort to windows, to door exteriors, or to exterior building surfaces. We strongly suggest reviewing the sections of this handbook entitled “Ceilings & Walls” and “Standards” before getting started.
Of course, your imprint on your apartment should be removed upon move-out. Failure to do so may result in charges to you.

**See Student Conduct Policies (Section V) for more information.**

**FLOORING**

All apartments contain carpeted living areas. Care should be taken to keep carpets dry and stain-free. Spills should be given appropriate and prompt attention. The local supermarket sells some effective carpet stain removers (e.g., Resolve) that can be safely used in small doses to clean apartment carpets. Harsh chemicals that may damage or otherwise discolor carpets should not be used. Avoid scrubbing carpets with heavy or prolonged force since this can irreversibly damage them. It is worth noting that HDRS is often able to remove carpet stains at a cheaper cost to you than the cost of damages done in your personal attempts to remove stains.

One of the best ways to keep carpets in good condition is to vacuum regularly. Contractually, all residents are charged a standard carpet cleaning charge which is based on the size of the unit in question and the length of your residency. This charge covers the cleaning of carpet that closely resembles the condition of the carpet upon your move-in, with allowances made for reasonable wear and tear.

There may be additional charges for stains or damages not noted on your Move-In Inspection form or otherwise accounted for by HDRS staff.

Most bathroom and kitchen areas have vinyl floor coverings. Keeping these areas clean helps prevent pests, tracking of dirt and water onto carpeted areas, and charges to you upon move-out. Vinyl floors do not need to be waxed. However, they should be mopped or cleaned with a sponge or rag regularly using a soap and water solution or a floor cleaner purchased at a local store (e.g., Spic ‘n’ Span, Pine-Sol, Mr. Clean).

**HEATING & AIR-CONDITIONING**

All Campus Apartments are equipped with heating and air-conditioning. In most communities, heating and cooling is controlled by setting a wall thermostat (similar to the one at your home) to a specified setting (i.e., Heat or Cool) and to a preferred temperature.

Some apartments have a switch high on the wall in your hallway that must be flipped “on” so that the fan, which blows the warm or cool air, will operate.

At most (but not all) Bannockburn Village apartments, existing wall thermostats for heating and cooling are used only to select the Heat or Cool mode, **NOT** to select a preferred room temperature, as they appear to do. Once the specified Heat or Cool mode is chosen using the wall thermostat, the fan must be turned on in order for warm or cool air to blow into the room. The on/off switch for the fan may be located in one of the following locations:

- Directly above the wall thermostat
- Near a ceiling vent in the designated room
- In the gray electrical panel for your apartment (the correct breaker switch should be labeled on the inside of the panel door); electrical panels are most often located near the front door inside apartments or just outside the front doors
- Note: Electrical panels for Bannockburn Suites (BBS) are located in the Common Kitchen area

In these apartments, residents will be able to have only heating during cooler months and air-conditioning during warmer months, but not both. Twice a year, HDRS maintenance staff must enter Bannockburn apartments to switch thermostats from heating to cooling, and back again.

**Energy Use and Conservation**

Please note that your heater and air-conditioner are the two most costly conveniences that you will operate in your apartment. Even in communities where
utilities are included in your rent, we hope you realize the influence that extravagant usage will have on future rental and utility rates, as well as the environment. Whether the rising cost of the electricity that runs your heater and air-conditioner has a deleterious effect on your finances or not, wasteful use of electricity and the devices that it operates definitely has a harmful effect on the environment.

Please remember that the electricity that operates the lights in your apartment does not originate at your light switch but at an electric power plant. The power plants that actually generate your electricity are often burning nonrenewable fossil fuel resources that contribute to air pollution. Be wise; conserve energy as much as possible!

When operating your heating or air conditioning, please keep your windows closed. And please turn off units when not in your apartment.

**LIGHTING**

All apartments are equipped with standard light fixtures with functioning light bulbs. Replacement of fluorescent bulbs is completed by HDRS maintenance staff. Replacement of incandescent light bulbs when they burn out is completed by the resident. Do not use incandescent light bulbs stronger than 60 watts because they exceed the maximum wattage limit of existing fixtures and pose an extreme fire hazard. Our maintenance staff will replace any burned out incandescent bulbs for a charge of $5 each; submit an online Service Request at www.housing.ucr.edu.

HDRS maintenance staff will also replace burned out light bulbs in refrigerators, ovens, stove hoods and porches for a $5 fee.

All standard light fixtures must have a functioning (though not necessarily new) light bulb upon your move-out in order to avoid a replacement charge for each missing or burned out light bulb.

The use of tall, torchiere-style halogen light fixtures is **PROHIBITED**. These fixtures pose an extreme fire hazard. Residents assume full responsibility for any damages incurred as a result of these fixtures.

**KITCHENS & BATHS**

**Dishwashers**

Many apartments come equipped with a dishwasher. In order to help reduce maintenance problems, the following guidelines should be followed:

- Always rinse and/or scrub dishes before placing them in the dishwasher, especially if the load of dishes will not be cleaned on the same day that they are placed in the dishwasher.

   - Use only detergents labeled as an “automatic dishwasher detergent,” not one for hand washing dishes.
   - Use dishwasher detergent in minimal amounts or as directed on the product label.
   - Submit an online Service Request at www.housing.ucr.edu if water squirts out of a chrome device near your faucet during dishwasher operation, if dishwasher fails to operate or for any other malfunction during dishwasher operation.

**Garbage Disposals**

Nearly every kitchen sink is equipped with a garbage disposal. Disposals are able to “digest” only certain types of food items. To ensure that your disposal continues to operate properly, please adhere to the following guidelines:

- Immediately, before placing food items into the disposal, turn it “on” and run cold water into it.
- Most fruits, vegetables, meat, and fish can be placed into the disposal while it is “on” and cold water is running into it.
- Do not wait for the garbage disposal to become full before operating it.

The following is a sample list of items, which should **NOT** be placed into a garbage disposal:
Stringy food items such as corn husks, potato peels, artichoke leaves or celery stalks

Metal parts/pieces, cigarette butts, glass, clothing, rocks/gravel, paper or plastic parts/pieces

Grease/cooking oils, fruit seeds/pits, bones, coffee grounds, banana peels, fruit peels/rinds, noodles, rice or lettuce

If your garbage disposal stops operating, **DO NOT** stick your hand or any other probing object into it. Switch the disposal “off” and submit an online Service Request at www.housing.ucr.edu.

If you switch “on” your disposal at any time and it makes unusually loud or irregular sounds, immediately switch it “off” and submit an online Service Request.

Your garbage disposal Service Request is processed free of charge by our maintenance staff unless evidence of an inappropriate item (see above) is found during the repair. In such a case, you would be responsible for the cost of the repair, including replacement of the disposal, if deemed necessary by the maintenance staff.

**Plumbing**

Water that is leaking or overflowing from sinks, toilets, showers and tubs is considered a high priority because of the potential for extensive damage. Always treat water leaks, water overflows or improper draining as an emergency and call the Resident Service Office or RA after hours to report the situation immediately.

Never flush paper towels, feminine hygiene products, or any other item not described as toilet tissue/paper down a toilet regardless of what the product’s packaging may state. If your toilet water does overflow, the first thing to do is to shut off the water supply to the toilet by twisting (to the right) the valve located behind the toilet near the floor. Next, contact the Residential Services Office or RA on Duty. If a sink, shower or tub does not drain properly, never use drain-clearing chemicals (e.g., Liquid Plummer, Drano, etc.). Contact the Residential Services Office or RA on Duty immediately.

Though not an emergency, water dripping from faucets or showerheads and toilets that “run” continuously are wasteful and should be reported online at www.housing.ucr.edu.

**Refrigerators**

All apartment kitchens are equipped with a refrigerator of a size specified for your particular apartment. Alternate sizes are unavailable and university-provided refrigerators cannot be removed and/or stored by HDRS.

Your refrigerator will operate most effectively and efficiently when it is set at a midrange temperature setting—usually 4–6 on the temperature dial. We suggest that you resist the urge to set the temperature dial at higher settings. If you feel that your refrigerator is not cooling or freezing food items properly, please submit a Service Request online at www.housing.ucr.edu.

Most refrigerators are frost-free. If not, or if you notice that ice is beginning to accumulate on the inside of your freezer compartment, it is important to remove it, since it will hinder the efficiency of the refrigerator and could lead to permanent damage.

The safest manner in which to defrost your freezer compartment is to unplug the refrigerator or switch it “off” and allow the ice build-up to melt. Place towels and/or basins appropriately in order to avoid damage to your apartment or surrounding apartments caused by excess water leakage. Never use a knife, ice pick or other sharp object to remove ice from your freezer compartment. This could result in a puncture hole that will cause the refrigerator to stop functioning properly. In such cases, residents are responsible for repair or replacement costs.

It’s recommended that you clean the interior and exterior of your refrigerator regularly in order to keep the accumulation of food particles, spills, dust and dirt manageable. We suggest cleaning your refrigerator with...
a mild soapy solution or all-purpose cleaner and sponges, rags or non-abrasive scrub pads. Periodically, it will be necessary for you to move your refrigerator in order to keep the areas beneath, behind and adjacent to it clean.

To replace the light bulb inside of refrigerators, purchase a medium base “appliance” bulb at a hardware or home improvement store, or submit an online Service Request at www.housing.ucr.edu. Bulbs can be replaced for a nominal charge.

Stovetops and stoves can be effectively cleaned with an all-purpose cleaner and sponges, rags or non-abrasive scrub pads. Periodically, it will be necessary for you to move your refrigerator in order to keep the areas beneath, behind and adjacent to it clean.

Stoves, Ovens and Stove Hoods
Most apartment stoves/ovens are electric, although a few communities use natural gas. In either case, an exhaust hood is usually mounted directly above the stovetop (or built into the wall or ceiling) for ventilation of fumes and smoke.

It is strongly recommended that residents clean the interior and exterior of their stove/ovens and stoves regularly in order to keep the accumulation of food particles, spills, dust and dirt manageable to prevent the smoke alarm sounding and to prevent attracting insects. Periodically, it may be necessary for you to move your stove/oven slightly in order to keep it and the areas adjacent to it clean.

Stovetops and stoves can be effectively cleaned with an all-purpose cleaner and sponges, rags or non-abrasive scrub pads. Periodically, it will be necessary for you to move your refrigerator in order to keep the areas beneath, behind and adjacent to it clean.

Bannockburn residents only: A condition exists with some large older stoves in which ovens will stop functioning, but the stovetop will continue to operate. This is caused by a misadjustment of the manual timers for the stove. You may attempt to correct this problem by spinning each of the timer dials located on the top of the stove. To be correctly configured, one dial will need to be pushed in and turned, while the other will need to be turned until it pops out. If you are unable to achieve this equilibrium and correct the problem, please submit a Service Request at www.housing.ucr.edu.

PATIOS, DECKS & LANDINGS
Residents are required to keep patios, decks and landings immediately adjacent to their apartments clean and free of debris. Spills should be promptly cleaned in order to prevent pests and keep the area aesthetically pleasing. These areas may not be used for storage.

It is prohibited to smoke and/or drink alcoholic beverages on your patio.

No interior-type furnishings are permitted on patios, decks or landings. The only furniture that is permitted to exist in these areas is furnishings specifically designed for outside or patio use.

Motorized and non-motorized bikes may not be parked on patios, decks or landings (except for non-motorized bikes on private, enclosed patios). Motorized bikes (mopeds, scooters, motorcycles, etc.) must have valid parking permits purchased from Parking Services and must be parked in areas designated for motorized vehicles. Non-motorized bicycles should be stored in bicycle storage racks located throughout most communities.

Because of the extreme fire hazard, barbecue grills, hibachis and other cooking devices may not be used or stored on
Residents who are not in compliance with this patio, deck, and landing policy will be notified and expected to comply within a designated time frame in order to avoid confiscation of noted items and charges for their removal.

**PEST CONTROL**

One of our goals is to provide you with a clean and pest-free living environment. However, your shelter from the elements is sometimes very enticing to pests such as ants, roaches, bees/wasps, flies, mice, etc. If you develop a pest problem, please notify the Residential Services Office immediately so that we can attempt to eliminate the problem for you and prevent it from spreading to your neighbors’ apartments.

The RSO will schedule a fumigation, which will require you to vacate your apartment for approximately three to four hours on the appointment day. (Residents are not permitted to schedule outside vendors to fumigate their apartment.) You will be informed as to how to properly prepare your apartment for the pending fumigation.

If your apartment cannot be fumigated because it has not been properly prepared, we will schedule a second fumigation, and you could be held responsible for any associated charges due to the reschedule.

If we are unable to fumigate during a second attempt, your apartment will be properly prepared by our maintenance staff, fumigated, and you will be assessed a $75 fee.

Unless it is determined that a pest problem has specifically been caused by negligence on your part, fumigations are arranged free of charge. To avoid pest issues, it is crucial to keep your living environment clean. For example, consistently wash counter tops, dirty food containers/dishes and stove tops, promptly wipe up spills and empty the trash daily. Avoid storing newspapers, recyclables and trash inside or outside of your apartment. During extreme weather conditions such as high heat, rains or cold, your apartment offers shelter to pests such as insects and rodents. If, in addition to a comfortable climate, your apartment provides them with “food,” these pests will stay and most probably multiply. It is especially crucial during these periods to keep all surfaces clean, partially used food items well sealed (e.g., place food items that contain any sugar in zip locked bags), and trash emptied. Fumigation and treatment charges necessitated by negligence will be the resident’s responsibility.

**Bees & Wasps**

With the arrival of spring, there is typically an increase in the activity of wasps, yellow jackets, bumblebees, honeybees and the Africanized honeybee. We would like to offer the following general guidelines for dealing with these conditions and encourage you to educate yourself further on this matter.

- Bees are not likely to sting when gathering nectar and pollen from flowers and a swarm of bees in flight seldom bothers people. All bees become more defensive when they settle, begin producing wax comb and raising young.
- When participating in outdoor sports and activities, be aware of indications of bee swarms and colonies and avoid these areas. Indications of bee swarms and/or colonies may include:
  - Visible nesting sites
  - Large quantities of bees located in a single area
  - An unusual buzzing sound
- If bees are encountered, it is best to leave that area quickly. Do not disturb a nest or swarm. If chased, protect your face and eyes as much as possible and take shelter in a car or building. Do not stand and swat at bees. Rapid motions may aggravate them and cause them to sting.
We make every effort to remove potential and existing nest sites around apartment buildings. Please help us in this endeavor by contacting the Residential Services Office, or RA on Duty after hours, if you notice heightened bee activity, a bee or wasp nest, or a swarm in a residential area.

If you have a problem with pests, place a service request at www.housing.ucr.edu. Remember: no pest control measures are effective if food is left out, trash is not emptied or if bedding and clothing are not routinely laundered.

**SHARED KITCHENS AND BATHS**

Residents who reside in a Bannockburn Suite (BBS), Loft Suite (LFS) or Scots Suite (SCS) share bathroom facilities with one neighboring suite occupied by one to two residents of the same biological sex. These shared bathroom facilities are referred to as “common bathrooms” and contain the shower and toilet for the two adjacent suites. Locking devices on both sides of common-bathroom doors allow for the complete privacy of the resident using the common bathroom and the neighboring resident’s suite room.

Residents of suites sharing a bathroom are mutually responsible for keeping the common bathroom clean and in good repair. Upon the move-out of any suite resident, the common bathroom facility will be checked for cleanliness by HDRS staff. Any charges levied for discrepancies in cleanliness or maintenance will be equally divided between all residents who occupied the related suites prior to the move-out.

Residents who reside in Bannockburn Suites (BBS) share kitchen/dining facilities with four neighboring suites occupied by residents of the same biological sex. The shared kitchen/dining facilities, referred to as a “common kitchen” are centrally located among the four private and individually keyed suites. The common kitchen is accessed by each suite member using a main door to which each suite member of the related “quad” has a key.

The common kitchen contains a stove/oven, stove exhaust hood, sink with garbage disposal, counter tops for meal preparation, cupboards for storing dried and canned foods and cooking utensils, and a dining room table with chairs. When cooking, residents must be present at all times. The common kitchen does not contain a refrigerator. However, each individual Bannockburn Suite is furnished with a small refrigerator. No refrigerator of any size, including standard suite refrigerators, should be installed in or moved into the common kitchen area.

Residents of suites sharing a kitchen/dining area are mutually responsible for keeping the common kitchen clean and in good repair. Common kitchen areas are inspected by HDRS staff weekly. If discrepancies in cleanliness or maintenance are discovered, each suite will be notified and given a time frame during which the discrepancy should be corrected. Failure to correct the discrepancy within the allotted time frame will result in equal charges to all suites to cover the cost for HDRS staff to correct the discrepancy. In addition, upon the move-out of any suite resident, the common kitchen facility will be checked for cleanliness by HDRS staff.

Any charges levied for discrepancies in cleanliness or maintenance will be equally divided between all residents who occupied the related suites prior to the move-out.

Following are some suggested guidelines for keeping the common kitchen area clean and pest-free. Because all four suites are responsible for the common kitchen area, it may be prudent to use the following guidelines to create a cleaning schedule. It is our hope that these guidelines will help you create a clean and pleasant living environment for all, as well as prevent arguments and unnecessary charges.

**Do:**
- Mop vinyl floors and vacuum carpets weekly
Do Not:
- Store recyclable items (i.e., paper, cans, glass, etc.) as they create a home for pests and create a serious fire hazard
- Store furniture or other personal items from your room in the common area
- Store bicycles in the common area
- Place plastic wrap on or around the stove or range hood

It is crucial to keep in mind that HDRS cannot verify resident claims to sole responsibility for common bathroom or common kitchen upkeep or abstinence from use of the facilities. It is important that suite residents work together to devise a cleaning schedule and be prepared to share equal responsibility for any discrepancies.

If you are having difficulty coming to a mutually agreed upon cleaning schedule, please contact the RA for your area for assistance.

**TRASH DISPOSAL**

Any trash generated by residents must be disposed of in any one of the large green dumpsters or recycling areas located throughout most apartment communities. For the location of the most convenient trash location for your apartment, ask at the Residential Services Office.

Apartment trash should not be disposed of in the smaller trash receptacles located throughout the common areas of the community; violators will be charged for the handling of this personal waste. Because of fire and pest issues, residents may not store personal trash or trash receptacles on patios, landings, decks or in front of your apartment door.

Residents in violation will be notified and given a time parameter during which time they will be required to remove the item in question or be charged for its removal by HDRS staff.

**WINDOWS & WINDOW TREATMENTS**

All apartment windows should contain unbroken glass, operate smoothly, be screened, and have a functional locking device. If there is a discrepancy in any of these conditions, please submit an online Service Request at [www.housing.ucr.edu](http://www.housing.ucr.edu).

Whether you are at fault or not, always report broken windows immediately. They create a safety and security issue.

Please do not place tin foil on windows as the light that they reflect causes the glass to super-heat and may result in a broken window.

Signs, stickers, air-conditioners or other non-standard items may not be applied to or installed in windows. They detract from the aesthetics of the community and result in charges to you for removal and/or associated damages.

Window coverings such as mini-blinds and vertical blinds are provided in all apartments. These window coverings may not be removed or replaced with alternatives. We suggest consulting the RSO before installing additional window coverings in order to avoid fines or damage charges. Residents should regularly and carefully dust and clean window coverings.
SPECIAL CONCERNS
For residents of Bannockburn Village only: It has been determined that there is an asbestos content in the ceiling and wall materials in most of Bannockburn Village. It is important that you understand that any immediate or ongoing health hazard to you is low unless this material is disturbed.

Based on tests and analyses, we caution all residents not to do anything to puncture or disturb walls or ceilings in Bannockburn Village apartments (in order to hang any lighting, plants, pictures or other materials within your rooms/apartment). Do not vacuum any ceiling material particles. If you have any reason to believe that you may have disturbed any of this material, contact the Residential Services Office.

Below is the most recent letter from the Campus Environmental Health and Safety Department, which explains the current status of Asbestos Containing Materials (ACM) in Bannockburn Village.

State of California Assembly Bill 3713 requires that owners of buildings known to have been constructed with building materials, that included asbestos containing material, (ACM) notify their employees annually of its presence, potential health risks and procedures to be followed to minimize exposure to asbestos. This notice is intended to satisfy that requirement.

Do not vacuum ceiling material particles. In 1986, Design and Construction at UCR retained a consultant to survey all campus buildings to identify any asbestos containing material (ACM) that was used in construction and to make recommendations for its management. Copies of this report are available for review by contacting the Physical Plant office at 827-4214. Since ACM was used extensively in some building materials produced during the time when many of the buildings at UCR were constructed, ACM was found to be present in some of the insulation on steam and hot water pipes, steel beams, sprayed acoustic ceiling plaster, duct and joint insulation, some floor and ceiling tiles, drywall and joints, adhesives, lath and plaster, asbestos cement pipe and sheets, and certain roofing.

Since the main health risks associated with asbestos are related to the inhalation of asbestos fibers, ACM is categorized according to its ability to become airborne (friable or non-friable). Friable ACM is relatively soft and can be crumbled or reduced to powder by hand pressure. The resulting powder can become airborne and possibly inhaled. Non-friable materials are relatively non-hazardous because they are hard and do not become airborne easily (for example, Transite and floor tiles). If asbestos is inhaled in large quantities, several diseases can develop, including a type of lung cancer; cigarette smoking tends to increase this risk. Health risks to campus employees are considered to be very low because:

* Intact, encapsulated, and/or undisturbed ACM does not pose a health risk.

* Abatement projects are typically performed quickly and monitored by qualified individuals from Physical Plant, HDRS, EH&S, outside consultants/laboratories, and/or contractors.

* To keep the risk low, comply with the following:

   Non-certified UCR employees, students, or contractors shall not remove, disturb, or attempt to renovate (e.g., drill into or saw) or repair materials known or suspected to contain asbestos.

Your cooperation will help to keep UCR a safe and healthy place to work.
# Resident Services & Amenities

## Residential Services Office (RSO)

### UCR Campus Apartment RSO Hours:
Monday through Friday: 8am to 7pm; open by call to RA on Duty 7pm to 9pm
Closed Saturday and Sunday

### Glen Mor RSO Hours:
Monday through Friday: 8am-11pm
Saturday-Sunday: 12pm-5pm & 6pm-11pm

### Stonehaven RSO Hours:
Monday through Friday: 8am-5pm;
RA office hours: Monday–Thursday, 6pm–9pm; Saturday, 10am–2pm

The Residential Services Office serves as a resource center for each building in the delivery of many services and providing answers to your questions. The RSO provides information about your Apartment Community and the facilities available to you, maps of the general campus, directions regarding the location of buildings and services, and information about the surroundings of the university.

The following information and services are available at the RSO:

- Recreation equipment checkout (sporting gear, pool supplies)
- Maintenance equipment (toilet plunger, etc.)
- Key checkout if you become locked out of your room (call the RA on Duty when the RSO is closed)
- Lost and found
- Mail distribution
- Message service
- Parking information
- Moving carts/"dollies" (requires signing a Waiver of Liability form)
- UCR card malfunction and access

To contact your RSO, please call as follows (area code: 951):

<table>
<thead>
<tr>
<th>Campus Apartment</th>
<th>Phone</th>
<th>RA on Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bannockburn Village</td>
<td>827-5723</td>
<td>288-1770</td>
</tr>
<tr>
<td>Falkirk</td>
<td>827-5723</td>
<td>237-2078</td>
</tr>
<tr>
<td>Glen Mor</td>
<td>827-7540</td>
<td>750-2133</td>
</tr>
<tr>
<td>Oban</td>
<td>827-5723</td>
<td>288-1770</td>
</tr>
<tr>
<td>The Plaza</td>
<td>827-5723</td>
<td>288-1770</td>
</tr>
<tr>
<td>Stonehaven</td>
<td>782-7979</td>
<td>961-0274</td>
</tr>
</tbody>
</table>

For a police or medical emergency you should call 9-1-1. For all non-emergencies, call 827-5222.

## Activities & Programs

The Residence Life staff is eager to provide you with experiences that help foster a community environment, as well as personal satisfaction. Programs, events, and activities are typically advertised via flyers in resident mailboxes, strategically placed banners, and in the monthly newsletter. Some past events at Campus Apartment communities include:

- Holiday & theme parties
- Breakfast socials
- Finals study lounges
- Sport & amusement park field trips
- Movies
- Self-defense seminars
- Financial workshops
- Barbecues & pool parties
- Roommate/neighbor relations presentations
- Cooking 101

The Residence Life staff encourages your feedback about activities you have attended and your suggestions for future programs.
Contact a Residence Life staff member directly or leave a message for them at the Residential Services Office.

**BICYCLE STORAGE**

All residents must register their bicycles with Transportation and Parking Services. Registered bicycles must be stored in either a bike rack or individual’s rooms. Bicycles may not be locked or stored in or on hallways, stairwells or poles. Improperly stored or unregistered bicycles may be impounded. Any bike causing a safety hazard will be removed immediately.

Non-motorized bicycles should be stored in bicycle storage racks located throughout most communities.

Motorized and non-motorized bikes may not be parked on patios, decks or landings (except for non-motorized bikes on private, enclosed patios), nor may they be parked on stairs, walkways or other common areas. Bicycles found in these areas are subject to removal, as well as storage fees.

You can help protect your bike from theft by purchasing and consistently using a quality lock and cable and by marking your bike with some kind of identification.

Abandoned bicycles will be tagged with a 30-Day Notice. If the Residential Services Office does not receive a response from the owner, the bike will be confiscated and sent to the appropriate authority to be auctioned.

**COMPUTER/STUDY LABS**

Most communities have areas set aside for study groups and/or individual studying.

Several communities, including Bannockburn Village, Glen Mor and The Plaza also feature computer labs equipped with PCs running Windows, printer(s) and various desk accessories. Lab computers feature high-speed Internet links.

The computer/study labs are provided for your convenience and pleasure. Keeping the labs safe and secure is in part your responsibility. Report any mischievous, unusual or suspicious behavior/individuals to the Residential Services Office, the RA on Duty or the UCR Police immediately. Do not prop lab doors open as this invites unwanted guests and compromises the safety and security of all who use the labs and of the lab equipment itself. Do not grant entry into labs of suspicious individuals or individuals who do not have the proper key to grant themselves entry as this, too, compromises the safety and security of those who use the labs and of the lab equipment (see use policies under “UCR HDRS Student Conduct Policies”). All study rooms and labs are air-conditioned and are designated “NO SMOKING” areas.

If you encounter difficulties with lab equipment or programs, please visit your Residential Services Office.

**EQUIPMENT CHECKOUT**

Athletic, maintenance and other equipment is available for loan from Residential Services Offices (see above).

Residents need to have their UCR Card to check out equipment. All equipment may be checked out for a maximum of two (2) hours. Equipment checked out at the close of the business day will need to be returned to the RA on Duty after hours. Please be considerate of the needs of your fellow residents and return equipment on schedule.

Some equipment may have time limits due to its high demand. No item may be checked out overnight. Abuse of equipment, overnight use, or abuse of time limits may result in punitive fines or loss of equipment checkout privileges.
INSURANCE

The university does not assume responsibility for personal items lost, damaged, mislaid or stolen in Campus Apartment communities. Unfortunately, community living has the potential for providing irresistible temptation to some residents and non-residents. We strongly urge you to help prevent the possible loss of property by keeping your door locked and windows closed whenever your room is unoccupied.

We strongly suggest that you research and consider purchasing a personal property insurance policy if your personal items are not covered by your parents'/guardians' homeowner policy. One program endorsed by the University of California is GradGuard, which offers affordable packages designed for students.

LAUNDRY FACILITIES

Every Campus Apartments community has at least one self-service laundry facility.

All laundry facilities are equipped with washers, dryers, sinks and counter tops for folding clothes and organizing laundry. All washers and dryers (except as noted below) are operated by using your UCR Card, not coins. Please see the beginning of the “Life at UCR” section for information on where and how to add cash value to your UCR Card.

For Oban, Falkirk and Stonehaven residents only: Your laundry machines are operated by a special card you can pick up at the RSO.

All laundry facilities are designated as “NO SMOKING” areas.

To help ensure the safety of your personal belongings and to be courteous to fellow residents, always promptly remove laundry as washing (approximately 30 minutes) and drying cycles (approximately 40 minutes) are completed.

Be aware of laundry room closing hours (for those facilities not open 24 hours). HDRS staff will not re-open closed facilities in order for residents to retrieve items left in the laundry rooms after closing hours. Do not prop laundry facility doors open as this can allow entry of unauthorized individuals. HDRS is not responsible for articles that are lost or stolen during use of any laundry facility.

If a washer or dryer malfunctions or if you feel that the UCR Card reader for a laundry facility is not functioning properly, please notify the Residential Services Office, or the RA on Duty, immediately.

LOCKOUTS

If you lock yourself out of your room during RSO hours, you may check out a spare key at the RSO. Spare keys must be returned to the RSO within 15 minutes. After RSO hours, you must contact the RA on Duty. The RA on Duty’s telephone number is posted at the RSO. The RA on Duty will unlock your room after verifying that you live there. Continually locking yourself out will result in punitive fines. Do not borrow anyone’s ID or keys to get access to the community. You are allowed three lockouts per academic quarter without a fine.

LOCK YOUR ROOM AND TAKE YOUR KEYS AND UCR CARD WITH YOU WHENEVER YOU LEAVE YOUR APARTMENT—EVEN IF A ROOMMATE IS HOME AT THE TIME, OR YOU ONLY LEAVE FOR A FEW MINUTES.

LOST-AND-FOUND

Residents who find an item at their community that does not belong to them are encouraged to take the item to the Residential Services Office where we will hold the item until claimed.

If a resident loses an item on the property we recommend that they first check with the Residential Services Office and then with the UCR Police Department (3500 Canyon Crest Drive). Residents who find an item on
the UCR Campus that does not belong to them should take the item directly to the UCR Police Department (827-5222).

MAIL SERVICES

Resident mailboxes are numerically arranged either near the RSO or the pool area. Mail is picked up and delivered once a day, Monday to Saturday, except for nationally recognized holidays. At most communities, HDRS staff actually sorts all mail and aims to complete this task by 4pm each day. However, quantities of mail vary greatly from day to day so we ask in advance for your patience. (The mail sort at Glen Mor is not completed until 5pm.)

At most communities, a notification slip will be placed in the mailbox of residents who receive oversized or special delivery packages through the Postal Service, UPS or other mail carriers. Please bring the notification slip and I.D. to the Residential Services Office in order to claim your package. All residents must sign a log when they pick up their packages.

All mail should be addressed to you in the following manner in order to avoid confusion and delays in processing your mail:

BANNOCKBURN VILLAGE
Your Name
3637 Canyon Crest Drive, Box # _____
Riverside, CA 92507

FALKIRK STUDENT APARTMENTS
Your Name
3429 Canyon Crest Drive, Apt. # _____
Riverside, CA 92507

GLEN MOR
Your Name
400 W. Big Springs Road, Mailbox #____
Riverside, CA 92507

OBAN STUDENT APARTMENTS
Your Name
950 W Linden Street, Box # _____
Riverside, CA 92507

THE PLAZA
Your Name
1020 Linden Street, Box # _____
Riverside, CA 92507

STONEHAVEN
Your Name
3201 Canyon Crest Drive, Apt. # _____
Riverside, CA 92507

Outgoing mail can be taken to the Residential Services Office or dropped in any “U.S. Mail” slot.

Upon move-out, be sure to fill out a forwarding address card with the US Postal Service (online at www.usps.gov) to ensure your first-class mail continues to reach you at your new address. It will be important for you to begin to update your address with senders as soon as possible.

HDRS updates residents concerning events, policies, etc. by placing notices and flyers in resident mailboxes. It is extremely important that residents check their mailboxes regularly in order to ensure that they receive information in a timely manner.

HDRS cannot be responsible for inconveniences that arise when notices are not promptly retrieved from resident mailboxes.

MESSAGE SERVICE

Check the RSO for information on receiving messages.

PARKING

HDRS parking spaces are limited. Please make sure you have a parking permit before you bring your car to campus.

If you have a car, motorcycle, or other motorized vehicle, you will be required to purchase a Housing Parking Permit in order...
to park in community parking lots. Housing Parking Permits may be purchased through Transportation & Parking Services (TAPS).

Residents with Housing Parking Permits may also park on campus in Gold, Blue or Red parking spaces under the following conditions: after 4pm on weekdays; on weekends; and on university-observed holidays. At all other times, Housing Parking Permits are not valid outside of your community’s parking lots.

Please report any theft or vandalism that occurs in the on-campus housing parking lots to UCR Police immediately at (951) 827-5222.

Guests

There are 60-minute parking spaces located at some communities. These spaces may be utilized by guests for abbreviated visits. For longer stays, your guests should purchase a Visitor Parking Permit from Parking Services or at an Information Kiosk (located at main campus entrances) that allows them to park in a visitor lot.

At some communities, a self-serve visitor parking dispenser can be used to purchase parking permits for limited time periods in designated spaces.

POOL AREAS

Swimming pools and/or spas are available at Bannockburn Village, Falkirk, Glen Mor, Oban, The Plaza and Stonehaven. Hours vary by community, and there is no lifeguard on duty. Residents are required to follow the following Pool Rules:

1. All persons using pools do so at their own risk. Owners and management are not responsible for accidents or injuries.
2. Pools are for residents’ use only. All others must get the approval of the management or Resident Director.
3. No visiting pets are allowed in the pool area or anywhere on Housing property.
4. No drinks in glass containers are allowed in the pool area. No alcohol.
5. Unnecessary noise is not permitted at anytime.
6. Flip-flops and a towel should be worn from the pool area when returning to your unit.
7. HDRS reserves the right to deny use of the pool at anytime.

POSTING POLICY & BULLETIN BOARDS

All postings must be approved through the Residential Services Office. Approved postings will be displayed by HDRS staff at specific locations, depending on community.

Postings are considered expired 30 days after the date of posting approval and will be promptly removed from display areas. Residents may also use the monthly community newsletter as a means to advertise campus events involving residents. Contact the Residential Services Office for more information.

Campus Clubs and Organizations

We encourage you to advertise your events in the Residence Halls and Campus Apartments. Your organization’s name must be clearly listed on all materials to be posted (flyers, banners and stuffers). We can only post materials from registered campus organizations and departments. Please allow at least five (5) working days for all your posting requests.

Posting Policy/Bulletin Boards

HDRS reserves the right to refuse the posting of materials, mailbox stuffers or other forms of advertisement that are contrary to the mission, goals and values of UCR. This includes, but is not limited to, materials presented in a manner that reinforces or
appeals to social stereotypes based on race, ethnicity, culture, religion, gender or sexual orientation; and materials that promote controlled substance use, lewd or sexually explicit conduct, or criminal activity. Postings not approved by HDRS or the RSO will be removed. Approved postings/banners will receive a stamp from the RSO.

For detailed information about posting flyers, banners and mailbox stuffers, see Section 5.01 (Advertising Materials) in the Student Conduct Policy section of this Handbook.

RESERVATIONS AND PARTIES

Certain community facilities — conference rooms, pool areas and meeting areas — may be reserved by residents.

Use of community facilities is controlled to help ensure that residents can enjoy them equally. Requests to reserve facilities for events must be filed with Conference, Events & Catering Services, conferences.ucr.edu, at least ten (10) days prior to the actual event.

Recurring events may not be scheduled more than one quarter in advance. Events may be scheduled to occur between 8am to 10pm on weekdays and Sundays or between 8am to 12 midnight on Fridays and Saturdays. The resident who acts as the event coordinator will be responsible for the final condition of the facility.

Charges for cleanliness and/or damages will be debited to the said resident’s housing account as deemed appropriate.

For our purposes, a social gathering is defined as a gathering of more than eight (8) people. Such gatherings should be conducted as closed or “invitation only” events. The following conditions must be met for all parties:

1. Alcohol will not be permitted at any event.
2. Quiet hours start at 1 am on Friday through Saturday, and 10 pm Sunday through Thursday.
3. All litter and debris resulting from the party in common areas needs to be cleaned up and disposed of immediately following the event. Damage or cleaning charges will be billed to the responsible party’s student account.
4. All HDRS policies, university regulations, and all federal and state statutes are in effect.
5. The organization/individual assumes full responsibility for any damage to university equipment and/or facilities.
6. Persons attending this function shall park legally.
7. The Resident Director of Apartments and Family Housing and a UCR Police Representative will determine the amount of security required for the party. Security will be paid for in advance by said organization/individual at the current rates. The UCR Police require a minimum of 10 working days notice prior to any event to arrange for security.
8. At least one week prior to the event, the responsible organization/individual will bring to the Residential Services Office a poster stating the location, hours and type of event (i.e., concert, dance, play, etc.) and the name of the organization. The poster will be posted at the event location.
9. It is understood that the Party Request Form is not considered approved until signed by the Resident Director.

SPECIAL NEEDS

Rooms can be modified, or are already modified, for physically-, hearing- and sight-impaired students. Please coordinate your needs by calling (951) 827-5723. Our staff can work closely with the campus Special Services Office to coordinate the process of meeting your housing needs.
VENDING MACHINES

Most communities offer a variety of snack and beverage machines. These machines are generally coin-operated, but some vending machines can also accept UCR cards. If a vending machine is not operating properly, please notify the RSO immediately.

An ATM machine and change machine is available at the Getaway Cafe in Bannockburn Village.
Contracts

Your Campus Apartment Contract is a legal and binding agreement between you and the university. We strongly encourage you to read it and be familiar with it. Your contract outlines your responsibilities as a UCR housing resident.

Please note that this Resident Handbook is considered a legally binding extension of your Campus Apartment Contract.

All residents have the responsibility to read and follow the policies and procedures contained in the Resident Handbook. Housing, Dining & Residential Services staff is more than happy to assist you with any questions you may have concerning your contract or the Resident Handbook.

All funds required for the operation of HDRS facilities and programs are obtained from the rental income of commercial and student residents. We receive absolutely no funding from federal, state or university resources. We are committed to keeping rental rates as low as possible without compromising the quality or integrity of our facilities and programs.

HOUSING PAYMENTS

Rental payments are due in full on the dates listed in the Campus Apartment Contract. Delinquent accounts will be assessed a late fee and will continue to be assessed monthly until payments are made current.

Payments are always applied to the oldest bill on your account first and Late Fees are assessed accordingly. Returned checks will be assessed a Non Sufficient Funds (NSF) fee. Payments may be made to the payee and location listed in the Campus Apartment Contract.

For your convenience, there is a 24-hour “drop box” at the payee address listed on your contract into which you may place your payments. Please be sure to include your campus-issued Student ID number (SID) on all checks.

If you have a question regarding your housing account, call the HDRS Administration Office at (951) 827-6350.

PAYMENT DEFERMENT

If you anticipate a difficulty making your housing payment, contact HDRS at (951) 827-6350 as soon as possible in order to discuss making alternative payment arrangements. Payment arrangements MUST be made prior to your account becoming delinquent and do not negate late fees. Only documented hardship (e.g., illness, financial aid difficulties, etc.) will be considered a legitimate reason for deferment of housing payments.

DELINQUENT HOUSING ACCOUNTS

If your housing account becomes delinquent, HDRS may initiate eviction procedures and the associated fees. In addition, “holds” may be instituted which bar your ability to register for coursework and cause university transcripts to be withheld.

MOVE-IN PROCEDURES

Rent

A security deposit as listed in your Campus Apartment Contract must accompany all signed contracts.

Keys

You will be issued appropriate keys to allow entry into your apartment and bedroom. You will be issued a mailbox key after your Move-In Inspection Form is completed and turned in.

Parking Authorization

Parking is extremely limited. Do not bring your vehicle to campus unless you have a Housing parking permit. If you have a vehicle,
and have been issued a Housing parking permit, your account will be charged the appropriate annual fee. This permit will also allow you to park on campus after 4pm on weekday evenings, on weekends and university-recognized holidays.

**Move-In Inspection**

You must complete a move-in inspection within three (3) business days of your move-in. Notations of any maintenance or custodial discrepancies in your apartment should be documented on this form. All service requests completed to correct any discrepancies will be noted on your Move-In Inspection Form. You will not be charged for noted pre-existing conditions upon move-out.

Please make every effort to be thorough during this review of your apartment. Your signature on the Move-In Inspection Form will indicate your agreement as to the conditions documented on the form. Failure to complete a Move-In Inspection will imply your consent that your apartment/bedroom is acceptable “as is.” Consequently, you may be charged for any maintenance or custodial discrepancies noted upon move-out that were not previously documented. Upon completion and submission of your Move-In Inspection, you will be issued your mailbox key.

**Move-In Orientation**

You must complete an online orientation prior to move-in. Completing this orientation prior to your arrival will make your check-in more efficient and will acquaint you with some basic opportunities, benefits and regulations of your new on-campus living environment.

You will receive links to move-in orientation in the weeks prior to Check-In Day.

**MOVE-OUT PROCEDURES**

1. **CONTRACT CANCELLATION REQUEST:** Your Campus Apartment Contract is effective for the academic year commencing and expiring on the dates listed in your Campus Apartment Contract. On the expiration date, residents who have not made prior arrangements to renew their leases are required to vacate their apartments. All apartment residents who wish to be released from their contracts prior to their expiration date must submit a Contract Cancellation Request (available at the Residential Services Office or the Housing Administration Building), 30 days prior to the requested move-out date. Physically moving out prior to the expiration date is allowable, but may result in financial liabilities. Upon approval, residents will be asked to (1) fill out a Departure Evaluation Form (2) fill out a Forwarding Address card with the US Postal Service, and (3) schedule a Pre-Inspection of their apartment and bed space. A Final Inspection of the apartment and bed space will be conducted once the resident has returned keys and has moved out. In addition, at this time you will be given a copy of the Move-Out Preparation Guidelines, which will help you understand the areas that staff will be inspecting when you move out and the potential charges that you may incur should any maintenance and/or custodial discrepancies be ascribed to you.

2. **DEPARTURE EVALUATION:** Both for statistical purposes and in order to assist us in improving living conditions for future residents, departing residents are asked to provide the general reason for their departure.

3. **FORWARDING ADDRESS:** Departing residents are asked to fill out forwarding address information with the US Postal Service so that any mail will be forwarded after their departure. Mail cannot be forwarded by the RSO.

4. **PRE-INSPECTION:** A qualified staff person must perform a Pre-Inspection within 30 days prior to move-out. The condition of your apartment at this inspection is not of critical importance. This inspection is necessary to determine
the degree of work anticipated when your apartment is vacated and also to communicate helpful guidelines to you in preparing for the Final Inspection.

Although the resident need not be present for the Pre-Inspection, it is sometimes helpful. Any areas noted by the inspector during the Pre-Inspection are not the ONLY areas that should be given attention when you are preparing your apartment for the Final Inspection, nor would they necessarily result in a maximum charge if left in their present condition. The areas noted merely indicate to you examples of conditions that the final inspector might identify as unsatisfactory and which might result in at least a minimal charge.

5 FINAL INSPECTION: A Final Inspection will be performed following the date of physical departure, Monday through Friday, 9am to 5pm. Weekend and holiday move-outs will require an inspection on the following business day. The Final Inspection documents the condition of the apartment and bed space upon being vacated. Charges are assessed for conditions deemed unsatisfactory. At the time of the Final Inspection: (1) all of the resident’s belongings and those leased from outside vendors (e.g., modems) must have been removed from the property; (2) the physical condition of the unit must have been returned as nearly as possible to the condition in which it was given to the resident; and (3) all keys must be surrendered to HDRS.

6 DEPOSIT: Maintenance and/or custodial discrepancies will be assigned an appropriate charge, which will be deducted from the resident’s deposit on file. Please note that ALL residents will incur a “standard general cleaning charge” and a “standard carpet cleaning charge” based on the amount of time that the apartment was occupied and the apartment size.

The resident’s deposit, less the aforementioned charges, will be refunded within 21 days. Deposit checks are sent to the forwarding address on file in Growl. It is therefore crucial that you ensure that the address on file is accurate.

Please note that housing payments do not terminate with the Final Inspection, but according to the official move-out date as filed with HDRS. Residents will be sent a courtesy notice approximately 90 days prior to the expiration of their contract in order to determine whether or not they intend to renew their contract for another academic year.

SUBLEASING
Subleasing is not permitted in Campus Apartment communities. Noncompliance is grounds for eviction.

TRANSFERRING / RELOCATING
Current residents who wish to transfer from one apartment location or style to another within HDRS properties must submit a request to HDRS, as well as a new Housing Application at www.housing.ucr.edu. Residents are required to occupy their current apartment for a minimum of six (6) months before they may be considered for a transfer/relocation.

Current residents who wish to transfer from one bedroom location to another within an apartment may not do so without the prior written consent of HDRS. Residents who do so will be charged for any cleaning, administrative, maintenance costs and/or rent losses accrued on account of their illegal occupancy. Residents could be asked to return to their contracted location or, in their absence, their belongings may be transferred back to the contracted space.
CONTRACT CANCELLATION

After moving in, you may request to terminate your Campus Apartment Contract for one or more of the following reasons only:

- Cancellation of admission or release from UCR student status by UCR for the remainder of the academic year. This does not include voluntarily dropping classes for any particular quarter.
- Approval of a written request to HDRS for a substitution of a full-time registered student who lives off campus. It is the responsibility of the resident under contract to find an acceptable replacement.

SIMPLY MOVING OUT OR TURNING IN YOUR KEYS DOES NOT CONSTITUTE CANCELLATION OF CONTRACT OR A RELEASE FROM CONTRACTUAL OBLIGATIONS.

TERMINATION OF CAMPUS APARTMENT CONTRACT BY UCR HOUSING SERVICES

The student shall vacate the UCR Housing facilities within 72 hours of notification of termination of contract by HDRS for any of the following reasons:

- Non-payment of housing fees.
- Violations of UCR housing policies outlined in this handbook as a part of the Campus Apartment Contract.
- Violations of “Policies Applying to Campus Activities, Organizations and Students, University of California.”
- Dismissal or suspension from the university.
- General behavior that indicates the student’s continued presence would be detrimental to the welfare of themselves, students or staff.

Intentionally violating UCR Housing Code of Conduct or policies which result in a UCR Housing-initiated termination does not relieve the student of their financial obligation to be responsible for the room portion of their contract for the remainder of the academic year or until a replacement student is found. Any resident whose Campus Apartment Contract is terminated due to misconduct will be automatically placed on the UCR Housing Exclusionary List.

EXCLUSIONARY POLICY

The UCR Housing exclusionary policy mandates that excluded persons are not to enter/return to the buildings or grounds of UCR housing facilities for any reason.

The Exclusionary List is strictly enforced, primarily by the HDRS staff, and secondarily by the UCR Police Department; any violations will result in University Conduct review and/or legal action. Individuals placed on the exclusionary list may appeal their exclusion to the Director of Residence Life after one year.

HOLIDAYS

Unlike the Residence Halls, Campus Apartments remain open during all holidays and during winter and spring breaks.

FINES

Residents may be charged fines for a number of infractions. The following is a list of common fines:

<table>
<thead>
<tr>
<th>Fine Description</th>
<th>Fine Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to return key at checkout, per key</td>
<td>$50.00</td>
</tr>
<tr>
<td>Improper Checkout</td>
<td>$75.00+</td>
</tr>
<tr>
<td>Key Replacement, per key</td>
<td>$30.00</td>
</tr>
<tr>
<td>Mailbox Key Replacement, per key</td>
<td>$25.00</td>
</tr>
<tr>
<td>Key Core Charges</td>
<td>$60.00</td>
</tr>
<tr>
<td>UCR Card Replacement, per card</td>
<td>$20.00</td>
</tr>
<tr>
<td>Late Housing Payment</td>
<td>$30.00</td>
</tr>
<tr>
<td>Room Change, approved</td>
<td>$75.00+</td>
</tr>
<tr>
<td>Room Change, unauthorized</td>
<td>$75.00+</td>
</tr>
</tbody>
</table>
LIFE AT UCR
UCR Card (R’Card)

For as long as you are a student here, your UCR ID Card – known as the R’Card – will be the single most important piece of student identification you possess. This multi-purpose ID integrates a number of functions that would have previously required you to carry enough cards and cash to fill your pockets—now you can pay for meals, buy snack food at the vending machines, do your laundry, work out at the Student Rec Center and borrow books from the library, each with a simple swipe of the card, making it the quickest, most convenient method of payment available on campus.

Bucks. The R’Card is also used to gain access to many UCR Housing communities, and to operate the laundry facilities at each community.

Your R’Card also provides a number of optional services that can save you both time and money. As a “Debit Card,” your “Bear Bucks” can be used for purchases and discounts at many on-campus locations, printing in the Library, purchases at the Campus Store and some vending machines, and at select off-campus merchants. For a complete list of off-campus merchants, please refer to our website, www.ucrcard.ucr.edu.

You can add funds to your R’Card online, at self-serve kiosks on campus, and at the following office:

**UCR Card Office**
Highlander Union Building (HUB), Suite 249
Office Hours: Monday to Friday 9am to 4pm
951-827-2273
www.ucrcard.ucr.edu

Lost R’Cards
If your R’Card is lost, stolen or misplaced, report it immediately by logging into your My Card Account at www.ucrcard.ucr.edu to deactivate your card, or notify us at (951) UCR-Card (827-2273), 24 hours a day. This will protect the funds in your Dining Dollars, Dining Plan and Bear Bucks accounts. A replacement card can be obtained for a fee of $20 at the UCR Card Office, located in the Highlander Union Building (HUB), Suite 249.

For students with dining plans, meal tickets will be provided at your RSO office on a limited basis until you can get your R’Card replaced.
Dining

OUR DINING VISION

The Housing and Dining divisions of HDRS work closely together to create a sense of community and offer social hubs focused around food in a comfortable environment.

We offer residents a variety of restaurants with high quality, authentic and healthy cuisine, and pride ourselves in providing a wide variety of food options daily in a cook-to-order and just-in-time format. Dining staff are family-oriented, and provide a friendly, interactive experience for our students.

All housing residents — along with staff, faculty and community members — are welcome in each of our restaurants, including our two Residential Restaurants.

Residents may purchase Dining Dollars at any time, in the following amounts:

Spend $50 and receive $52.50 (a 5% discount); spend $100 and receive $110.00 (a 10% discount). Dining Dollars may be used the same as cash at any UCR Dining location, and can be added to your R’Card at any Residence Hall RSO.

Dining Dollars are effective from the day purchased until the last day of school for the regular academic year. Unused Dining Dollars roll over to the next quarter. However, unused Dining Dollars do not carry over at the end of the year.

DINING LOCATIONS

Services within the Housing Community:

- Lothian Residential Restaurant
- A-I Residential Restaurant
- The Market at Glen Mor
- Scotty’s (A-I)
- Scotty’s (Lothian)
- Scotty’s (Glen Mor), includes grill
- Spinelli’s to Go (Lothian)
- The Culinary Chameleon Food Truck (A-I dinners)

Restaurants on Campus

- The Barn
- Bytes (in Winston Chung Hall/Engineering 2)
- Coffee Bean & Tea Leaf
- HUB (Highlander Union Building) Food Court restaurants:
  - Habanero’s
In addition, University Village, University Avenue and the immediate area adjacent to campus are home to an array of fast food and multi-ethnic cuisine. Residents are also encouraged to try the eateries located at Bannockburn Village: the Getaway Cafe and The Sub Station. Some of these off-campus restaurants may accept Bear Bucks, but will not accept Dining Dollars.

**DINING PLANS**

All students living in the Residence Halls and Glen Mor are required to purchase a Dining Plan as part of their housing contract. Students access their Dining account via their R’Card, which is “swiped” upon entering a Residential Restaurant or being served selecting items at some campus eateries.

Dining Plans are only for your personal use. They can not be used to purchase a meal for others. Guest passes are provided for friends and family to join you in Residential Restaurants.

The following Dining Plans have been developed to meet the needs of residents:

**Residence Hall Dining Plans**

**HIGHLANDER 120**

The perfect mix of affordability and practicality. The plan includes 120 delicious Residential Restaurant meals each quarter, whenever you want to eat them. That’s 11 meals a week, out of a possible 19. Your meal count re-sets each quarter; unused meals do not roll over to the next quarter.

The Highlander 120 also comes with $250 in Dining Dollars per quarter, good at all campus dining locations and C-Stores. Unused Dining Dollars do roll over to the next quarter. However, unused Dining Dollars are forfeited at the end of the year.

Plan holders also receive four Guest Passes per quarter — great for family and friends!

**HIGHLANDER 180**

The Plan for those who eat most of their meals at the Residential Restaurants, or other venues that accept Meal Swipes (such as the Culinary Chameleon food truck). Includes a full 180 Residential Restaurant meals each quarter — that’s about 16 meals a week!

The Highlander 180 also comes with $125 in Dining Dollars per quarter. Unused Dining Dollars do roll over to the next quarter. However, unused Dining Dollars are forfeited at the end of the year.

Plan holders also receive six Guest Passes per quarter!
HIGHLANDER UNLIMITED
The ultimate plan, designed for ultimate flexibility, offering as many meals at the Residential Restaurants as you need.

Unlimited meal swipes means you can stop by any time (until 9pm Sunday through Thursday; 7:30pm Friday) for a full meal or just a healthy snack. There’s just no limit. And it’s perfect for those eating multiple small meals a day for the nutritional and metabolic benefits.

The Highlander Unlimited Plan also comes with $75 in Dining Dollars per quarter, good at all campus dining locations and C-Stores. Unused Dining Dollars do roll over to the next quarter. However, unused Dining Dollars are forfeited at the end of the year.

Plan holders also receive four Guest Passes per quarter — great for family and friends!

Please note that the Highlander Unlimited is only valid at our Residential Restaurants. You will NOT be able to swipe your R’Card for a meal at the Culinary Chameleon or Market at Glen Mor.

Glen Mor Dining Plans
GLEN MOR MARKET PLAN
Designed for residents who plan to prepare most of their meals in their own kitchens. This plan provides $400 in Dining Dollars per quarter to be used in our markets (Scotty’s) or any other Dining venue on campus. Unused Dining Dollars roll over to the next quarter; unused Dining Dollars expire at the end of the year.

GLEN MOR RESIDENTIAL PLAN
Designed for residents who enjoy the all-you-care-to-eat meals at the nearby Residential Restaurants. This plan provides 50 meals per quarter — that’s four or five meals a week, out of a possible 19.

The plan also includes $250 in Dining Dollars per quarter. Unused Dining Dollars roll over to the next quarter; unused Dining Dollars expire at the end of the year.

Dining Dollars
Dining Dollars may be used for yourself or a guest at any Dining Services venue on campus, including the Residential Restaurants, convenience stores, the HUB, and The Barn.

Additional Dining Dollars may be added to your R’Card at any time by visiting any Residential Services Office (RSO).

Dining Dollars may be purchased at a discount in the following amounts:

- Spend $50 and receive $52.50 (a 5% discount).
- Spend $100 and receive $110.00 (a 10% discount).

Dining Dollars go into effect with the start of your Housing contract or when Dining Dollars are purchased, and are available for the duration of your contract until the last day of school for the academic year. Unused Dining Dollars roll over to the next quarter. However, unused Dining Dollars are forfeited at the end of the year.

Dining Dollars increase the flexibility of your Dining Plan by allowing you to purchase snacks, regular meals, late-night meals and guest meals at alternative locations and times.

DINING PLAN CHANGES
The Dining Plan selected is for the entire academic year. Changes are permitted during the first two weeks of the academic year only. Please submit a Dining Plan Change Request Form at your respective RSO. Please allow two weeks for your request to be processed. A Dining Plan Change Request Form needs to be completed and all instructions for documentation followed.

DINING SERVICES
CONTINUOUS SERVICE
Monday through Friday, both the A-I Residential Restaurant and Lothian Residential Restaurants will open for breakfast at 7:15am, and will remain open all day through the end of dinner at 9pm (7:30pm on Friday).
Designed for students who are always on the go, continuous services provides the ultimate access to meals throughout the day. Please refer to the Dining Services web site, www.dining.ucr.edu, for hours of operation.

**LATE NIGHT SERVICE**
We offer an outstanding late night restaurant experience at Spinelli’s Italian Oven, located at Lothian. Specialty pizzas, freshly tossed Italian pastas & salads and a variety of crave-worthy desserts are available nightly. Take out or dine in...pajamas and fuzzy slippers are always welcome. Please refer to the Dining Services web site, www.dining.ucr.edu, for hours of operation.

The Culinary Chameleon Food Truck will also offer late night service Sunday through Thursday nights. Please refer to the Chameleon web site, www.foodtrucks.ucr.edu for location and hours of operation.

**NUTRITION**
We are committed to offering residents healthy dining options. To that end, we provide vegetarian and/or vegan options at all dining venues, and we can meet most special dietary needs upon request.

**MEALS ON THE GO**
The Market at Glen Mor (Lothian) offers home-style dinner meals to go (Sunday - Thursday; meal swipe accepted), while Spinelli’s Italian Oven (Lothian) offers a late night venue for students to either dine in or take out. The Culinary Chameleon Food Truck also offers to-go dinner service for a “swipe.” Please refer to the Dining Services web site, www.dining.ucr.edu, for hours of operation.

NOTE: Residents on the Unlimited Plan cannot use their R'Card to “swipe” a meal at either The Market at Glen Mor or the Culinary Chameleon.

**GUESTS**
You are welcome to bring guests with you to any Residential Restaurant for a nominal charge. Guest prices will be available at the cashier station and payment for your guest may be made with your Dining Dollars, by adding funds to your UCR Card, or with a credit card or cash. Some Dining Plans offer a limited number of guest meal passes. Check the details of your plan above.

No one may enter the Residential Restaurants without a meal card or payment for the meal. At the HUB, guests pay the published prices.

**FEEDBACK**
We encourage constructive feedback regarding all services that Dining provides. There are several ways in which you can provide feedback. If you would like to see something added or there is something not to standards, please bring it to the manager’s attention, as there is always one on duty. This allows us to make immediate corrections.

In addition, many of our restaurants offer instant feedback via the “TxtandTell” text messaging system. For directions how to text comments directly to our managers, look for posters or flyers at our Residential Restaurants, the Market at Glen Mor and The Barn.
QUESTIONS
Dining Services Managers are here to assist you. Please direct any questions, comments or concerns regarding Dining Services to the Dining Services Managers, and not the student employees. Managers and Supervisors are located at each facility and are prepared to assist you.

HOURS OF OPERATION
A complete schedule of operational hours will be available on the Dining web page, www.dining.ucr.edu. Although we will make every effort to keep the hours the same, hours are subject to change as needed and will be posted on our web page.

VENDING MACHINES
Many communities feature vending machines offering snacks and beverages. They accept coins and low-denomination bills. Many vending machines in A-I and Lothian also accept Bear Bucks.

If a vending machine is not operating properly, please notify the RSO immediately. (Vending machines are not serviced by Dining staff.)

Health, Safety & Wellness

EARTHQUAKES
Earthquakes are a reality in California. The more prepared you are to deal with earthquakes, the better you will be able to help yourself and others.

Before The Quake
Check to be sure that nothing heavy or breakable is hanging over your bed. Keep all breakable items stored low. Keep exits clear. Be familiar with the floor plan of the building. Keep a first-aid kit or earthquake preparedness kit in your room, along with a flashlight. The more self-reliant you are, the better. Although there is a campus-wide emergency plan that will be enacted after a large earthquake, your own self-reliance will help to ease the demands on emergency personnel.

During The Quake
Remain calm—do not run or panic. Remain where you are: indoors, outdoors or in a car.

If you are indoors:
- Take cover under desks, tables, beds or in doorways until the shaking stops.
- Do not stand near windows, shelves or heavy objects which may topple.
- Wait a few moments after the shaking stops before leaving your cover.

If you are outdoors:
- Move to an open area away from high buildings and power lines.
- Do not attempt to enter your unit or other buildings, or seek shelter beside building walls.

After The Quake
- Take time to think. Do not run down stairs. Do not run inside or outside. Wait until all motion has stopped.
- Do not light a match or turn on a light switch. There may be leaking gas or electrical shorts. At night, use a flashlight. Some communities have generators that will keep emergency lights lit.
- Wear shoes for protection from debris and broken glass.
- Check the immediate area for injured persons.
- Check for fires, spills or other hazards. Turn off all appliances.
- Evacuate if there is an immediate danger (See Fire: Evacuation). Use stairs, not elevators. Follow the evacuation route posted on your door.
Follow staff instructions. Again, for a severe earthquake, the campus emergency plan will go into effect. This plan is designed to provide medical attention, food, and shelter to the campus community. HDRS staff will inform you of this process should the need occur.

**FIRE**

**Equipment**

All units are equipped with smoke detectors that are designed to detect the presence of smoke. Fire alarm pull stations, fire extinguishers and fire hoses are located in general areas, such as building corridors. It is a misdemeanor offense to tamper with smoke detectors, fire alarm pull stations, fire extinguishers and fire hoses. Violators are subject to both legal prosecution and eviction.

In most communities, activating the fire alarm system automatically notifies the campus police. Tampering with these smoke detectors may automatically set off the fire alarm system. Residents are required to notify housing staff or the UCR Police immediately if a detector in their unit has been activated.

If you ever suspect that a smoke detector or other fire equipment is compromised in any way, immediately notify the Residential Services Office or RA On Duty.

**Bannockburn Village, The Plaza and Stonehaven** feature battery-operated smoke detectors. System alarm bells will be activated only once smoke reaches the common kitchen smoke detector. Therefore, if a fire occurs within a suite room, it is the responsibility of the resident to activate the nearest fire alarm pull station located on the building exterior.

**Falkirk and Oban** do not have automatic exterior alarm bells. It is the responsibility of the resident to activate the nearest fire alarm pull station located on the building exterior.

**Evacuation**

All residents and guests of UCR Housing are required to evacuate the premises immediately during a fire alarm. Residents and guests should exit buildings, proceed to the parking lots, and stand at least 100 feet from the nearest buildings. Further instructions will be given by HDRS staff, including permission to re-enter the buildings.

Every fire alarm must be treated as a genuine emergency. Residents who fail to respond to a fire alarm or to follow directions of HDRS staff are subject to one or more of the following disciplinary actions:

- **First Offense:** written warning.
- **Second Offense:** $100 fine and possible eviction.
- **Third Offense:** $200 fine and possible eviction.

Here are some additional guidelines for evacuations due to fire:

- Be sure your roommate/apartment mates or housemates are awake.
- Close your windows.
- Open your blinds.
- Dress quickly in appropriate clothes for the weather. Do not wear open-toed shoes. Always assume that you may not be able to re-enter your unit for an extended period.
- Take all of your keys (e.g., unit, car, etc.) and cell phone.
- Take a towel with you in case of smoke.
- Check your door when preparing to exit. If it is hot, do not open the door; call 9-1-1 to report your location, and hang a sheet or towel from your window to attract attention. If your unit fills with smoke, stay low to the ground. Fill sinks with water. Stuff wet towels at the base of doors. Block vents with wet towels.
- If your door is cool, proceed to hallway and then to the exit. Never use elevators during a fire.
Move to your staging area, as indicated by the map on your hallway or in your unit, keeping away from the building and driveway. Watch for emergency vehicles.

Walk away from the buildings. Do not run.

Prevention
Fire can cause significant damage and threaten human life. You must realize the important role you play in fire safety. Listed below are suggestions to help prevent fire hazards.

- Turn off and unplug all appliances immediately after use, including such items as curling irons, hot pots, irons and popcorn poppers.
- Remain in your unit when any electrical appliance is in use.
- The use of objects with open flames (including candles, potpourri, Sterno and incense), combustible decorations and/or chemicals are prohibited.
- Barbecues and starter fluids are not permitted in units or on patios and landings.
- Ensure that multiple outlet connections contain a built-in circuit breaker and are labeled as “UL Approved.” (Power strips with minimum 1449 UL listed surge suppressor with sufficient joule capacity should be used for protection of computers and other electrical equipment).
- Check for frayed electrical cords.
- Do not locate electrical cords under rugs or other items that permit heat build-up in the cord.
- Do not block any exits.
- Report any fire safety hazards immediately to your RA or the RSO.
- The use of halogen lamps is prohibited.

Fire Drills
Quarterly, in conjunction with the Campus Emergency Health & Safety Department, HDRS staff conducts fire drills. These drills are performed in order to verify that residents are familiar with the evacuation process and can safely and quickly execute the emergency plans.

Residents who fail to evacuate during such drills will be subject to disciplinary actions. HDRS staff may enter units during fire drills to confirm that all persons have evacuated.

SEXUAL ASSAULTS
Sexual assault is a general term, which covers a range of crimes including rape. As defined under California law, rape is non-consensual sexual intercourse that involves the use of force, violence, or immediate and unlawful bodily injury, or if the person is incapable of giving consent because they are incapacitated from alcohol and/or drugs, or if a mental disorder or developmental or physical disability renders the victim incapable of giving consent.

To be consensual there must be “positive cooperation” and “the person must act freely and voluntarily...” (Penal Code 261.6). Whether the perpetrator is a stranger, acquaintance or friend is irrelevant to the legal definition of rape. According to California Education Code 67385(d), sexual assault includes, but is not limited to, rape, forced sodomy, forced oral copulation, rape by a foreign object, sexual battery or threat of sexual assault.

A student who is charged with committing a sexual assault may be prosecuted under California criminal statutes, disciplined under the university’s student discipline procedures, and/or be the subject of a civil suit.

What to do if you’ve been assaulted:
- Your immediate safety is first. Try to go to a safe place.
Reach out for support. The RA On Duty is a great resource.

Get medical attention as soon as possible. Your local rape crisis center can assist you with finding options. Medical care is important, both in case you are injured and to protect against sexually transmitted diseases and pregnancy, if applicable.

Request the assistance of campus and/or community resources. Call your local rape crisis center or any of the resources listed on the following pages.

If you believe that you have been sexually assaulted you have several options:

- Seek advocacy, counseling and/or medical attention.
- Report to your RA/RD/AC (Area Coordinator) or to the Housing Judicial Office.
- Report to the police and file charges.
- Report to the police and not file charges.
- Report to the Title IX Office for investigation.
- Seek professional advocacy through the Riverside Rape Crisis Center.
- File a civil suit.
- Request disciplinary options, which may include alternative housing arrangements and interim suspension.

Obtain a restraining order.

Request mediation services.

Note: One or more of these options may be initiated simultaneously.

Professionally trained advocates are available via the Riverside Rape Crisis Center. An advocate can aid you by explaining your various options and help you choose which action is comfortable for you. The advocate will also be able to inform you about campus and community services which could be of assistance.

Here are campus and community telephone numbers to help you:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Services</td>
<td>911</td>
</tr>
<tr>
<td>University Police Department</td>
<td>(951) 827-5222</td>
</tr>
<tr>
<td>(non-emergency)</td>
<td></td>
</tr>
<tr>
<td>Women’s Resource Center</td>
<td>(951) 827-3337</td>
</tr>
<tr>
<td>Title IX Office</td>
<td>(951) 827-7070</td>
</tr>
<tr>
<td>Sexual Assault Resource</td>
<td>(951) 827-6225</td>
</tr>
<tr>
<td>Services Consultant</td>
<td></td>
</tr>
<tr>
<td>Campus Health Center</td>
<td>(951) 827-3031</td>
</tr>
<tr>
<td>UCR Counseling Center</td>
<td>(951) 827-5331</td>
</tr>
<tr>
<td>UCR Counseling Center</td>
<td>(951) 827-9534</td>
</tr>
<tr>
<td>24-Hour Hotline</td>
<td>(951) 827-TALK</td>
</tr>
<tr>
<td>Student Affairs Case Manager</td>
<td>(951) 827-9534</td>
</tr>
</tbody>
</table>

Housing Judicial Affairs (951) 827-4252

Student Conduct & Academic Integrity Programs (951) 827-4208

Ombudsman (951) 827-3213

Riverside Area Rape Crisis Center (951) 686-7273

In a sexual assault case, every effort is made to maintain confidentiality. While it is essential that campus representatives honor the choices of the survivor, there are instances where it is the university’s ethical and legal responsibility to disclose information regarding the circumstances related to a specific incident. Only those that have a need to know will know. For example, authorized representatives may share this information when the survivor or alleged perpetrator threatens his/her own health and safety or the health and safety of others, and/or when the survivor is a minor (under 18 years of age).
SAFETY & SECURITY

UCR Police
University of California Police Department, Riverside
3500 Canyon Crest Dr, Riverside, CA 92521
UCPD Dispatch (951) 827-5222
(On campus 2-5222)
EMERGENCY DIAL 9-1-1 on Campus

The UCR Police are State Police Officers responsible for law enforcement duties on and about the campus. The UCR Police have a direct line to a 24-hour emergency service, which responds to all emergencies, including medical emergencies. For a police or medical emergency you should call 9-1-1. For all non-emergencies, you may call extension 2-5222.

Campus Safety Escort Service—
Call (951) 827-3772
UCR has a volunteer escort service, which we encourage you to use when you walk on campus at night. It is administered by the Women’s Resource Center. If you want to be escorted to any location on campus during the evening hours, call 827-3772. Hours are sundown until midnight, Sunday through Thursday. As new volunteer escorts are always welcomed, you should volunteer to help if you can afford the time.

ROAR
ROAR stands for Resources, Observe, Act and Report — the four pillars of Housing’s safety and security program for residents, staff and visitors:

▲ RESOURCES
You are not alone. There are many places to turn to for help, advice and support.

▲ OBSERVE
Keep your eyes and ears open. Be aware of your immediate environment at all times.

▲ ACT
Increase your safety and security — and that of others — by following a few simple steps.

▲ REPORT
Communicate anything that seems threatening; inform people in a position to help.

The ultimate goals of ROAR are to increase awareness and empower individuals to take an active role in ensuring their own safety, and that of others in their community.

Identification
All residents are issued a UCR Card and card key holder. These should be carried with you at all times.

Safety Tips
Unfortunately, crime is everywhere. Protect yourself with these simple crime prevention tips wherever you are:

▲ Avoid walking alone at night unless absolutely necessary. Use the Campus Escort Service or ask community-mates to accompany you. BE AWARE OF YOUR SURROUNDINGS AT ALL TIMES.

▲ Avoid shortcuts and dark, isolated areas.

▲ Walk purposefully, know where you are going.

▲ Avoid potentially dangerous situations.

▲ Have your door keys ready; carry them in your pocket or hand—not in your purse.

▲ Always lock your car—one in five stolen cars is left with keys in the ignition.

▲ Lock bikes and mopeds to racks with hardened-alloy locks and chains or U-shaped locks. Use Residence Hall bike storage areas.

▲ Do not leave any valuables or property visible inside the car. Lock these items in the trunk.

▲ Keep doors and windows locked, especially when you are not in your unit.

▲ Store valuables out of sight as much as possible in your unit.
If you find yourself in trouble, use emergency call box phones located on campus and in most parking lots. The UCRPD will answer these phones and will provide assistance (see campus map for location of these phones).

If you observe suspicious individuals in the complex, do not hesitate to contact the campus police at 9-1-1 from your phone or an emergency call box.

If you drink, drink responsibly and stay in control. Most assaults and accidents involve alcohol.

Look into your car before getting in. Lock doors and roll up windows once inside for protection.

Never leave your unit door unlocked, whether you are at home or not. Secure all money and valuables. If a theft should occur, contact the Campus Police or the RA On Duty.

Residents are advised to carry renters insurance for their belongings. The university assumes no responsibility or liability and provides no insurance or financial protection for a resident’s personal property.

Report any safety-related problems to the Residential Services Office or the RA On Duty.

WELLNESS

Housing, Dining & Residential Services is committed to maintaining high standards for health, safety and security in all of our communities. Individuals who jeopardize the health, safety and security of others by not following health and safety procedures will be subject to disciplinary action from not only HDRS, but also university and civil authorities. All residents and their guests must follow health and safety regulations.

Injuries And Illness

Student Health Services (827-3031), is located between A-I and Pentland/Lothian Halls, in the Veitch Student Service Building. These services are available from 8am to 5pm, Monday through Friday. If you become ill or sustain an injury when Student Health Services is closed and/or you are in need of immediate assistance, contact the RA On Duty or dial 9-1-1.

Medical Information

You should have returned an Emergency Medical Card with your contract and room/unit assignment form. This card requests information concerning any prescription medication you may be taking and any other medical information, which may be necessary to know in an emergency. This information is kept confidential and will only be used by the staff in the event of an emergency. Please inform the RSO of any changes in your health information during the year.

Family Student Housing
Be sure to notify the RSO of the birth of new family members.

Mental Well-Being

Psychological services are available through the Counseling Center, 827-5531 and their 24-hour help line (951) UCR-TALK or (951) 827-8255. This center is also located in the Veitch Student Service Building. It is open from 8am to 4pm, Monday through Friday. If the Center is closed and/or you are in need of immediate assistance, contact the RA On Duty or dial 9-1-1.
Employment & Leadership Opportunities

Housing, Dining & Residential Services is the campus’ largest employer of students. The jobs offered conveniently work around your class schedules and many offer personal growth and leadership opportunities, in addition to a paycheck.

STUDENT EMPLOYMENT

Dining Services
Each quarter, Dining Services has student employment opportunities available in both Residential Dining and Retail Operations. To find out more about the job openings, visit the student housing office at Bannockburn J-115 or call (951) 827-6121.

Housing Services
Housing Services offers a number of student employment opportunities. These include Resident Services Assistants (RSA), Resident Advisors (RA) and Program Coordinators (PC). These positions are generally selected the year before, but there may be openings during the year. In addition, Housing also employs student workers in its administrative offices. For job availability, check the Student Jobs page on the Housing website or the bulletin boards in your building for any openings.

Both Dining Services and Housing Services positions are also available through the Work Study Program. To find out more about Work Study opportunities, you can visit www.careers.ucr.edu.

RESIDENCE HALL OPPORTUNITIES

Residence Halls Association
The Residence Halls Association (RHA) of UCR is a student run organization for all residents. RHA supports hall and campus programs and activities, provides leadership training and serves as a coordinating body for all hall events. RHA advises the Office of Residence Life in the development of Residence Hall policies, procedures, programs and facilities. RHA is advised by a professional staff member from the Office of Residence Life and manages an approximate annual budget of $35,000.

STRUCTURE & INVOLVEMENT
All residents are members of RHA, and are invited to attend meetings. RHA consists of four councils: A-I Council, Lothian Council, Pentland Hills Council and Glen Mor Council. Voting membership consists of one senator from each floor. From these representatives, officers are selected who, in addition to representing their floors, coordinate council functions. The President, Vice President, National Communications Coordinator, Vice President of Technology and Facilities and Finance Chair are elected at the end of the previous year.

FEES & FUNDING
As a member of RHA, each student in the Residence Halls pays $60 in activity fees. This money is used to finance community-wide programs and hall funds. RHA also advises the staff on the use of vending machine income. Your $60 goes toward funding hall activities (30%), community wide programs (60%) and RHA/student staff events (10%).

National Residence Hall Honorary
The National Residence Hall Honorary is an organization that is made up of the top one percent of Residence Hall students. Their primary function is to recognize students and staff who provide leadership within the Residence Halls. The UCR Highlander Chapter has also taken an active role in encouraging community service events and putting on award banquets.
Peer Review Board

The Peer Review Board is comprised of volunteer resident peers appointed through a selection process. The Housing Judicial Coordinator serves as an advisor. The Peer Review Board hears conduct cases referred by staff from the various Housing areas. The Peer Review Board will determine to what extent you are responsible for the policy violation(s).

CAMPUS APARTMENT OPPORTUNITIES

Campus Apartment Resident Association

The Campus Apartment Resident Association (CARA) is an extension of the Resident Hall Association (RHA) of UCR, a student run organization for all residents. CARA supports programs and activities, provides leadership training and serves as a coordinating body for all community events. CARA advises the Office of Residence Life in the development of policies, procedures, programs and facilities. CARA is advised by a professional staff member from the Office of Residence Life.

FEES & FUNDING

As a member of CARA, each student in the UCR Campus Apartments (with the exception of Stonehaven) pays $60 in activity fees. This money is used to finance community-wide programs and hall funds. RHA also advises the staff on the use of vending machine income. Your fees go toward funding community activities (30%), community-wide programs (60%) and CARA/student staff events (10%).

Residents of Canyon Crest Family Student Housing do not pay activity fees.
planning, scholarships, work abroad, etc. The International Women’s Exchange meets at the ISRC every Wednesday morning. The International Service and Global Impact club, ISAGI, is also headquartered at the Center. The Center also provides protocol and arranges visitation for international guests of the campus.

SERVICES TO INTERNATIONAL STUDENTS
The ISRC provides support to all members of UCR’s international student body. New and continuing students may choose from a range of services, from pre-arrival to post graduation assistance. The professional staff facilitates all immigration issues related to student status, offering quarterly workshops on specialized topics. International Peer Advisors, a student volunteer team, welcomes newly arrived international students throughout the year. Prospective IPAs are always welcome.

All international students must meet three university requirements prior to enrollment: payment of nonresident tuition; proof of adequate health insurance coverage; and completion of English language proficiency. Center advisors participate in national networks to provide UCR international clients with up-to-date expertise on non-immigrant visa issues. Information on how to best meet the obligations under each visa category and to maximize the opportunities is made available to individuals and groups.

Special Scholarships for International Students. The University of California has reciprocal agreements with more than 130 institutions worldwide which provide competitive one-year scholarships to study at any UC campus. Applications for this scholarship are obtained and processed at the foreign campus.

OPPORTUNITIES ABROAD
UCR encourages students to include an international experience as part of a degree objective. Identification of the appropriate program option is important. The International Education Center has specific information on the Education Abroad Program (EAP), direct enrollment options and alternative opportunities. IEC advisors are available to discuss academic expectations, cultural adjustment and re-entry.

FULBRIGHT STUDENT PROGRAM
The International Education Center coordinates the application process for enrolled UCR students who enter the national Fulbright Student Program competition. Graduating seniors and graduate students can find brochures, applications and information on procedures at the Center. The application period is May to October for participation in the following year.

EDUCATION ABROAD PROGRAM
The University of California’s Education Abroad Program is often regarded as a prototype among exchange programs in colleges and universities nationwide. It is the largest and most varied program of its kind and has a distinguished reputation.

Students interested in the language, literature, engineering, science, art, culture, history, government or social institutions of the EAP countries can gain substantially from first-hand academic experiences. Opportunities are available at each class level. Options vary by duration (short term to full year) and by academic focus.

EAP operates in cooperation with more than 130 host institutions in 34 countries worldwide, and annually sends more than 4,000 students overseas.

Interested students should begin to plan for this experience as freshmen, since there are advanced language requirements for some countries and the application process is completed two quarters to a year in advance of departure. Additionally, students are encouraged to enroll in courses offering...
global perspectives and background on the United States as good foundation for a year abroad.

**PLANNED OPPORTUNITIES ABROAD**

**ABROAD AGREEMENT (POAA)**
The IEC is headquarters for students to access non-UC study-abroad programs. POAA permits students to study abroad for transfer credit and use eligible financial aid for either direct enrollment or through third-party providers. POAA advising and applications are available at the Center.

**ALTERNATIVE OPPORTUNITIES**

Non-study opportunities abroad are popular. The International Education Center maintains liaisons with most of the networks offering internships, employment and budget travel.

**INTERNATIONAL EDUCATIONAL EXCHANGE LIBRARY**
The International Education Center houses a library of catalogs, books, maps and videos regarding the various options for international study or work. Intercultural journals and reference materials are available for professional, academic and career research. Comprehensive resources include information on financial aid, employment (voluntary or paid, temporary or career), domestic and foreign travel, and intercultural communication on cultures and countries.

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**LGBT RESOURCE CENTER**

245 Costo Hall
Monday through Thursday, 9am to 8pm; Friday, 9am to 5pm
Phone: 827-2267
E-mail: out@ucr.edu
Web: lgbt.ucr.edu

**TOP 10 REASONS TO VISIT THE LGBT RESOURCE CENTER**

1. Enjoy our comfy lounge and meeting room. We are open until 8pm most days!
2. Use our CyberCenter of computers and one very large printer.
3. Read magazines like “Out,” “Girlfriends,” “The Advocate” or “Transgender Tapestry.”
4. Attend a Grrrl Talk or Fluidity, or Guy Talk or Queer People of Color (QPOC) discussion group on Tuesdays at 5pm
5. Browse our lending library of 200 DVDs and 700 books.
6. Meet the staff: director Nancy Tubbs, program coordinator Toi Thibodeaux, office manager Mark Dunn, and student assistants.
7. Take home free resources on topics like coming out, bisexuality, transgender issues and hints for Allies.
8. Get involved in student events such as Dragalicious Drag Ball, The Coming Out Monologues and Pride Prom.
9. Learn about happenings with Queer Alliance & Queer People of Color.
10. Too shy to come by the center? Visit our website for resources, a calendar of events, and lots of good mojo, lgbt.ucr.edu, including Monday Online Chats, 7 to 9pm

**ALLY**

When you see the Ally placard outside an office, room or apartment, you have found a safe place to talk about sexual orientation or gender identity issues. Every Ally has attended a three-hour seminar and has signed a contract agreeing to provide a listening ear and positive resources and referrals.

Visit our web site for Allies contact information and to learn more about the Allies program.
OFFICE OF ALUMNI & CONSTITUENT RELATIONS
Alumni & Visitors Center 3701 Canyon Crest Drive
Room 2203
Riverside, CA 92507
Phone: UCR-ALUM (827-2786)
Fax: 827-3186
Web: www.alumni.ucr.edu

The Office of Alumni & Constituent Relations serves to preserve and promote the relationships between UCR, its alumni, students and many external constituencies. Through its various services and programs, such as the UCR Student Alumni Association, UCR Alumni Association and UCR Parents Association, the office engages UCR’s extended family in support of the university and its tradition of excellence.

UCR STUDENT ALUMNI ASSOCIATION (SAA)
Unlike any other organization on campus, the UCR Alumni Association, a network of more than 75,000 alumni, sponsors the UCR Student Alumni Association. Our goal is to prepare you for life after college. After all, you’re a student for four (or five or maybe even six years!), but you’re an alum for life! Join us for some of our programs this year such as the Career Conferences, Dinners with Alumni, Student Alumni Mentorship, scholarships and many leadership opportunities!

UCR ALUMNI ASSOCIATION (UCRAA)
The UCR Alumni Association serves to preserve and promote the relationships between UCR and all its alumni. For more than 50 years, through its various services and programs, the Association has represented alumni and assisted the university in its quest for excellence.

UCR PARENTS ASSOCIATION
Since 1988, the UCR Parents Association and its activities have provided important ways for parents to stay informed about their students’ experiences. The Parents Association meets quarterly on campus, and the meeting agendas are directed by the parents. These meetings are informal opportunities for parents to network, as well as gather input and voice concerns to campus administrators.

UCR MAIL SERVICES POST OFFICE
Corporation Yard
Riverside, CA 92507
Phone: 827-6245
Hours: 7:30am – 4:30pm
Web: www.ucrmail.ucr.edu

UCR Mail Services operates a special campus post office at their offices in the Corporation Yard (adjacent to the Materiel Management/Receiving Dock) offering most services offered by the United States Postal Service — including certified, registered, express and insured mail. They also offer package and shipping service via USPS, FedEx and UPS.

The Post Office accepts credit cards, debit cards and checks, but not cash.

WOMEN’S RESOURCE CENTER
260 Costo Hall
Riverside, CA 92521
Phone: 827-3337
Web: www.wrc.ucr.edu

WOMEN’S RESOURCE CENTER
The Women’s Resource Center provides awareness on women’s and men’s issues and concerns, with the intent of self-empowerment. The WRC has a safe, friendly environment where women and men can develop personally, educationally, culturally, socially, politically, and professionally. The office enhances the quality of individuals’ lives through advocacy, educational programs, informal counseling, support groups, and referrals.
CAMPUS SAFETY ESCORT SERVICE
The Campus Safety Escort Service volunteers walk you safely to your car or campus destination. The Service operates Sunday through Thursday, from dusk to midnight. To request an escort, call (951) 827-3772 or use the red dial telephones located in most campus buildings. Should you need an escort during non-operating hours, contact the Campus Police Department at (951) 827-3772. You don’t have to walk alone at night!

CAMPUS ASSAULT AND HARASSMENT PREVENTION EDUCATION PROGRAM
The Women’s Resource Center, along with other designated campus offices, provides advocacy and education around incidents of assault/rape, stalking, harassment, hate, and sex/race discrimination. A goal of the Center is to promote measures which allow people to have healthy interactions. For more information, please visit www.wrc.ucr.edu and/or contact the Title IX Office at www.conflictresolution.ucr.edu/titleix.html for resources. For more information, please call (951) 827-7070.

THE RAPE PREVENTION & SEXUAL HARASSMENT EDUCATION DEPARTMENT
The Women’s Resource Center, along with other designated campus offices, provides advocacy and education around incidents of:

- Assault and rape
- Stalking
- Harassment
- Hate
- Sex and race discrimination

A goal of the center is to promote measures, which allow people to have healthy interactions. For more information, please visit www.wrc.ucr.edu and/or contact the Title IX Office at www.conflictresolution.ucr.edu/titleix.html for resources. For more information, please call (951) 827-7070.

THE WELL (WELL-BEING, EMPOWERMENT, LIFE, LEARNING)
Highlander Union Building 248

Interim Director: Jennifer Miller
Phone: 827-WELL
Web: www.well.ucr.edu

UCR offers a variety of wellness-related programs that are designed to support holistic student health and well-being. The WELL is a coordinated center for UCR’s wellness programs.

The WELL serves to create a safe, supportive and connected campus environment through the promotion of healthy minds, bodies and communities. It provides accessible, robust resources and support for students in the areas of physical, social, emotional, cultural and spiritual wellness through a network of peer educators, mentors and professionals.

The WELL is part of the campus and UC system-wide Mental Health/Healthier Campus Climate Initiative, and aims to bring the support and services of Student Affairs peer programs, Health Education, Campus Health, Counseling and Recreation to students.
What HDRS Is Doing

Efficient use of energy and resources is not only a necessity today, but it also saves you money. You pay for your utilities through your housing payments. Any savings you make helps keep the cost of housing from going up. You can reduce the cost of utilities simply by being aware of what you use and avoiding waste.

In 2009, Housing, Dining & Residential Services launched our “Green Your Scene” initiative, involving ongoing substantial and systemic changes in the way we do business.

EATING GREEN
What are “sustainable foods”? The UC system groups them into four main categories: Local, Fair Trade, Ecologically Sound and Humane.

Last year, Dining Services spent roughly 15 percent of its total food budget on sustainable foods, most of which was spent on locally grown produce, dairy products and fair-trade coffee.

We proudly list some Green Dining highlights:

- **Home-Grown Citrus.** Oranges from our world-renown Citrus Varietal Collection are used to produce fresh-squeezed orange juice every day.
- **Local Produce.** More than half of all produce served on campus year-round is locally grown within 250 miles from campus.
- **Cage Free Eggs.** All eggs served at campus restaurants are certified cage-free.
- **Fair Trade Coffee.** We proudly serve Fair Trade Certified coffee at Bytes, Ivan’s and Scotty’s convenience stores.
- **Healthy Options.** Vegan and/or vegetarian options are offered at every meal. Last year, more than 25 percent of all entrees served in the Residential Restaurants were vegan or vegetarian.
- **Meatless Mondays & Beefless Fridays.** We promote both of these national campaigns, which encourages diners to make a positive impact on the environment by giving up meat/beef at least one day a week. Beef consumption, in particular, has an outsized impact on greenhouse gases and water usage.
- **Food Day.** UCR is proud to be part of Food Day, the nationwide campaign for healthy, delicious and affordable food prepared in a sustainable and humane way.
Organics. Our convenience stores carry natural and USDA Organic snack products.

WASTE REDUCTION
Why just recycle when you can eliminate waste in the first place?

LESS Waste. Dining Services composts more than 250 tons of food waste annually. By composting food waste, we’ve eliminated tons of solid waste from the landfill and generated a valuable soil amendment to return nutrients to the soil.

Trayless Service. Eliminating trays in the residential restaurants has saved water and energy, limited food waste, and reduced use of cleansers. Estimated savings to date: two million gallons of water, enough to fill three Olympic-sized swimming pools.

Bye-Bye Bottles. To eliminate tens of thousands of disposable plastic water bottles, we created campus “hydration stations” offering free filtered water to fill residents’ reusable bottles.

Proper Meal Portions. We launched a nutrition education campaign centered on portion control, as recommended by the USDA’s MyPlate program. It reduces both waste and waistlines.

Reduced Napkin Usage. We reduced use by 50% just by putting napkins (unbleached, of course) at every table in our residential restaurants.

BYO Coffee Cups. We save thousands of paper cups a year by giving a discount for those who bring their own.

Just-in-Time Cooking. Small-batch cooking allows us to reduce waste and increase food quality and freshness.

ENERGY REDUCTION
Sometimes, living green saves green, too.

Lighting Fixtures. HDRS has installed compact fluorescent light bulbs and energy saving fluorescent light fixtures at all housing facilities.

Reduced Water Usage. Reduced-flow shower heads are installed at all facilities, and six “waterless urinals” in public restrooms save 270,000 gallons of water annually. Retrofitting walk-in freezers and coolers saved 9,000 gallons a week.

Electric Vehicles. HDRS has replaced most gas vehicles with electric and alternate fuels.

Wireless Irrigation System. A wireless irrigation system maximizes the efficiency of landscape watering.

Energy Star Appliances. We’ve upgraded appliances in housing units and our kitchens with Energy Star Certified appliances and equipment.

RECYCLING
The ultimate goal is to recycle everything possible. We’re getting there.

Cooking Oil. We recycle 100% of our cooking oil, which is used for, among other things, bio-diesel fuel.

Cans, Glass, Paper. Campus offices have recycling programs for cans, glass, plastic, paper and cardboard. Recycling is now available in common areas at Residence Halls and Campus Apartments.

Compostable Products. UCR continually works to replace plastic and Styrofoam products with products that are compostable and/or made from renewable materials. In 2013, we introduced compostable Pepsi cups.

Recycling Food Waste. We are using a food dehydrator to produce a nutrient-rich soil amendment that will be used to fertilize the soil at the R’Garden.

Surplus Food Donations. We donate thousands of pounds of leftover food to Riverside County’s Inland Harvest each year.
CLEAN IS GREEN
Our green cleaning practices limit our environmental footprint and improve worker safety.

- **Cleaning Products.** We use Green Seal-Certified cleaning products on glass, floors, carpets and restrooms.
- **Sustainable Ware-Washing.** All dishware-washing equipment uses detergents designed to reduce water usage, while digital control systems monitor equipment for optimal operations.
- **Biodegradable Bags.** Housing uses biodegradable bags for trash and recycling liners. Dining uses compostable trash bags for food waste. A new liner standardization program will reduce plastic usage by up to 25 percent.

What HDRS is Doing Next

MORE NATIVE PLANTS
We’re planning to add sustainable landscape projects to save water and fertilizer run-off.

SUSTAINABLE FOOD PURCHASES
We’ve pledged that by 2020, at least 20 percent of our food budget will be used to purchase food that is local, fair, ecologically sound and humane. Such products are environmentally sustainable, and grown without pesticides, hormones, large-scale monocropping or huge carbon footprints.

LONG TERM GOALS
- Achieve zero waste by 2020
- Purchase only Energy Star appliances where available
- Incorporate sustainability and social justice guidelines in food procurement and franchise agreements

What UCR is Doing

Riverside has been named the first “Emerald City” in California for our commitment to going green! As an integral part of the city, the campus is currently focused on nine complimentary and interconnected areas of interest:

1. **Research.** Cutting-edge sustainability research, plus a goal to encourage every student to engage in “sustainability” education.
2. **Built Environment.** All new and remodeled campus buildings to be LEED-certified Silver with a 20 percent energy reduction, with the ultimate goal of new, 100% carbon-neutral buildings. The newly expanded Glen Mor community, for example, is LEED Gold Certified.
3. **Energy and Climate.** Pledged to reduce carbon emissions to 2000 levels by 2014 (and 1990 levels by 2020) through technology, education and renewable energy.
5. **Procurement.** New mandate to “buy green” includes 100% Energy Star compliance. Plus thousands of existing items are increasingly repurposed, not discarded.

6. **Recycling & Waste Management.** Broad recycling and waste-diversion programs vastly reduce materials headed to landfills; a 75 percent diversion rate by this year, and a 95 percent diversion rate by 2020.

7. **Sites.** Computerized irrigation system cuts water use. Coming soon: more drought-tolerant plantings, organic fertilizers, reduced level of pesticides and the use of “cool roofs.”

8. **Transport.** Free campus and city trolleys reduce need for cars, as do UCR-sponsored van pools. Many campus vehicles now use natural gas, electricity or alternate fuels.

9. **Water.** New systems will reduce use of potable water for landscaping. Installation of seven new “hydration stations” will decrease reliance on single-use plastic water bottles.

**ZIPCARS**

To reduce traffic congestion, parking problems and improve air quality, UCR has partnered with Zipcar, the world’s largest car-sharing service, to offer four fuel-efficient, car-sharing vehicles. The cars, available 24 hours a day, seven days a week, are located in reserved spaces in parking lots 1 and 15, and at the Housing Administration Office.

Zipcar, which has been offering campus car sharing since 2002, has programs at more than 120 colleges and universities across the country including 20 in California alone (UCLA, USC, UC Irvine and UC San Diego, among others).

For more information, including how to join UCR’s Zipcar program, is available at www.zipcar.com/ucr.

To use the service, you must first join Zipcar. The discounted membership fee for UCR faculty, students and staff is $35; rentals are $8/hour or $66/day on weekdays; and $9/hour or $72/day on weekends. Gas, insurance, 180 driving miles, reserved parking and roadside assistance are included in rates.

In addition, members 21 and older have access to Zipcar’s network of thousands of vehicles throughout North America.
What YOU Can Do

The following suggestions are most likely a part of your life already. You are encouraged to follow them during your stay in UCR’s housing communities.

**REDUCE. REUSE. RECYCLE.**
The new three “R’s.” Think creatively about reducing your carbon footprint. Start with easy steps, like using refillable bottles and reusable bags. Think about what you buy (reusable items that have little packaging and are made of recyclable products) and how you might reuse it. Landfills are almost full and new locations are scarce.

Recycling bins are available throughout the campus and at all housing communities. They’re generally found in common areas and strategically placed near dumpsters, trash chutes and other convenient locations.

The “Recycling” bins accept:

- Mixed Paper (all bond paper, even glossy. Also all types of envelopes, manila folders, white & colored paper, junk mail, phone books and stickers)
- Paperboard (cereal boxes, tissue boxes)
- Clean styrofoam

Please, **DO NOT include**: plastic wrap, food waste, pulp waste, plastic bags, paper towels, plastic cups, pizza boxes, styrofoam food containers or wax-coated paperboard.

**DO NOT** place batteries in recycling bins. Batteries contain toxic materials that must be specially treated. Save used batteries for e-waste round-ups or for trips to stores with recycle bins for batteries (Home Depot, etc.).

**BE ENERGY EFFICIENT**

- **Keep air conditioning to a minimum.** Make sure vents are unobstructed. And whatever you do, don’t leave your windows open with the AC (or heat) on.
- **DO NOT use electric door openers** that are designated for students with disabilities unless necessary.
- **Take the stairs** and avoid using the elevators. Not only does it save power, it burns 10 times more calories.
- **Turn off lights** when leaving a room.
- **Turn off your room fan** when leaving your room.

**USE GREEN POWER**

Replace incandescent bulbs with energy efficient bulbs, which last 10 times longer and use one-fourth the energy. Housing has installed compact fluorescent light bulbs and energy-saving fluorescent light fixtures in most housing facilities.

**BE WATER WISE**

- **Take short showers.** Each minute you take off your shower saves up to three gallons of water.
- **Turn the faucet off** when brushing your teeth or shaving. Don’t let the water run.
- **Wash only full loads** of laundry.
- **Report any leaks** via the online Service Request link on the Housing home page.

**RESOURCES**

For more information, go to the HDRS website: [www.housing.ucr.edu](http://www.housing.ucr.edu) and click on the Sustainability site.

Click here to view the annual UCR Sustainable Food Systems report.

Click here for the University of California Policy on Sustainable Practices.

Other useful sites include: [www.sustainability.ucr.edu](http://www.sustainability.ucr.edu) [www.facebook.com/sustainableucr.org](http://www.facebook.com/sustainableucr.org)
An Introduction to Student Conduct Policies

Dear UCR Community Member,

Thank you for choosing to be part of our residential housing community. UCR Housing, Dining & Residential Services takes pride in providing you with a safe and welcoming environment. We strive to continually improve our housing facilities and amenities, in order to provide you with the best possible academic and social setting in your journey toward educational advancement.

Your participation and citizenship in the UCR campus are essential components to creating a thriving community. We look to our students to aid in the development of strong social networks; to be the eyes and ears of our community; and to ensure that our community standards are respected.

Whether you are a first year student, a returning student, a doctoral candidate or a family member residing within our Family Housing area, our expectations for your conduct and your involvement in our community remain consistent. We expect that all members of our community are knowledgeable of their Student Rights and Responsibilities and that students abide by all Housing Student Conduct Policies, both of which are provided within this handbook.

In addition to the Housing Student Conduct Policies outlined, all UCR students are expected to know and follow the University Student Conduct Code regulations. These policies can be obtained at the Student Conduct & Academic Integrity Programs office located in 111 Costo Hall or via their web page (conduct.ucr.edu).

As citizens within the UCR community and the residential housing environment, it is our hope that you will display your concern for the UCR community by reporting policy violations that may be harmful to fellow students, by being actively involved in campus activities and by participating in projects which enhance our university campus, as well as the surrounding community.

Please be sure to take the time to review the information enclosed within this handbook, as it will be an invaluable guide to you in partnering with our staff to create a dynamic and enriching community atmosphere. We look forward to your contributions and citizenship within our community!
How Do I Report an Infraction of Housing Student Conduct Policy?

If you have witnessed an incident which you believe is a violation of the UCR Housing Student Conduct Policies you have a responsibility to report this incident to UCR Housing staff members. You can report infractions of our Housing Policies to any of the following contacts:

**IN AN EMERGENCY SITUATION:**
- UC Police Department (951) 827-5222 or 911

**IN A NON-EMERGENCY SITUATION:**
- Your Resident Advisor
- Your Resident Director/Area Coordinator
- Your Residence Services Office
- The Housing Services Administration Building

See the directory towards the back of this handbook, or search online at housing.ucr.edu, for specific contact information for your housing area.

OR, YOU MAY CONTACT ONE OF THE FOLLOWING INDIVIDUALS:

- **Audrey L. Pusey**
  Director for Residential Life and Services, Residential Conduct and Advocacy
  Glen Mor Residential Services Office
  (951) 827-4252

- **Robert Stephens**
  Assistant Director for Residential Life and Services, Residential Conduct and Advocacy
  Glen Mor Residential Services Office
  (951) 827-5972
Housing Conduct Flow Chart

<table>
<thead>
<tr>
<th>Initial Report</th>
<th>You (resident) receive</th>
<th>Type of meeting</th>
<th>Followed by resident being sent</th>
<th>If found responsible for violating policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Report created by staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forewarning Letter/Other Follow-Up Letter</td>
<td>Notice of Meeting Letter</td>
<td>Education or Care/Concern Meeting</td>
<td>Follow-Up Letter</td>
<td>Sanctions to complete will be included in the letter</td>
</tr>
<tr>
<td>Nothing (Minor incident addressed by the staff member / Documented in conduct database / No further follow-up needed)</td>
<td></td>
<td>Peer Review Board Hearing</td>
<td>Decision Letter</td>
<td>Appeal information will be included in the letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Formal Conduct Review</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Frequently Asked Questions in the Housing Student Conduct Process

WHY DID I GET CONTACTED TO SET UP A MEETING?
An incident occurred where you may be involved. A report was filed and forwarded to the Resident Director/Area Coordinator (RD/AC). The RD/AC is responsible for deciding what policy(ies) may have been violated (if any) and who will follow-up regarding the incident. From the time a report is filed, the RD/AC will typically contact you within 3 business days (Monday-Friday non-holidays are considered business days). After this contact is made, you can expect to have a meeting, most often with the RD/AC, within 5 working days. For cases involving the Peer Review Board, the board will be convened typically within 1-2 weeks. Additionally, residents may be referred to the campus conduct system based on the severity of the incident.

WHAT HAPPENS WHEN I MEET WITH MY RESIDENT DIRECTOR/AREA COORDINATOR (RD/AC) REGARDING A CONDUCT VIOLATION?
These meetings may be either an informal educational meeting or a formal conduct review, at the discretion of the RD/AC. In an educational meeting, the RD/AC will discuss the purpose of the meeting and then the behavior that may have violated policy. The RD/AC will discuss with you what occurred and why, and possible ramifications for the community. The RD/AC will not assess responsibility for policy violations. The RD/AC and you will consider potential follow-up options. You will then be sent an email letter summarizing your meeting.

In a formal meeting, the RD/AC typically begins by explaining the conduct process. They share information from the incident report and/or other documentation and will ask you to share your perspective of the incident. Based upon your input and all of the information, including from other involved individuals, the RD/AC will decide to what extent you are responsible for the policy violation(s). You will then be sent an email letter summarizing your meeting and the RD/AC’s decision. If you are found to be responsible for violating one or more policies, the RD/AC will issue one or more sanctions.

WHAT HAPPENS IF I DO NOT SCHEDULE OR ATTEND A MEETING?
Failing to attend an educational meeting will shift your case into the formal conduct process. Should you take no action to schedule or attend a formal conduct meeting, a decision may be made without the benefit of your input based on available information in the report and collected from other involved individuals. Additionally, failing to schedule or attend a meeting may result in an academic hold being placed on your account (which restricts you from registering for classes, obtaining transcripts, and more actions related to your academic record).

WHAT IS THE PURPOSE OF A SANCTION?
A sanction is a consequence that typically includes an assignment or activity to complete. Sanctions are intended to be predominantly educational, encouraging you to reflect on past behaviors and consider future options. Additionally, sanctions serve to deter additional violations. Often sanctions will be determined at the meeting, but some situations require time to consider all of the information and then issue an appropriate sanction. Previous policy violations are considered when determining an appropriate sanction.
WHAT IF I DON’T COMPLETE A SANCTION?
Failing to complete a sanction is considered another violation. If you fail to complete a sanction in a timely or satisfactory manner, you will face further disciplinary action and potentially an academic hold (which restricts you from registering for classes, obtaining transcripts, and more actions related to your academic record).

WHAT’S A PEER REVIEW BOARD?
The Peer Review Board is comprised of volunteer resident peers appointed through a selection process. The Housing Judicial Coordinator serves as an advisor. The Peer Review Board hears conduct cases referred by staff from the various Housing areas. In these cases, the Peer Review Board will determine to what extent you are responsible for the policy violation(s).

WHO WILL FIND OUT ABOUT THIS?
Housing staff members value confidentiality and avoid discussing your case outside of this process. Federal law requires that a student must sign a release in order for a university official to discuss specific incidents and consequences with the student’s family members or future employers. Parents/Guardians can be notified when a student is found responsible for an underage drinking violation or any illegal drug possession violation.

HOW LONG WILL THIS BE ON MY TRANSCRIPT?
University Housing conduct related records and information are not part of an academic transcript. However, cases which involve possible violations of the University Standards of Conduct will be forwarded to the Student Conduct and Academic Integrity Programs office for review.

CAN I APPEAL A DECISION?
Yes. In order to appeal you must have one or more of the following reason(s):

- Severity of the sanction is inappropriate based on what you were found responsible for
- Introduction of new evidence not available at the hearing
- Lack of procedural due process (your student rights were not honored)

An appeal must be made in writing, using the University Housing online Appeal Form, within three business days of the decision. The appeal will be assigned to one of the Housing appellant hearing officers.

Appeals are a review of the conduct process and not a rehearing of the case. Appeals made based on introduction of new evidence may result in a rehearing of the case based on new pertinent information.

WHAT IS FERPA?
The Family Educational Rights and Privacy Act of 1974 is a federal regulation that guarantees students and/or their parents access to all educational records that pertain to them and protects the privacy of these records. Upon reaching the age of 18 or enrolling in an institution of higher education, the student is the primary owner of the record. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Students have the right to inspect and review their own educational records as well as to request that the school correct records believed to be inaccurate or misleading. Students may waive their rights under FERPA through a signed document and can rescind the waiver of those rights at any time.

STILL HAVE QUESTIONS?
Please contact your Resident Advisor (RA) or Resident Director/Area Coordinator or the Conduct Administrator listed on any Housing conduct letter which you may receive.
YOUR ROLE BEFORE, DURING AND AFTER A CONDUCT REVIEW MEETING

- Schedule your meeting or, if prescheduled, arrive to your meeting at the time indicated on the letter forwarded by the Housing Conduct Administrator
- If the Housing Conduct Administrator is available, you may choose to meet prior to the 24-hour minimum notice
- You may bring an adviser; if you choose to bring an adviser you must let the Housing Conduct Administrator know 24 hours before your meeting
- You will have the opportunity to respond to the allegations and present relevant information; bring any relevant documents to your meeting
- You can call forward a witness(es) to support your response to the allegations; you may bring these witnesses to your meeting or make them aware that the Housing Conduct Administrator may be contacting them to discuss the case
- You may file a written reply to the decision, which will be kept in your file regardless of the outcome of the incident
- You may appeal the decision(s) by completing the online appeal form within three (3) business days of the outcome letter

THE HOUSING CONDUCT ADMINISTRATOR’S ROLE BEFORE, DURING AND AFTER YOUR CONDUCT REVIEW MEETING

- We will consider all alleged violations of Housing policy and determine appropriate follow-up
- We will notify you, typically via email, at least 24 hours in advance of scheduled meetings or provide a minimum of 24 hours to schedule a meeting
- We will provide an opportunity for you to review the report and other supporting documentation
- We will engage you in an educational conversation about the incident and your response to the incident
- We will notify you of the decision and the opportunity to appeal, typically via email
- The decision may require future follow-up actions and sanctions as outlined in the letter; we may place an administrative hold on your student account if you fail to complete sanctions within the assigned timeline(s)

REMEMBER, IT IS A UNIVERSITY EXPECTATION THAT ALL STUDENTS REGULARLY CHECK THEIR EMAIL IN THEIR UCR STUDENT ACCOUNT. NOT BEING AWARE THAT AN ADMINISTRATIVE LETTER WAS FORWARDED TO YOU IS NOT AN EXCUSE!
Additional Information

ACRONYMS FOR UCR HOUSING, DINING & RESIDENTIAL SERVICES CONDUCT POLICIES:

| HDRS = Housing, Dining & Residential Services |
| RSO = Residential Services Office |
| RLS staff = Resident Director, Area Coordinator, or other Residential Life and Services professional staff designated by HDRS to manage a residential area |

HDRS RESIDENTIAL AREAS:

Residence Halls:
- Aberdeen-Inverness
- Lothian
- Pentland Hills

Campus Apartments:
- Bannockburn Village
- Falkirk
- Glen Mor
- Oban
- Stonehaven
- The Plaza

Canyon Crest Family Student Housing

UCR Housing, Dining & Residential Services Conduct Policies
(Revised August 2014)

SECTION 1
GENERAL CONDUCT POLICIES

1.01 ABUSE, THREATENING BEHAVIOR, HARASSMENT, AND VIOLENCE

1.01.1 Animal Cruelty – Acts of abuse, violence, and neglect towards animals are prohibited. Also see Policy 1.18 Pets
Canyon Crest Family Student Housing – also see Section 6, Policy 6.17 Pets

1.01.2 Direct and Indirect Forms of Abuse – Direct and indirect forms of abuse, threats, coercion, harassment, intimidation, stalking, bullying, unwanted personal contact, violence against another person or their property or causing the reasonable apprehension of physical or verbal harm, are prohibited. This policy includes but, is not limited to, physical, electronic, written, and verbal interactions. Also see Section 4, Policy 4.02.7 Online Harassment
Canyon Crest Family Student Housing – also see Section 6, Policy 6.07 Child Welfare/Child Neglect
1.02 ALCOHOL

1.02.1 Campus Apartments – Alcohol in any form may not be distributed to and/or consumed by, or in the presence of, persons under the age of 21. Alcohol may not be left unattended in the common area of an apartment or in any space shared with residents under the age of 21. Residents alleged to be involved in violations of UCR HDRS policy are required to dispose of alcoholic beverages upon request of staff members.

1.02.2 Common Containers – Alcohol in any form in common containers is not permitted. This includes any container or device intended to dispense large quantities of alcoholic beverages (including, but not limited to: beer bongs, kegs, punch bowls, trash cans, etc.).

1.02.3 Empty Alcohol Containers – Empty alcohol containers, collections, and/or displays (including cans, bottles, kegs, or boxes on which alcohol beverage insignia appears) are not permitted within or on grounds immediately adjacent to Residence Hall facilities or in spaces within the Campus Apartments shared with one or more residents under the age of 21.

1.02.4 Public Spaces – Alcohol in any form may not be consumed, possessed, or distributed in public spaces (including but not limited to: balconies, patios, lobbies, hallways, lounges, meeting rooms, public restrooms, suites, and swimming pools) or on properties adjacent to UCR HDRS facilities (such as UCR HDRS parking areas).

1.02.5 Residence Halls – Alcohol consumption, possession, or distribution in any form, or being in the presence of alcohol in any form, is not permitted in the Residence Halls or the areas immediately adjacent to them regardless of resident or guest age. This includes both opened and unopened containers of alcohol. Residents alleged to be involved in violations of UCR HDRS policy are required to dispose of alcoholic beverages upon request of staff members.

Canyon Crest Family Student Housing – also see Section 6, Policy 6.02 Alcohol

1.03 BEHAVIOR WHILE UNDER THE INFLUENCE
Problematic or disruptive behavior while under the influence of alcohol, hallucinogens, and/or other substances is not permitted. Inability to exercise care for one’s own safety because of alcohol, hallucinogen, or other substance use is considered a violation of this policy.

1.04 CLEANLINESS, HEALTH, AND HYGIENE
Residents are required to make reasonable efforts to maintain personal cleanliness and hygiene. Residential spaces must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents are prohibited from activities that violate any health code. Residents may not interfere with the safe and clean environment of others. Shared spaces cleaned by Housing staff must be kept organized to allow for cleaning by Housekeeping.

Also see Section 2, Policy 2.10 Common Areas and Policy 2.30 Trash and Recyclables
Canyon Crest Family Student Housing – also see Section 6, Policy 6.22 Trash and Recyclables
1.05 **COMPLICITY**
Residents who have knowledge of a violation of university or UCR HDRS policies are encouraged to take action to discourage the violation. If the violation continues, failure to either report the violation or remove oneself from the area of the violation is considered to constitute permission, contribution, or encouragement of the violation and is not permitted.

1.06 **CONTRACT**
Residents are required to adhere to the guidelines and requirements stated in their UCR HDRS contract/lease.

1.07 **CONTROLLED SUBSTANCES**
   1.07.1 **Distribution, Possession, Use, Sale, or Consumption** –
The possession of controlled substances as defined by State and/or Federal laws or regulations is prohibited. Distribution, possession, use, sale, or consumption of medicinal drugs not prescribed to yourself, controlled substances, and/or hallucinogenic substances (including but not limited to salvia, bath salts, and legal hallucinogenic mushrooms) are prohibited.

   1.07.2 **Drug Paraphernalia** – possession of drug paraphernalia is not allowed within UCR HDRS facilities or on their adjacent properties. Drug paraphernalia may be confiscated and destroyed.

   1.07.3 **Medical Marijuana** – Medical marijuana licenses are not recognized within UCR HDRS properties and use of medical marijuana is prohibited.

1.08 **DISORDERLY CONDUCT**
   1.08.1 **Lewd, Indecent, or Obscene Conduct** – Lewd, indecent, or obscene conduct or expression (including oral, visual, and other means) is prohibited. Viewing of sexually explicit materials or engaging in sexual acts in common areas is not permitted.

   1.08.2 **Aggressive and/or Disruptive Behavior** – Aggressive and/or disruptive behavior which creates an unreasonable disturbance to the orderly functioning of the university or to the comfort of others is prohibited.

   1.08.3 **Unreasonable Interference** – Acts or behaviors that unreasonably interfere with others' normal use of the facilities or privileges are prohibited. This includes but is not limited to pranks, practical jokes, horseplay, retaliatory actions, and other forms of disruptions.

1.09 **EVACUATION**
All residents and guests are required to leave the building in a reasonable and timely manner whenever the fire alarm activates or when directed to do so by UCR HDRS staff or emergency personnel. Residents are expected to report to the designated assembly area and await further instruction and/or information. Residents are not permitted to reenter an evacuated building until authorized by UCR HDRS staff or emergency personnel.

1.10 **EXPLOSIVES**
Explosive devices of any form are prohibited within UCR HDRS facilities or on their adjacent properties. This includes, but is not limited to: fireworks, ammunition, pyrotechnics, etc. Any explosives found may be immediately confiscated and destroyed.
1.11 FALSE INFORMATION
Furnishing false information or identification to a university official (including furnishing false information for the purpose of gaining unauthorized access into a residential facility, dining facility, or sponsored event or to gain use of restricted equipment) is prohibited. Impersonation of university personnel is prohibited.

1.12 FIRE SAFETY
1.12.1 Fire Alarms - Activation of a fire alarm system when no fire exists is a violation of policy. This includes but is not limited to: improper cooking, burning food, usage of incense, use of synthetic smoke machines or bug bombs, smoking indoors (including electronic cigarettes), vaping, alarms caused by tampering with fire safety equipment, etc. Cooking appliances, including microwave ovens, must be attended while in use.

1.12.2 Fire and Arson - Causing, attempting to cause, or contributing to the causation or continuation of a fire, either intentionally or unintentionally, within UCR HDRS facilities or on their adjacent properties, is prohibited. Also see Section 2, Policy 2.03 Barbeques, Smokers, and Grills and Policy 2.21 Public Areas, and Section 5, Policy 5.03 Meeting Spaces and Facilities

1.12.3 Fire Safety Equipment - Tampering with, relocating, disabling, or disarming fire safety equipment or using any such equipment for any purpose other than the prevention or control of fire is not permitted. Fire equipment includes, but is not limited to: heat and smoke detectors, fire alarms, fire extinguishers, fire extinguisher boxes, fire hoses, fire sprinklers, and any other fire-fighting devices. No items may touch, obstruct, or be hung from fire sprinkler heads.

1.12.4 Obstruction of Egress and Regress Areas - Blocking or obstructing doorways, windows, or pathways used to enter and exit any HDRS area is considered a violation of fire safety and is prohibited.

1.13 GAMBLING
Gambling within UCR HDRS facilities or on their adjacent properties is prohibited. This includes, but is not limited to, activities played for: money, checks, credit, or any other item representative of value (e.g. barter of items, chips, or markers to be traded in later for cash). Games of chance played for recreation, but not for monetary exchange, are allowed.

1.14 GUESTS
A ‘guest’ is defined as any person who visits a room, suite, apartment, or residential unit to which he or she is not assigned. Guests involved in an alleged violation are required to leave if requested by a UCR HDRS staff member. Alleged violations of UCR HDRS policy by non-resident students may be forwarded to the office of Student Conduct and Academic Integrity Programs for review. Alleged violations of UCR HDRS policy by non-students may result in these guests being placed on UCR HDRS exclusionary status.

1.14.1 Excluded Persons - Persons excluded from UCR HDRS facilities may not return as guests.

1.14.2 Guest Actions - Residents are responsible for, and may be held accountable for, the actions of guests at all times within UCR HDRS facilities and on their adjacent properties. Guests must follow all UCR HDRS conduct policies.
1.14.3 Guest Limit – There is a limit of 6 (six) guests in an assigned residential unit.

1.14.4 Overnight Guests – Having overnight guest(s) without the approval of your roommate(s) is prohibited. Each resident in the Residence Halls is limited to one overnight guest at a time. In Campus Apartments and Canyon Crest Family Student Housing, there is a limit of two overnight guests per bedroom per night. Room occupancy may not exceed the Occupancy Limits as outlined in each resident’s contract. Overnight guests are permitted to stay only in residential rooms/bedrooms, not in residential common areas. There is a three-day, two-night limit for each guest, per month. “Continual” guests are not permitted and may result in the exclusion of the guest.

1.14.5 Unattended Guests – Residents are not permitted to leave guests unattended in residential areas. Allowing unescorted non-residents entry through locked building, hall, or suite doors is not permitted.

Canyon Crest Family Student Housing – see also Section 6, Policy 6.12 Guests

1.15 HAZING

Hazing of any kind will not be tolerated. Hazing includes any method of initiation or pre-initiation into a campus organization or other activity engaged in by the organization or members of the organization at any time that causes, or is likely to cause, physical injury or personal degradation or disgrace resulting in psychological harm to any student or other person. Those students involved in alleged infractions of hazing may be referred to the office of Student Conduct and Academic Integrity Programs (refer to the University of California Policies Applying to Campus Activities, Organizations, and Students).

1.16 IDENTIFICATION

All UCR students must be able to present valid UCR student identification upon request. All persons visiting UCR HDRS facilities must to be able to present valid photo identification upon request. Children under 16 years of age accompanied by their legal guardian or resident host with valid photo identification are an exception.

1.17 MENTAL/BODILY HARM TO SELF AND/OR OTHERS

Residents who: display inappropriate behavior or conduct towards themselves or others; exhibit an inability to live in a residential community setting; refuse intervention and/or are endangering themselves or others in any manner, are subject to administrative or student conduct action. Behavioral examples include but are not limited to: eating disorders, usage of controlled substances, self-mutilation, dependence upon other residents and/or staff for self-care, reckless behavior, suicidal ideation and/or suicide attempts, overt and/or covert threats, etc.

1.18 PETS

Residents in the Residence Halls and Campus Apartments are not permitted to keep pets, with the exception of fish in an aquarium (30-gallon maximum per resident). Visiting pets and “pet-sitting” are not permitted within UCR HDRS facilities or on their adjacent properties. Animals approved for academic projects/research and animals covered by the Fair Housing Act are permitted upon completion of the approval process for the department. Users of licensed service animals must provide proof of certification/identification to the department. Residents are not to feed stray animals. If stray animals are observed, contact the Residential Services Office for your community.

Canyon Crest Family Student Housing – also see Section 6, Policy 6.17 Pets
1.19 **PUBLIC LAW**
Any act that could constitute a violation of public law(s), even in the absence of citation, arrest, or conviction, will establish cause for disciplinary action by UCR HDRS.

1.20 **RESIDENTIAL UNIT BEHAVIOR**
Residents are responsible for all policy violations that occur in their assigned room, suite, apartment, or residential unit.

1.21 **SANCTIONS**
Residents are expected to comply with all assigned sanctions by assigned deadlines.

1.22 **SEXUAL MISCONDUCT**
Sexual offenses of any nature, including but not limited to sexual harassment and sexual assault, are prohibited. Such violations are grounds for UCR HDRS disciplinary action, university disciplinary action, and possible criminal prosecution. See also: University Student Conduct Code ([conduct.ucr.edu](http://conduct.ucr.edu)), UCR Policies and Procedures regarding rape and sexual assault, and UCR campus policy on sexual harassment ([titleix.ucr.edu](http://titleix.ucr.edu)).

1.23 **SMOKING, NICOTINE, AND TOBACCO-FREE ENVIRONMENT**
The university prohibits smoking and the use of tobacco products in all interior, exterior, and parking areas of university-controlled properties. As such, smoking, the use of smokeless tobacco products (such as dip and chew), vaping, and the use of unregulated nicotine products (such as electronic cigarettes) are strictly prohibited. Hookahs, bongs, glass pipes, and other similar smoking devices are not permitted within UCR HDRS facilities or on their adjacent properties. Items of this nature may be confiscated.

1.24 **SOLICITING**
No advertising, recruiting, campaigning, selling, or soliciting is permitted within UCR HDRS facilities or on their adjacent properties without proper authorization. This includes residents and non-residents. If you encounter a solicitor, notify UCR HDRS staff immediately. Do not purchase anything from an unauthorized solicitor. HDRS staff may participate in the active solicitation of residents for department and/or building related purposes. Also see Section 5, Activities Policies.

1.25 **SPORTS**
Athletic games or similar activities inside any UCR HDRS facility (except within designated areas or when properly authorized) are not permitted. Running is prohibited within residential facilities. Water fights, water guns, water balloons, water pong, or other games involving water/liquid are prohibited within UCR HDRS facilities and on their adjacent properties. Activities taking place on the grounds adjacent to UCR HDRS facilities, which have the potential to damage facilities and/or disrupt the community, are prohibited. In addition, the usage of aerial devices (such as drones) is prohibited.

1.26 **STAFF DIRECTIONS**

1.26.1 **Compliance with Lawful Requests** - Residents and guests are required to comply with lawful requests of staff members performing their duties. For the purposes of this policy, the term staff members refers to but is not limited to Residential Life and Services, administrative, Dining Services, custodial, maintenance, police, and other university staff. Failure to open room doors for staff members upon request can be considered non-compliance.
1.26.2 **Obstruction/Disruption of Staff Duties** - Behavior and/or conduct that obstructs and/or disrupts university staff members from performing their official duties is prohibited. Being uncooperative or verbally abusive to staff, providing false information, or failing to provide identification and information to staff, or interfering with staff while they are performing their duties, is not permitted.

1.27 **STUDENT CONDUCT PROCESS ABUSE**

1.27.1 **Hearing Officer Abuse** - Harassment (verbal and/or physical) and/or intimidation of a member of a student conduct administrative body prior to, during, and/or after a student conduct proceeding or influencing another person to commit an abuse of a student conduct process is prohibited.

1.27.2 **Manipulation** - Falsification, distortion, or misrepresentation of information before a student conduct administrative body, discouraging an individual's proper participation in, or use of, a university student conduct process, and/or influencing the impartiality of a member of a student conduct body prior to and/or during the course of a student conduct administrative review is prohibited.

1.27.3 **Process** - Failure to obey the summons or directives of a student conduct body or university official or disruption or interference with the orderly conduct of an administrative conduct review is prohibited.

1.28 **STUDY ENVIRONMENT**

UCR HDRS is committed to providing living environments that complement and foster the academic and intellectual development of UCR students. Residents are expected to maintain an atmosphere conducive to studying, especially in the evenings. The following policies have been implemented in an effort to maintain a supportive study and sleep environment.

1.28.1 **Amplified Sound** - Amplified sound is not permitted within UCR HDRS facilities or on their adjacent properties. Residents are not to place stereo speakers in windows or otherwise amplify sound from windows to the outside. UCR HDRS must approve the use of amplified sound systems for events or programs.

1.28.2 **Courtesy Hours** - Loud or disturbing sounds (such as, but not limited to, talking, yelling, stereos, musical instruments, etc.) that interfere with others' ability to sleep or study are not permitted. Musical instruments may only be played in designated music rooms or in common areas when associated with previously posted and authorized community programs.

1.28.3 **Finals Week Quiet Hours** - Beginning at 5pm on the final day of instruction each quarter, 24 hour Quiet Hours are in effect for the remainder of the academic quarter.

1.28.4 **Quiet Hours** - Quiet Hours are those times when noise will not be tolerated. Quiet Hours are in effect as follows, with the exception of Finals Week:
- Sunday, 10pm - Monday, 8am
- Monday, 10pm - Tuesday, 8am
- Tuesday, 10pm - Wednesday, 8am
- Wednesday, 10pm - Thursday, 8am
- Thursday, 10pm - Friday, 8am
- Saturday, 1am - Saturday, 10am
1.29 THEFT
Theft or unauthorized use of any property, equipment, or resources of the university or other person is prohibited.

1.30 THROWING, DROPPING, OR PROJECTING OBJECTS OR MATERIALS
Throwing, dropping, projecting, or allowing any object or material to fall from any residential community window, balcony, railing, bridge, or stairwell is prohibited. Similarly, throwing, dropping, or projecting any object or material at or from any building is prohibited.

1.31 TRESPASS
Trespassing includes unauthorized entrance into residential rooms, residential units, or normally locked common areas without the permission of a resident living in that area, including suite areas and bathrooms. Residents and or guests are prohibited from entering closed buildings without authorization. Unauthorized entry into, or access of, restricted access areas (including but not limited to: offices, behind the Residential Services Office desk, maintenance closets, loading docks, dumpsters, attic/roof access doors, rooftops, ledges, seismic bracing, fire escapes, attic space, emergency exits, construction areas, and areas marked or known to be restricted access in any residential facility) is prohibited.

1.32 UNIVERSITY CONDUCT CODE
University regulations and policies regarding student behavior are inherent under the UCR HDRS contract. Violations of the University Student Conduct Code (available at conduct.ucr.edu) occurring within UCR HDRS facilities or on their adjacent properties may be enforced as part of the UCR HDRS Conduct Code.

1.33 VANDALISM OR DAMAGE OF PROPERTY
Vandalism, damage, or destruction of university or personal property is not permitted. Tearing down or defacing posters, flyers, banners, and/or door decorations is also prohibited. Bills for the cost of repair of university property, including both parts and labor, will be assessed to the student accounts of those found responsible. Charges for damage in public areas and/or additional clean up not readily assessable to a particular individual may be assessed to the residents of the community where the damage has occurred. There is a $5 minimum charge per person for each incident.

1.34 WEAPONS
Possession and/or brandishing of weapons, including but not limited to the following, are prohibited within UCR HDRS facilities and on their adjacent properties: any bladed knives (including but not limited to: retractable bladed knives, knives with a fixed blade, and pocket knives over 2.5 inches; switchblades; and swords), axes/hatchets, spears, ice picks, nun-chucks, brass knuckles, daggers, hunting equipment, bows and arrows, slingshots, firearms, air rifles, air-powered guns, gas-powered guns, dart guns, BB guns, paintball or pellet guns, ammunition, Tasers, mace (without a license), and other weapons (including those used for decoration or display). Also prohibited is the possession of facsimile/replica/decorative (including toy and practice) weapons. Any weapons found will be immediately confiscated and may be destroyed. Residents using weapons for classes must make alternate arrangements for storage outside of UCR HDRS facilities. Kitchen knives used strictly for food preparation are
permissible in UCR HDRS facilities. Exceptions may be granted for facsimile weapons (limited to items that may not be confused with real weapons) that are required for campus sponsored activities, such as wooden rifles for Color Guard and tools required for academic projects. Students must receive approval via the Resident Director in charge of the area prior to the on-campus storage and utilization of these items.

SECTION 2
FACILITIES POLICIES

2.01 ANTENNAS/SATELLITE DISHES
Items such as private antennas and satellite dishes may not be mounted, attached, or placed on or outside of residential units. Residential units which have had satellite dishes approved and installed in the past may continue to utilize this equipment until the resident(s) terminate their contract and/or no longer subscribe to the satellite service.

2.02 BALCONIES, BRIDGES, LEDGES, PATIOS, TRELLISES, AND ROOFTOPS
The use of ledges, trellises, and rooftops for any purpose is prohibited. This includes keeping plants or other items in or on these areas. Balconies and patios are not to be used to store furniture, bicycles, or other items. Interior furniture, clotheslines, trash, mops, and unsightly items are not permitted on the balconies or in or on other exterior areas. Climbing on, around, or over balconies, bridges, and patios is prohibited. Scaling walls is not permitted. Residents are responsible for maintaining their enclosed patio area.

Canyon Crest Family Student Housing – also see Section 6, Policy 6.09 Exterior Unit Surfaces

2.03 BARBEQUES, SMOKERS, AND GRILLS
Personal barbeques, smokers, and grills are not permitted within UCR HDRS facilities or on their adjacent properties.

Also see Section 2, Policy 2.21 Public Areas and Section 5, Policy 5.03 Meeting Spaces and Facilities
Canyon Crest Family Student Housing – also see Section 6, Policy 6.03 Barbeques, Smokers, Grills, and Pot-Bellied Stoves
2.04 PUBLIC BATHROOMS
Individuals should use bathrooms that correspond to their sex or gender identity, or utilize bathrooms designated as gender-inclusive. In the absence of an available gender-inclusive bathroom, parents with children of a different gender and people with disabilities who have attendants/caregivers of a different gender are able to use male- or female-specific bathrooms. Except in the case of caregivers providing assistance, there is a limit of one person per bathroom stall at a time.

2.05 BICYCLE AND GAS-POWERED VEHICLE STORAGE
Bicycles must be stored either in a bicycle rack or in individual residential units. Mopeds or other gas-powered vehicles may not be stored inside of UCR HDRS facilities and must be stored in an outdoor bicycle rack or in a motorcycle parking stall (with appropriate permit) if larger than 50cc. Bicycles and mopeds may be impounded if found unattended in any undesignated area or if they are not registered/licensed. Bicycles and mopeds may not be left in front of the building, in hallways, in other common areas, or locked up on public/common area railings, poles, or structures, other than bicycle racks.

Canyon Crest Family Student Housing – also see Section 6, Policy 6.04 Bicycles and Strollers

2.06 BICYCLES, MOPEDS, SKATEBOARDS, ROLLER BLADES, ROLLER SKATES, AND SCOOTERS
2.06.1 Indoor and Outdoor Usage – Bicycles, mopeds, skateboards, roller blades, roller skates, scooters, and other similar devices are not to be used inside any HDRS building; additionally, residents and guests must dismount before accessing bridges, pathways, and sidewalks that are designated for pedestrians only.

2.06.2 Bicycle Registration – All bicycles and mopeds less than 50cc must be registered with Transportation and Parking Services.

2.06.3 Trick Riding and Stunts – Trick riding and stunts are prohibited within UCR HDRS facilities and on their adjacent properties.

2.06.4 Moped Licensure – Mopeds with engines which are 50cc or larger must be licensed.
Also see Policy 2.20 Motor Vehicles
Canyon Crest Family Student Housing – also see Section 6, Policy 6.04 Bicycles and Strollers

2.07 BUSINESSES
Any business activity, for-profit or not-for-profit, that utilizes university and/or UCR HDRS resources is prohibited.

2.08 CHECKING IN
Residents are required to check in prior to occupying their assigned residential space. Residents will not be permitted to check in prior to the date specified in the UCR HDRS contract. When checking into UCR HDRS, residents must fill out and sign a room inventory form upon inspection of the residential unit. This must be returned to the Residential Services Office within 24 hours of occupancy.

2.09 CHEMICALS
Storage or use of toxic, hazardous, or flammable non-household chemicals, in any quantity, or misuse of household chemicals, is prohibited within UCR HDRS facilities or on their adjacent properties.
2.10 **COMMON AREAS**

Common areas, including but not limited to hallways, walkways, and stairwells, are to be kept clear of furniture, equipment, trash, and any other obstacles that might obstruct passage. Common areas are not to be used for overnight sleeping. Personal belongings may not be left unattended or impede others’ usage of common areas.

*Also see Section 1, Policy 1.04 Cleanliness, Health, and Hygiene and Section 2, Policy 2.30 Trash and Recyclables*

*Canyon Crest Family Student Housing – also see Section 6, Policy 6.22 Trash and Recyclables*

2.11 **DECORATIONS**

Residence Hall residents are permitted to decorate their residential unit room doors if they are facing onto a closed hallway and provided this decoration will not result in damage to the door. Campus Apartment residents are prohibited from posting items on the outside of their doors. Residents may not post personal items in hallways on any surface, other than their door, without approval. Decorations inside residential units or on the inside of doors may not interfere with the operation of doors or windows or otherwise endanger health or safety. Decorations may cover no more than 25% of any surface.

*Also see Policy 2.15.3 Holiday/Hazardous Decorations*

2.12 **DOORS AND LOCKS**

2.12.1 **Altering/Tampering** – Altering or tampering with doors, doorjambs, door closures, doorknobs, and locking mechanisms is prohibited. Installation of any additional door locking mechanism (e.g., deadbolt, latch, chain, etc.) is prohibited.

2.12.2 **Removal/Installation** – Removing or adding doors (including closet/cabinet doors) is prohibited.

2.12.3 **Security** – Residents are prohibited from using or attempting to use items other than a university-issued key or access card to unlock doors and gain entry into residential spaces. Residents are prohibited from bolting or propping open room, apartment, or hallway doors, or leaving their residential space unlocked and unattended. Residents are prohibited from opening doors for non-residents or unescorted guests.

2.13 **ELEVATORS**

Tampering with, vandalism of, or other misuse of elevators is prohibited, including misuse of switches, alarms, and telephones.

2.14 **ENTERING ROOMS**

UCR HDRS respects the right to privacy of individuals. UCR HDRS staff members are not permitted to give any unauthorized person access into a residential space without expressed permission.

Authorized university personnel may enter residential spaces (with proper notification, when warranted) as follows:

- For the purposes of health, safety, sanitation, and/or maintenance inspections; or to exhibit for prospective residents or contractors;
- To make alterations, improvements, or repairs when a work order was submitted by the resident; or
- For closing periods, when a building lock down is required.

Occupants will be notified in advance whenever possible in the following situations. If an unscheduled entry is made two staff members will be present together in the room except in the case of an emergency. Entrants will leave a notation of when and why they entered the room.
In case of an emergency (including safety issues, welfare checks, and facilities issues)

To stop noises from a stereo, alarm clock, or other appliance that is disrupting the environment for others in the community when the occupants are not available to take action themselves

Pursuant to a court order

When the room is believed to be abandoned

Contracted residential spaces may be searched only by law enforcement agencies with a legal search warrant or probable cause, with permission of the resident, or in an emergency (crime in progress, health and welfare check, etc.).

2.15 FIRE HAZARDS/FLAMMABLES

2.15.1 Appliances – Open element appliances (such as hot plates, indoor grills, immersion heating coils, toasters, and toaster ovens) are prohibited in Campus Apartment and Canyon Crest Family Student Housing bedrooms and all Residence Hall spaces with the exception of kitchens and specific kitchenless suite apartments in Bannockburn Village (i.e. Loft Suites, Scot Suites). Space heaters, other than those issued by the university, are prohibited within all residential units. Torchiere halogen lights are not permitted in UCR HDRS facilities. Connecting multiple extension cords together or overloading existing circuits is not allowed. Only power strips and power surge protectors with minimum 1449 UL (Underwriters Laboratory) listed surge suppressor with sufficient joule capacity may be used.

2.15.2 Flammable Materials – Possession, storage, or use of flammable substances including gasoline, propane, butane, kerosene, Sternos, flame starters, candles (except with clipped or removed wicks), combustible chemicals, or any item with an open flame is prohibited within UCR HDRS facilities or on their adjacent properties. Residents in Campus Apartments and Canyon Crest Family Student Housing may appropriately, dependent on facility, store materials related to using barbeque facilities. For questions or clarification, please see a Housing, Dining, or Residential Life and Services staff member.

2.15.3 Holiday/Hazardous Decorations – “Live cut” trees (such as Christmas Trees) or other combustible decorations are prohibited in the residential facilities. Any decorations (including miniature lights) in the residential communities must be made of fireproof materials and be UL (Underwriters Laboratory) list-approved for the intended use. 

Also see Policy 2.11 Decorations

2.16 FURNITURE

2.16.1 Beds – Alterations to beds, such as lofting, is prohibited. Residents with medical needs who require adjustments to bed height may submit an online service request. Adjustments are permitted only after approval by HDRS administration and must be performed by designated staff. Waterbeds are not permitted in UCR HDRS facilities.

2.16.2 Common Area Furniture – Furniture in common areas (lounges, study rooms, lobbies, etc.) is not to be removed from the common area.

2.16.3 Hammocks – Hammocks may not be attached to UCR HDRS property, including but not limited to furniture, walls, trees, and/or balconies.
2.16.4 **Personal Furniture** - Personal furniture (couches, sofas, chairs, etc.) may not be stored in common areas. Personal furniture (couches, sofas, chairs, etc.) kept in residential spaces must be fire rated and may be required to be approved by the campus fire marshal.

2.16.5 **University-Provided Furniture** - University-provided furniture may not be removed from residential rooms of original assignment without proper authorization from UCR HDRS. Furniture may not be altered from original design in such a manner that creates violations of health and safety codes and/or results in damage to UCR HDRS property.

### 2.17 KEYS/CARDS

**2.17.1 Key or Card Use** - Keys/cards are not to be duplicated, loaned, or furnished to any other person.

**2.17.2 Lockouts** - Lockout keys must be returned as designated by the Residential Services Office. Residents may not have more than three lockouts per quarter.

**2.17.3 Lost Keys or Cards** - Replacement keys/cards must be obtained within one business day of original keys/cards being lost.

### 2.18 LOFT SAFETY

**2.18.1 Furniture** - Furniture may not be relocated or stored on lofts. No furniture is permitted on the loft with the exception of two mattresses and two university-issued metal frames.

**2.18.2 Maximum Occupancy** - No more than two people can occupy the loft space at any one time.

### 2.19 MAIL/MAILBOXES

Residents are responsible for regularly checking and removing items from their mailbox (at least once every 72 hours). Frequent (daily) monitoring of mailbox contents is important as official university communications which need immediate attention may be delivered via campus mailboxes. Residents are prohibited from pushing unwanted mail through the mailbox onto the mailroom floor.

### 2.20 MOTOR VEHICLES

No motorized vehicle may be parked, stored, or used within UCR HDRS facilities or on their adjacent properties (except in designated parking areas). A proper parking permit is required for all motorized vehicles on adjacent UCR HDRS properties. Motorized vehicles must be parked appropriately in designated parking areas only. Pocket motorbikes and unlicensed motorized scooters are not street-legal and are not to be used on UCR streets, roadways, or sidewalks or in parking areas. Motorized wheelchairs and other motorized devices, which act as aids to residents who have a disability, are an exception to this policy.

*Canyon Crest Family Student Housing – also see Section 6, Policy 6.08 Engine or Automobile Overhaul and Policy 6.16 Parking*

### 2.21 PUBLIC AREAS

UCR HDRS meeting rooms and other common areas are not available to campus clubs, organizations, or departments without expressed permission by UCR HDRS administration. This includes meeting rooms, hall lounges, swimming pools, lobby areas, parking areas, barbeque areas, fire pits, and surrounding grounds. No unauthorized formal gatherings are allowed. Residents wishing to utilize provided community barbeques or fire pits must obtain approval from Residential Life and Services staff. Residents are required to have Residential Life and Services staff check community barbeques or
fire pits before and after use. Parking areas are not to be used as gathering or activity spaces, except for authorized formal programs.  

*Also see Section 5, Policy 5.03 Meeting Spaces and Facilities*

### 2.22 Refrigerators

Personal refrigerators are not allowed in Residence Hall facilities or in Campus Apartment kitchens, including the Bannockburn Suite common kitchen area. Residents may not place refrigerators in any enclosed area that will obstruct the air circulation surrounding the appliance creating a potential fire hazard. In Campus Apartments and Canyon Crest Family Student Housing, university-issued refrigerators must remain in kitchens or in the bedroom of specific kitchen-less suites at Bannockburn Village. In Residence Hall spaces, which are not designed as year round housing units, university-issued refrigerators must be emptied and unplugged during the winter and spring breaks and upon checking out.

### 2.23 Repairs

Residents may not make repairs to residential facilities or furniture.

### 2.24 Room/Bed Space Availability

If there is an unoccupied space in a residential unit, the current resident(s) may not take over that space with their belongings. Residents are required to keep their room in such a state that a new roommate could move in with no advance notice.

### 2.25 Room/Suite/Apartment Changes

Unauthorized room, suite, and/or apartment changes are prohibited.

### 2.26 Security

Jeopardizing or interfering with the safety and security systems of UCR HDRS facilities is prohibited. This includes but is not limited to: propping open facility egress doors; unauthorized use of emergency doors; and/or tampering with surveillance cameras, parking gates, “EXIT” and other safety and security signs, lights, and other security mechanisms.

### 2.27 Sidewalk Chalking

Writing on sidewalks is prohibited unless approved by UCR HDRS.

### 2.28 Subleasing

Subleasing of residential spaces is prohibited.  
*Canyon Crest Family Student Housing – also see Section 6, Policy 6.21 Subleasing*

### 2.29 Swimming Pools

#### 2.29.1 Pool Use

Use of swimming pools is restricted to residents of that building and a maximum of 6 escorted guests. Pools may only be used during posted hours. All rules and regulations posted at the pool must be followed. 

*Also see Section 5, Policy 5.03 Meeting Spaces and Facilities*

#### 2.29.2 Wading Pools

Wading pools and other water play devices are not allowed within UCR HDRS facilities or on their adjacent properties with the exception of Canyon Crest Family Student Housing areas.  
*Canyon Crest Family Student Housing – also see Section 6, Policy 6.23 Wading Pools*

### 2.30 Trash and Recyclables

#### 2.30.1 Dumpster Use

Dumpsters are for UCR HDRS and resident use only. Individuals are prohibited from removing trash or recycling from dumpsters (aka “dumpster diving”).
2.30.2 Trash Disposal and Recyclables - Trash and recyclable disposal must be done using the trash chutes or appropriate receptacles. Using public area (lounge, bathroom, common area) trash receptacles to dispose of trash or recyclables from your assigned unit is prohibited. 

**Also see Section 1, Policy 1.04 Cleanliness, Health, and Hygiene and Section 2, Policy 2.10 Common Areas**

Canyon Crest Family Student Housing - also see Section 6, Policy 6.22 Trash and Recyclables

### SECTION 3
**DINING POLICIES**

#### 3.01 DINING FACILITY BEHAVIOR

Dining facilities are an extension of UCR HDRS and all UCR HDRS policies are in effect in Dining facilities. In addition, residents are responsible for abiding by the policies and procedures of the Dining facilities. Policies also apply to special event meals and barbeques where appropriate.

3.01.1 **Busing Dishes** - Residents are responsible for taking (busing) dishes to the returns area at the end of each meal.

3.01.2 **Card Use** - Residents’ UCR Card must be shown at all meals in such a manner that the photo is clearly visible to the cashier. This card is not transferable and no one else is allowed to use your card. Meal plan holders may not pass, loan, or sell meals or their ID card to anyone for any reason.

3.01.3 **Chairs** - Chairs need to be pushed in when resident(s) leave the table.

3.01.4 **Dining Services Property** - No Dining Services property may be removed from the dining room.

3.01.5 **Disturbances** - Disturbances in the Dining facilities including food fights, the throwing of any objects, and the destruction of property are prohibited.

3.01.6 **Dress Code** - Shoes and shirts are required in the Dining facilities in accordance with the State Health Code.

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### 2.31 WINDOWS

2.31.1 **Covering Windows** - Windows are not to be covered or visually obstructed, with the exception of UCR HDRS approved postings and/or university issued window coverings.

2.31.2 **Entering/Exiting** - Entering or exiting the building through a window is prohibited. Residents may not use windows to bring items in or out of residential spaces.

2.31.3 **Hanging Items** - Items are not to be hung out windows. Air-conditioners and other non-standard items may not be installed by residents.

2.31.4 **Screens** - In areas where screens are present, window screens may not be removed at any time.

Canyon Crest Family Student Housing - also see Section 6, Policy 6.25 Windows
3.01.7 Entry and Re-Entry - Unauthorized individuals (including non-paying persons) are not permitted to enter a residential restaurant. Re-entry into a residential restaurant is not permitted as only one "swipe" may be used each meal period, except for those students that are on unlimited meal plans. Additional meals (including for guests) must be purchased with Dining Dollars, cash, or credit. There may be times during the academic year that re-entry is permitted during promotional, advertised events.

3.01.8 Food - No food may be taken out of a residential restaurant with the exception of one piece of fruit or one dessert item. If to-go meal options are provided, to-go meals may be taken out in accordance with Dining guidelines. Sick meals are an exception to this policy.

3.01.9 Personal Property - Bags (including but not limited to backpacks, oversized handbags, and book bags) and beverage containers (including but not limited to tumblers, sipper bottles, and thermoses), other than authorized UCR HDRS sustainable containers, are not permitted in the residential restaurants. Skateboards and scooters may be taken into the residential dining areas. However, skateboards and scooters must be placed in a manner that does not interfere with travel flow and/or otherwise create a hazard to others.

SECTION 4
COMPUTING FACILITIES/ CONNECTION USE POLICIES

Use of HDRS Res Tech computing facilities and networks is a privilege and requires users to act responsibly. Users are to respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Information regarding HDRS Res Tech can be viewed at housing.ucr.edu. Information on University of California computing policies is accessible at cnc.ucr.edu/policies.html. UCR HDRS reserves the right to immediately suspend computing privileges if a user and/or user’s machine is operating in a manner that allegedly violates acceptable use policies. Residents will be notified upon disconnection. Connection may not be reinstated until investigation is complete and/or determination is made that reconnection would not jeopardize network integrity. Permanent suspension may apply as part of a disciplinary sanction.

4.01 COMPUTER LAB BEHAVIOR

4.01.1 Academic Priority - Academic work takes priority over non-academic activities.

4.01.2 Food and/or Drinks - Food and/or drinks are prohibited in the Computer Labs.

4.01.3 Installation - Installation of any hardware (except flash drives) or software on the lab computers is prohibited.

4.01.4 Posted Policies - Residents must adhere to all policies posted in the Computer Labs.
4.01.5 Proper Use - Residents are responsible for properly using the provided equipment and promptly reporting any failures to HDRS Res Tech.

4.01.6 Residential Use - Computer Labs are only to be used by residents living in UCR HDRS facilities.

4.01.7 Respectful Behavior - Residents are to respect the rights and needs of others using the facility and behave in a manner conducive to studying.

4.01.8 Sexually Explicit Materials - Viewing of sexually explicit materials in the labs is not permitted.

4.02 GENERAL COMPUTER USE

4.02.1 Account and Password Security - Residents are responsible for taking precautions for securing computers, accounts, and/or account passwords. Residents are not to give out their account passwords to others and sharing of account information for any HDRS computing system is prohibited.

4.02.2 Activation - Policies stated in the “Terms of Service” agreement upon activating a room port or computer lab account are inherent under this policy code.

4.02.3 Circumvention - Attempting to circumvent data protection schemes or uncover security loopholes is prohibited within the HDRS Res Tech Network or other networks connected to HDRS Res Tech. This includes but is not limited to port scanning, packet sniffing, and other methods.

4.02.4 DMCA - Unauthorized distribution and/or reproduction of any U.S. copyright law protected material, including but not limited to software, video, digital books, and/or audio files, is prohibited (this includes but is not limited to MP3s, feature films, software, etc.).

4.02.5 Limiting Network Service - Operations which are designed to limit network service or that of another user’s system are prohibited.

4.02.6 Masking Identity - Masking the identity of an account or machine is prohibited.

4.02.7 Online Harassment - E-mail spamming and other forms of abuse or harassment are not permitted. This includes the use of the network to connect to and use 3rd-party sites (i.e. MySpace, Facebook, etc…) for the purpose of abuse and/or harassment.

4.02.8 Tampering - Tampering with the lab computers’ and/or other residents’ systems’ files, passwords, or accounts is not permitted. This includes but is not limited to hacking/cracking into other systems for any purpose.

4.03 IN ROOM CONNECTION BEHAVIOR

4.03.1 Commercial Use - Using an in-room Ethernet connection for any commercial use is prohibited.

4.03.2 DHCP - All machines on the HDRS Res Tech Network must use DHCP (Dynamic Host Configuration Protocol); failure to use DHCP will result in immediate disconnection.
SECTION 5
ACTIVITIES POLICIES

The following policies have been established for advertising activities in UCR HDRS facilities and to protect our residents’ right to privacy. UCR HDRS facilities include Residence Halls: Aberdeen-Inverness, Lothian, and Pentland Hills; Campus Apartments: Bannockburn Village, Falkirk, Glen Mor, Oban, Stonehaven Apartments, and The Plaza; and Canyon Crest Family Student Housing.

5.01 ADVERTISING MATERIALS
All materials for posting or distribution must comply with activity guidelines put forth by the Office of Student Life and the UCR HDRS posting guidelines listed below. All university offices/departments and student organizations registered with the UCR Office of Student Life are eligible to submit materials for posting in UCR HDRS facilities. The sponsoring organization’s name shall clearly appear on all printed materials. Events sponsored by off-campus housing agencies are not permitted. Off-campus businesses or organizations and private parties are not eligible to post materials in UCR HDRS facilities, unless the materials are part of a specific UCR HDRS sponsored event. All postings should be for non-commercial purposes. Allow at least five (5) business days for all posting requests.

All advertising materials in or on UCR HDRS facilities must be approved and posted or distributed by UCR HDRS staff. UCR HDRS reserves the right to refuse advertisements. Violations by student groups may result in suspension of posting privileges and referral to the Student Life Office/Student Conduct and Academic Integrity Programs. UCR police will be contacted for possible trespass by non-campus persons.

In compliance with state fire laws, flyers/posters/banners may cover no more than 25% of any wall space. In addition, no postings will be allowed in public areas or common areas unless they are laminated, created on fire retardant material, placed on bulletin boards, or placed in designated posting areas.

5.01.1 Flyers – To have flyers posted, follow the guidelines below: In each of the following areas please deliver flyers to the Residential Services Office:
Aberdeen-Inverness: 25 flyers
Bannockburn Village, Falkirk, Glen Mor, Oban, Stonehaven Apartments, and The Plaza: 20 flyers (via UCR Campus Apartments RSO, Bannockburn Village D-102)
Canyon Crest Family Student Housing: 10 flyers (via UCR Campus Apartments RSO)
Glen Mor: 15 flyers
Lothian: 21 flyers
Pentland Hills: 24 flyers
Stonehaven Apartments: 10 flyers (via UCR Campus Apartments RSO)
5.01.2 Posters - Posters are not to exceed a maximum of 4 feet by 3 feet. Posters must be left at the Residential Services Office of each building for approval and posting. Posters will be posted in designated posting areas. Non-UCR HDRS related organizations will be allowed only one poster per building, per event. Posters will be posted up to 10 days prior to the advertised event.

5.01.3 Posting Authorization - All posters, flyers, and table tents must be authorized and stamped by UCR HDRS. The stamp indicates review of the posting by UCR HDRS and approval to post; it does not indicate an endorsement of content. In most cases, posting is restricted to the promotion of campus-related activities. The posting should display the time, date, location, and sponsor of the event, as well as a telephone number or email where additional information concerning the program or sponsoring organization may be obtained. Additionally, printed material publicizing programs or workshops must include a description of the program and subject matter to be discussed. Advertisement of off-campus functions will not be authorized unless the event is sponsored by a registered student organization or a university department. Unauthorized materials will be removed and discarded. Violations may result in suspension of posting privileges and referral to the Student Life Office/Student Conduct and Academic Integrity Programs. UCR HDRS staff will post flyers only on designated bulletin boards, with the exception of UCR HDRS events and emergency UCR HDRS announcements, which may be posted in designated areas within UCR HDRS facilities.

5.01.4 Residential Restaurants - General posting in the Residence Hall Residential Restaurants is reserved for activities sponsored by Residential Life and Services, the Campus Apartment Resident Association, the Residence Halls Association or HDRS. No other banners, posters, etc. are permitted. Table tents are allowed when clearly sponsored by UCR Student Organizations and Campus Departments. For the table tent approval and distribution process, please contact the HDRS Programs Manager.

5.01.5 Space Limitations - Priority of posting materials will be based on the following order: UCR HDRS; UCR HDRS student government (RHA, CARA, NRHH, etc.); academic departments; university administrative units; officially recognized university organizations and clubs.

5.02 MEDIA BROADCASTING AND RECORDING
Residents may not broadcast or record the images or voices of other residents or guests without their expressed knowledge and permission. This includes, but is not limited to, video, webcam, photo, and phone recordings. Residential students wishing to conduct media projects, which may create a disruption in the community, must follow established media project protocols. All media recording by student organizations must be approved prior to the onset of media recording including, but not limited to, video and audio recording in residential community common areas and on adjacent property. In addition, the usage of aerial devices (such as drones) is prohibited. For more information, please contact the Senior Director of Residential Life and Services.
5.03 MEETING SPACES AND FACILITIES
Residential community public spaces are not available to campus clubs, organizations, or departments without expressed permission by UCR HDRS administration. This includes, but is not limited to, hall lounges, lobby areas, parking areas, barbeque areas, fire pits, swimming pools, and surrounding grounds. No unauthorized formal gatherings are allowed. Campus clubs, organizations, or departments granted permission by UCR HDRS administration to utilize residential community public spaces must adhere to all Housing policies, including any specific policies provided to them for their event and/or location. Facilities are paid for by the residents and are kept for their use and for UCR HDRS sponsored activities. For conference information and fees, contact the Conference and Event Office at 827-5471. Unauthorized use of public spaces will result in the group being asked to leave. Violations by a campus group may result in suspension of privileges (including advertising) and referral to the Student Life Office/Student Conduct and Academic Integrity Programs Office. Also see Section 2, Policy 2.21 Public Areas and Policy 2.29.1, Pool Use

5.04 PRODUCTS OR SERVICES
Advertising and promotion of non-university goods, services, or organizations is allowed in UCR HDRS facilities only with approval from the Senior Director of Residential Life and Services or as part of an approved UCR HDRS sponsored event. Selling of products and/or services is prohibited in or around public areas of UCR HDRS facilities unless it is part of a UCR HDRS sponsored event.

5.05 RESEARCH PROJECTS
All research and assessment projects must be conducted according to specific guidelines and with prior approval of UCR HDRS. For more information please contact the Senior Director of Residential Life and Services.

5.06 SOLICITING
5.06.1 Residential Areas - UCR HDRS facilities are considered private property and unauthorized solicitation is prohibited. This policy prohibits all forms of unauthorized posting, door-to-door sales or recruitment, distribution of flyers or other materials, or any other form of solicitation. UCR HDRS, UCR Residence Hall Association, and the UCR Chapter of the National Residence Hall Honorary are exempt from this policy.

5.06.2 Tabling - Registered UCR student organizations and recognized departments may request a table outside the Lothian or Aberdeen-Inverness Residential Restaurants or in the main lobbies in these buildings. Requests for tabling may be submitted on-line at vcsaforms.ucr.edu/conferences/ratesandinfo/ at least five (5) business days prior to the requested date. Only two groups are allowed per evening per building. Tabling should in no way obstruct the free flow of traffic into the dining facilities or through the lobby area. Only passive soliciting is allowed, meaning you may have a sign at the table and interested residents will approach you. You are not to approach the residents. If there is an issue regarding group or group members’ behavior, the group may be asked to leave immediately and the matter forwarded to the Student Life Office and/or to Student Conduct and Academic Integrity Programs for review. HDRS staff may participate in the active solicitation of residents for department and/or building related purposes.
SECTION 6
CANYON CREST FAMILY
STUDENT HOUSING POLICIES
(Exceptions and Specifications)

The following policies provide specific information in regards to the Canyon Crest Family Student Housing properties only. Canyon Crest Family Student Housing residents are responsible for all Section 6 codes and all preceding information in the UCR HDRS Conduct Policies, except where exemptions and/or specifications are listed.

6.01 AIR CONDITIONERS
Resident-supplied air conditioners must be approved by UCR HDRS administration and installed by UCR HDRS maintenance personnel.

6.02 ALCOHOL
Alcohol in any form may not be distributed to and/or consumed by persons under the age of 21.

6.03 BARBEQUES, SMOKERS, GRILLS, AND POT-BELLIED STOVES
BBQs, smokers, and grills are allowed but must be well maintained and operated in an appropriate (e.g. open air) outdoor area. Leaving these cooking units unattended while in use or while cooling down is prohibited. Pot-bellied stoves are prohibited.

6.04 BICYCLES AND STROLLERS
Residents are not permitted to leave unattended bicycles unsecured. All unattended bicycles must be secured or kept inside the unit. Bicycles secured on the exterior of the unit may not obstruct entrance or exit ways. Securing bicycles to clothesline posts, trees, light poles, or signs is prohibited. Unattended strollers must be kept inside the unit.

6.05 CAR WASHING
Car washing is prohibited.

6.06 CEILINGS AND WALLS
Residents are not permitted to wallpaper, paint, puncture, sticker, or otherwise alter unit ceilings or walls (e.g. hooks or other hanging devices).

6.07 CHILD WELFARE/CHILD NEGLECT
Residents are responsible for supervising their children so as to prevent harm to them or to other individuals or damage to the property.

6.08 ENGINE OR AUTOMOBILE OVERHAUL
Engine or major automobile overhaul may not be performed on the premises. Vehicles not in operating condition or abandoned must be removed or the university will remove them at a charge to the Resident.

6.09 EXTERIOR AND INTERIOR UNIT SURFACES
Items affixed to the exterior or interior of the unit that damage the unit or block windows or doors are prohibited.
6.10 FENCES
Fences are prohibited unless they are approved by UCR HDRS administration. Once a fence is installed, the resident is responsible for grounds care within the fence.

6.11 GROUNDS CARE, LAWNS, AND GARDENS
Residents are responsible for maintaining the grounds surrounding their unit including the watering of their lawn. Lawns will be mowed by UCR HDRS staff. Residents may plant annual flowers, herbs, vegetables, or fruit plants, not past two feet of the exterior of their unit. Foliage may not block, cover or obstruct windows or egress areas of the unit. Residents are required to remove dead plants and overgrowth in the garden areas and/or next to residential units. Composting is permitted in standalone containers that are fully enclosed. Containers must be kept in good repair and removed when the contracted resident vacates the unit. Composting may not cause other nuisances such as pests, smell, etc.

Also see Policy 6.24 Water Utilization

6.12 GUESTS
6.12.1 Extended Guest Stay – If a unique situation exists in which a guest will need to stay longer than three days (two nights), but not more than six (6) months in any 12-month period, residents are required to obtain approval prior to guest arrival by submitting an Extended Stay Guest Application at the UCR Campus Apartments Residential Services Office. Occupancy may not exceed the Occupancy Limits as outlined in each resident’s contract.

Also see Section 1, Policy 1.14 Guests and Section 6, Policy 6.15 Occupancy Limits

6.13 HANGING ITEMS
Any items hanging from trees (including, but not limited to bird feeders, lights, swings, and hammocks) and items (other than laundry) hanging from clotheslines or their supports are not permitted.

Also see Section 2, Policy 2.16.3 Hammocks

6.14 NOISE
After 10pm, noise shall be held to a minimum, except for social activities approved by Residential Life and Services staff.

Also see Section 1, Policy 1.28 Study Environment

6.15 OCCUPANCY LIMITS
The maximum number of Residents allowed to occupy the unit is as follows: 2 Bedroom – 4 people; 3 Bedroom – 6 people.

Also see Section 1, Policy 1.14 Guests and Section 6, Policy 6.12.1 Extended Guest Stay

6.16 PARKING
A Resident may not park more than two vehicles in Canyon Crest Family Student Housing.

Also see Section 2, Policy 2.20 Motor Vehicles

6.17 PETS
Fish in an aquarium (30-gallon maximum per household) and pets in cages (small birds, rabbits, and small rodents) are permitted inside units in Canyon Crest Family Student Housing. Dogs, cats, and other pets are not permitted; see Policy 1.18 for exceptions (such as licensed service animals). Pets may not be left outside unattended.

Also see Section 1, Policy 1.18 Pets
### 6.18 PORTABLE AND PERMANENT OUTDOOR ITEMS

Items not designed and manufactured for outdoor use and tools (such as mops and brooms) may not be stored outside of Canyon Crest Family Student Housing units. Portable outdoor items (such as outdoor toys and outdoor furniture) must be placed within two feet of the unit when not in use. Permanent, non-portable outdoor items (such as swing sets, basketball hoops and gardening accessories) must be approved and/or installed by UCR HDRS administration. These items must be fixed in place and residents are responsible for grounds care around these items. Items surrounding the exterior of the unit that create an unsightly or unkempt appearance will need to be removed.

### 6.19 SHEDS

Sheds must be approved by UCR HDRS administration prior to installation. Up to two non-metal sheds, each no larger than 10’ x 12’, may be approved. Approved sheds must be kept in good repair and removed when the contracted resident vacates the unit. Due to safety concerns, metal sheds are now prohibited. Sheds approved prior to this change in policy may remain on the unit lot until the current resident(s) depart. However, these metal sheds may not be transferred or sold to other residents and must be kept in good repair.

### 6.20 (INTENTIONALLY BLANK)

### 6.21 SUBLEASING

Subleasing in Canyon Crest Family Student Housing is not permitted prior to written approval from UCR HDRS administration. Subleasing is permissible during the summer months (i.e. in the period between June Commencement and the start of instruction in September) and Winter Break only.

Also see Section 2, Policy 2.28 Subleasing

### 6.22 TRASH AND RECYCLABLES

Residents are responsible for keeping the property surrounding their unit free of trash, recyclables, and debris. Outside storage of bins used for trash and recyclable materials is prohibited. Residents must use the appropriate community bins provided by UCR HDRS to dispose of all trash and recyclables.

Also see Section 2, Policy 2.30 Trash and Recyclables

### 6.23 WADING POOLS

Wading pools are allowed but must be attended at all times when filled. When not in use, pools should be stored so as not to damage the grass or other structures. Wading pools cannot be stored or hung on trees, bushes, clotheslines, or other structures.

Also see Section 2, Policy 2.29 Swimming Pools

### 6.24 WATER UTILIZATION

Utilization of outdoor water in unsafe or wasteful manner (including but not limited to flooding, over watering plants, water features, and water damage to property) is prohibited. Watering must follow the current guidelines in effect (such as number of days and length of time for watering) and should occur in early morning or late afternoon. Please refer to the Residential Services Office and/or Residential Life and Services staff for guidelines.

### 6.25 WINDOWS

Canyon Crest Family Student Housing residents may install window coverings (i.e. drapes, blinds, shutters, shades). These items must be removed by residents upon move-out.

Also see Section 2, Policy 2.31 Windows
University Student Conduct Code

All UCR students are responsible for conducting themselves in a manner that does not infringe upon the rights of others or interfere with the educational function of the university. Students are expected to know and follow the Student Conduct Code regulations taken from the University Policies Applying to Campus Activities, Organizations, and Students. These policies can be obtained either at Student Conduct & Academic Integrity Programs (104 Costo Hall), or online at www.conduct.ucr.edu. University Student Conduct Code violations are adjudicated through UCR Student Conduct & Academic Integrity Programs.

Many of the policies above are reflective of policies which govern your behavior in University Housing, such as alcohol, controlled substances, etc. In addition, there is a specific policy (see Section 102.07 of the University Policies Applying to Campus Activities, Organizations and Students) which states it is a violation of university policy for a student to violate Housing policy. Therefore, you, and any guests who visit you in Housing are accountable to the expectations of Housing Services and the university during residency or visitation in Housing-run facilities. In addition, there are standards of conduct which are unique to the expectations of students as scholars at the university (expectations regarding academic integrity, proper use of classroom materials, etc.). You will find a helpful listing of classroom behaviors below which may be subject to discipline.

Student Conduct & Academic Integrity Programs (SCAIP) is the office responsible for enforcing these university policies, however, it is also a resource for you as a student. If you believe that you have been subjected to inappropriate behavior by another student which may violate the Standards of Conduct, you are encouraged to seek out this office for assistance in filing a report. SCAIP is also available to clarify policies and procedures in relation to student conduct.

ACADEMIC INTEGRITY AT THE UNIVERSITY OF CALIFORNIA, RIVERSIDE
(Taken from www.conduct.ucr.edu)

At the University of California, Riverside (UCR) honesty and integrity are fundamental values that guide and inform us as individuals and as a community. The culture of academia requires that each student take responsibility for learning and for producing products that reflect their intellectual potential, curiosity, and capability. Students must represent themselves truthfully; claim only work that is their own; acknowledge their use of others’ words; research results, and ideas, using the methods accepted by the appropriate academic disciplines; and engage honestly in all academic assignments. Anything less than total commitment to honesty circumvents the contract for intellectual enrichment that students have with the university to become an educated person, undermines the efforts of the entire academic community, and diminishes the value of an education for everyone, especially for the person who cheats. Both students and faculty are responsible for insuring the academic integrity of the university.

Academic misconduct is any act that does or could improperly distort student grades or other student academic records. The following examples of academic misconduct are provided to assist students in developing an understanding of the university’s expectations, recognizing that no set of written guidelines can anticipate all types and degrees of violations of academic integrity. To the extent that the examples provided are not exhaustive, duly appointed representatives of the university will judge each case according to its merits.
Misunderstanding of the appropriate academic conduct will not be accepted as an excuse for academic misconduct. If a student is in doubt about appropriate academic conduct in a particular situation, he or she should consult with the instructor in the course to avoid the serious charge of academic misconduct.

**Cheating**

Examples include:
- Copying from another student’s examination, quiz, laboratory work, or homework assignment.
- Possession or use of pre-prepared notes or other resources, in any form, during an examination, unless such use is expressly authorized by the instructor.
- Revising a work after its final evaluation and representing the revised version as being the original work.
- Using external assistance, including but not limited to tutors, books, notes and calculators, on any “in-class” or “take-home” examination, unless the instructor has specifically authorized external assistance.
- Allowing others to conduct research or to prepare work for you without advance authorization from the instructor to whom the work is being submitted.
- Unauthorized use of electronic instruments, such as cell phones, pagers or PDAs, to access or share information.
- Submitting for academic advancement an item of academic work that you have previously submitted for academic advancement without prior authorization from the faculty member supervising the work.

**Plagiarism**

Plagiarism includes the copying of language, structure, or ideas of another and attributing (explicitly or implicitly) the work to one’s own efforts. Plagiarism means using another’s work without giving credit.

Examples include:
- Reproducing another person’s work, with or without that person’s knowledge or permission, whether published or unpublished, including but not limited to, original ideas, strategies, and research, art, graphics, computer programs, music and other creative expression. The work may consist of writing, charts, pictures, graphs, diagrams, data, websites or other communication or recording media, and may include sentences, phrases, innovative terminology, formatting or other representations.
- Submitting as your own any academic exercise prepared totally or in part by another.
- Copying information from computer-based sources, i.e., the Internet.
- Allowing another person to substantially alter or revise your work and submitting it as your own.
- Using another’s written ideas or words without properly acknowledging the source. The term “source” includes published works (books, magazines, newspapers, websites, plays, movies, photos, paintings and textbooks) and unpublished sources (class lectures or notes, handouts, speeches, casual conversation, other students’ papers or material from a research service).
- Failure to acknowledge study aids such as Cliff’s Notes or common reference sources.
- Unauthorized use of another person’s data in completing a computer exercise or other class work.
- Submitting for academic advancement an item of academic work that you have previously submitted for academic advancement without prior authorization from the faculty member supervising the work.

Helpful resources, which offer guidelines for avoiding plagiarism and illustrations of correct and incorrect citation, follow. Please note that specific requirements for citation may vary by discipline or course.

- **Avoiding Plagiarism**, Purdue University, Online Writing Lab. [https://owl.english.purdue.edu/owl/resource/589/01/](https://owl.english.purdue.edu/owl/resource/589/01/)
Plagiarism: What It is and How to Recognize and Avoid It.
Indiana University. Writing Tutorial Services. 
http://www.indiana.edu/~wts/pamphlets/plagiarism.shtml

Using Sources. Lisa Trivedi and Sharon Williams, Hamilton College, Writing Center. 
www.hamilton.edu/academics/resource/wc/usingsources.html

Unauthorized Collaboration
Examples include:
- Working with other students to do lab work, review books or develop a presentation or report without permission from the instructor to do so.
- Making lab data available to a student who did not attend the lab.
- Jointly calculating homework problems without professorial permission.
- Having another help you rewrite a paper.
- Sharing sources for a take-home exam.
- Working in a group on a lab assignment without professorial permission.
- “Debugging” another’s computer program without professorial permission.
- Submitting a group assignment, or allowing that assignment to be submitted, representing the project is the work of all of the members of the group when less than all of the group members assisted substantially in its preparation.

Facilitating Academic Dishonesty
Examples include:
- Intentionally or knowingly helping or attempting to help another student to commit an act of academic misconduct.
- Giving unauthorized assistance to others during a test or evaluation, including allowing someone to copy from a test or examination, or arranging with others to give or receive answers via signals.
- Providing specific information about a recently given test, examination or assignment to a student who thereby gains an unfair advantage in an academic evaluation.
- Substituting for another student in order to meet a ‘course or graduation requirement.
- Providing aid to another student, knowing such aid is expressly prohibited by the instructor, in the research, preparation, creation, writing, performing or publication of work to be submitted for academic evaluation.
- Permitting your academic work to be represented as the work of another.
- Signing in students other than yourself for class attendance.

Interference or Sabotage
Examples include:
- Destroying, stealing, changing or damaging another’s lab experiment, computer program, term paper, exam or project.
- Removing, defacing, damaging, hoarding or displacing library materials with the effect that others have undue difficulty using them.
- Interfering with the operation of a computer system so it has an adverse effect on the academic performance of others.
- Damaging computer equipment (including disks) or laboratory equipment in order to alter or prevent the evaluation of academic work.
Fabrication
Examples include:
- Falsifying the results of any laboratory or experimental work or fabricating any data or information.
- Crediting source material that was not used for research.
- Falsifying, altering, or misstating the contents of documents or other materials related to academic matters, including but not limited to, schedules, prerequisites, transcripts, attendance records, or university forms.
- Giving false reasons (in advance or after the fact) for failure to complete academic work.
- Giving false information or testimony in connection with any investigation or hearing under this policy.

Failure to Comply with Research Regulations
Failure to comply with research regulations such as those applying to human subjects, laboratory animals and standards of safety.

Retaliation
Retaliation of any kind against a person who reported or provided information about suspected or alleged misconduct and who has not acted in bad faith.
Lothian Residence Hall Community Map

1. Administrative Offices
2. Residential Restaurant
3. Change Machine
4. Copy Machine
5. Entrances to Building
6. Galley (Lothian)
7. Hall Annex Room (on each floor)
8. Hall Balcony (on each floor)
9. Hall Lounge (on each floor)
10. Lobby 6
11. Large Meeting Room (2nd Floor)
12. Meeting Room–Small (2nd Floor)
13. Offices
14. Piano Practice Rooms
15. Pool Tables, Air Hockey (2nd Floor)
16. Residential Services Office (RSO)
17. Study Lounge (2nd Floor)
18. Television
19. Vending Machines
20. Weight/Exercise Room
21. Scotty’s Convenience Store
22. Spinelli’s Italian Oven
23. Garden Patio

To Pentland Hills & Aberdeen-Inverness Residence Halls

Aberdeen-Inverness

Glen Mor

Pentland Hills

Lothian
Pentland Hills
Residence Hall
Community Map
Bannockburn Village Community Map
Glen Mor Community Map

- Amazon Locker
- Bike Storage Area
- Blue Emergency Phone
- Computer Lab (J319)
- Conference Room (C001, C104, J315, K106, K108)
- Convenience Store & Grill (Scotty’s)
- Elevator
- Entry (Primary)
- Fitness Room (K206)
- Gaming Lounge (Ctrl Room)
- Laundry Room
- Mail Boxes
- Multi-Purpose Room (K205)
- Public Restrooms
- Recreation Room
- Resident Services Office
- Study Lounge (F224, G322, I225, L421, M328)
- The Loft (J309)
- The Market at Glen Mor
Oban Community Map
The Plaza Community Map
Stonehaven Community Map
Retail Dining Locations

For current hours of operation, check the Dining website.

The Barn
Burgers, salads, pastas and more in an historic 1916 structure.

Bytes
Located on the ground floor of Winston Chung Hall, serves up hot coffee, espresso drinks, flatbread sandwiches, snacks and our new savory or sweet cheese-filled swirls!

Coffee Bean & Tea Leaf
Serving up hot coffee, espresso drinks, ice blended beverages, pastries, freshly brewed teas, sandwiches and more!

Hub Restaurants

HUB FOOD COURT (open Mon-Fri)
- HABANERO’S - Breakfast or lunch, we offer the ability to custom-build fresh Mexican food just the way you want it.
- LA FIAMMA - Traditional hearth-baked style pizza offered by the slice, as a combo, or the whole pie, and specialty flatbread pizzas. Gourmet pasta, prepared to order with your choice of ingredients. And a selection of gourmet salads customizable your way.
- PANDA EXPRESS - From traditional Chinese favorites to fresh new creations, the Panda Chefs have wokked up a delicious menu with something for everyone.
- SUSHI BY PANDA - Enjoy fresh sushi rolls made to order, or from a premade selection in our grab-n-go case.

The Grill (at Latitude 55) - Whether you crave a mouth-watering burger, tasty chicken strips, zesty chili cheese fries, crispy onion rings or our all new Big Bowl Salads, The Grill will satisfy your “snack attack”.

Subway - Hot and cold sandwiches, wraps, salads, snacks, beverages and desserts

Scotty’s (convenience store) - Fast. Convenient. Affordable. Scotty’s carries pastries, pizzas, salads, corndogs, warm pretzels & snacks.

Trucks

BEAR TRACKS - Location varies. Serving up pastries and Coffee Bean & Tea Leaf coffee and espresso drinks.

CULINARY CHAMELEON - An eclectic blend of Mexican favorites with a California twist

Scotty’s (convenience store) - Fast. Convenient. Affordable. Scotty’s carries pastries, pizzas, salads, corndogs, warm pretzels & snacks.

Ivan’s@Hinderaker
Features coffee, pastries, espresso drinks, grab’n’go salads, sandwiches and snacks.

MOO MOO — Soft serve ice cream that’s utterly delicious!

HIGHLANDER – Snacks and grill items
Residential Dining Locations

For current hours of operation, check the Dining website.

ABERDEEN-INVERNESS

A-I Residential Restaurant
Offers continuous all-you-care-to-eat dining service, with a spotlight on healthy options. It features a food-court style of service with The Grill, My Gourmet and World’s Fare as the primary concepts.

Scotty’s A-I
Featuring snacks, cold drinks, foods, sundries and more.

LOTHIAN

Lothian Residential Restaurant
Offers continuous all-you-care-to eat dining daily, with a spotlight on healthy options. It features a food-court style of service with Comfort Table, Urban Kitchen, Village Garden and The Neighborhood Grill.

Spinelli’s Italian Oven
Our late-night dining option, with fresh oven-baked pizza, wings, chips & beverages in an entertainment-filled environment.

Scotty’s Lothian
Featuring snacks, cold drinks, foods & sundries and more.

GLEN MOR

The Market at Glen Mor
Food-court-style venue features: STARBUCKS coffeeshouse; SIZZLE (grill and salads); SAVOR (home-style take-out meals) and SHOP (convenience store).

Scotty’s Glen Mor
Features grilled breakfast & lunch sandwiches, snacks, drinks & sundries.

FOOD TRUCKS

See Retail Dining Locations

All Residential Dining locations are open to the public. Staff, faculty and university guests are always welcome.
RESTAURANTS, FAST FOOD & SUPERMARKETS: Throughout area

DISCOUNT STORES (Target, Costco, Walmart): Day Street

DEPARTMENT STORES (Macy’s, JC Pennys, Sears): Moreno Valley Mall

MOVIE THEATERS: University Village, Riverside Plaza, Moreno Valley Mall

SPECIALTY STORES (Crafts, Electronics, Furnishings): Day Street

OFFICE SUPPLIES: Riverside Plaza, Day Street

BOUTIQUES: Canyon Crest Town Centre, Downtown Riverside, Riverside Plaza

NIGHTLIFE: Downtown Riverside
# Main Campus Directory

*UNLESS INDICATED, AREA CODE IS (951)*

<table>
<thead>
<tr>
<th>Department/Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Aberdeen-Inverness (A-I) Residence Hall</td>
<td>827-5460</td>
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<td>Academic Resource Center</td>
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<td>Admissions Office</td>
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<td>Asian Pacific Student Programs</td>
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<td>ASPB (Campus Programming)</td>
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<td>Associated Students (ASUCR)</td>
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<td>Athletics</td>
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<td>Bannockburn Village RSO</td>
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<td>The Barn</td>
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<td>Bookstore</td>
<td>827-2665</td>
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<td>Botanic Gardens</td>
<td>827-4650</td>
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<td>Campus Cashier</td>
<td>827-3208</td>
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<td>UCR Campus Apartments RSO</td>
<td>827-5723</td>
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<td>Canyon Crest Family Student Housing RSO</td>
<td>827-5723</td>
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<td>Career Services</td>
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<td>Chancellor’s Office</td>
<td>827-5201</td>
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<td>Chicano Student Programs</td>
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<td>College of Engineering</td>
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<td>College of Humanities and Social Sciences</td>
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<td>College of Natural and Agricultural Sciences</td>
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<td>Communication Services (Residence Halls)</td>
<td>827-4624</td>
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<td>Computing and Communication</td>
<td>827-4741</td>
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<td>Counseling Center (Psychological)</td>
<td>827-5531</td>
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<tr>
<td>Credit Union (SchoolsFirst Credit Union)</td>
<td>(800) 462-8328</td>
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<td>Cultural Events</td>
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<td>Dining Student Office (Student Employment)</td>
<td>827-6120</td>
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<td>Dining Services, Lothian Residence Hall</td>
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<td>Dining Services, A-I Residence Hall</td>
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<td>Disabled Student Services (Voice &amp; TTY)</td>
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<td>Escort Service (Sundown-Midnight)</td>
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<td>Event Management and Protocol</td>
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<td>Gym (P-E)</td>
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<td>Honors Program</td>
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<td>Intercollegiate Athletics</td>
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<td>International Student Resource Center</td>
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<td>Internship Coordinator (Career Services)</td>
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<td>KUCR Radio FM 88-3</td>
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<tr>
<td>Lesbian, Gay, Bisexual, Transgender Resource Center</td>
<td>827-2267</td>
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<td>Library, Tomas Rivera</td>
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<td>Library, Orbach Science</td>
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### Main Campus Directory / 2

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<td>Ombudsman</td>
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<td>Police Department (non-emergency)</td>
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<td>Printing &amp; Reprographics</td>
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<td>Recreation (Student Recreation Center)</td>
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<td>Registrar’s Office</td>
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<td>ROTC Referral (Student Special Services)</td>
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<td>Student Business Services</td>
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<td>Student Conduct and Academic Integrity Programs (SCAIP)</td>
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<td>Student Conduct/Judicial Affairs (Housing)</td>
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<td>Student Life</td>
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<td>Student Recreation Center (SRC)</td>
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<td>Summer Sessions</td>
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<td>The Well</td>
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<td>Women’s Resource Center</td>
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<td>Work Study Placement (Career Services)</td>
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*UNLESS INDICATED, AREA CODE IS (951)*
Housing Services Directory

UNLESS INDICATED, AREA CODE IS (951)

HOUSING SERVICES
ADMINISTRATION BUILDING
3595 Canyon Crest Drive
Riverside, CA 92507
(951) 827-6350
E-mail: housinginfo@ucr.edu
Website: www.housing.ucr.edu
Office Hours: Monday through Friday, 8am to 5pm

ADMINISTRATION

Assistant Vice Chancellor
Andy Plumley 827-7711
Executive Director of Housing Services
Susan Marshburn 827-7711
Director of Contracts and Outreach Services
Bob Brumbaugh 827-6350
Executive Director, Dining, Catering & Conferences Services
Cheryl Garner 827-5857
Director of Residential Dining
David Henry 827-1202
Director of Retail Dining
Duane Gornicki 827-1202
Director of Facilities
Hassan Ghamlouch 827-4851

FACILITIES

Campus Apartments
Maintenance Supervisor
Enrico Baez 827-5723
Residence Halls
Maintenance Supervisor
Irven Rocher 827-7747
Housekeeping Manager
Luis Lara 827-7749
Grounds Supervisor
Tim Holmes 827-7063

RESIDENTIAL LIFE & SERVICES

Associate Director of Residence Life, Administration
James C. Smith 827-5723
Associate Director of Residence Life, Judicial
Audrey Pusey 827-5972
Associate Director of Residence Life, Residential Education
Mary Tregoning 827-6500
Assistant Director of Residence Life, Judicial
Robert Stephens 827-5972
Assistant Director of Residence Life, Student Success
Jack Saxon 827-6500
Programs Manager
Judith Ogunyoku 827-4372

SUPPORT SERVICES

Judicial Coordinator
Jason Wimbley 827-5972
Assistant Director of Housing, Resident Accounts
Jo-Ann Alvarez 827-6350
Assistant Director of Housing, Resident Assignments
Daisy Dizon 827-6350
Assistant Director of Housing, Marketing & Publications
Michael Kaplan 827-7716
Residence Halls Directory

**ABERDEEN-INVERNESS (A-I)**
100 Aberdeen Drive
Riverside, CA 92507
(951) 827-5460

**Office Hours:** Monday through Friday, 8am to 11pm, Saturday and Sunday 12pm to 5pm; 6pm to 11pm

**Resident Director, A & B Wings:**
Laura Merchant

**Resident Director, D & E Wings:**
Elizabeth Hagen

<table>
<thead>
<tr>
<th>Contact</th>
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<tbody>
<tr>
<td>RA On Duty, A &amp; B Wings</td>
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<td>RA On Duty, D &amp; E Wings</td>
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<td>Business Operations Assistant</td>
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<tr>
<td>Customer Relations Representative</td>
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<tr>
<td>General Manager, Dining Services</td>
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**LOTHIAN**
500 W. Big Springs Road
Riverside, CA 92507
(951) 827-5972

**Office Hours:** Monday through Friday, 8am to 11pm, Saturday and Sunday 12pm to 5pm; 6pm to 11pm

**Resident Director, A & B Wings:**
Hannah Moore

**Resident Director, D, E & F Wings:**
Jamal Myrick

<table>
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<tbody>
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<td>RA On Duty, A &amp; B Wings</td>
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<td>RA On Duty, D, E &amp; F Wings</td>
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<tr>
<td>Business Operations Assistant</td>
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<td>Customer Relations Representative</td>
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<tr>
<td>General Manager, Dining Services</td>
<td>827-3013</td>
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**PENTLAND HILLS**
One Pentland Way
Riverside, CA 92507
(951) 827.6500

**Office Hours:** Monday through Friday, 8am to 11pm, Saturday and Sunday 12pm to 5pm; 6pm to 11pm

**Area Coordinator, Pentland Hills:**
Joshua Witbeck

**Resident Director:**
Antonio Banks

<table>
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<td>Business Operations Assistant</td>
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UCR Campus Apartments Directory

BANNOCKBURN VILLAGE
3637 Canyon Crest Drive
Riverside, CA 92507
UCR Campus Apartments Residential Services Office: Bannockburn Village D102
(951) 827-5723
Office Hours: Monday through Friday, 8am to 9pm; Saturday, 12pm to 4pm

Business Operations Manager
Hector Linares 827-5723
Area Coordinator
John-Paul Wolf 827-5723
Resident Director
Chris Williams 827-5723
Assistant Resident Director 827-6020
RA On Duty 288-1770

FALKIRK STUDENT APARTMENTS
3429 Canyon Crest Drive
Riverside, CA 92507
UCR Campus Apartments Residential Services Office: Bannockburn Village D102
(951) 827-5723
Office Hours: Monday through Friday, 8am to 9pm; Saturday, 12pm to 4pm

Business Operations Manager
Hector Linares 827-5723
Area Coordinator
John-Paul Wolf 827-5723
Resident Director
Patricia Garcia 827-5723
Assistant Resident Director 827-6020
RA On Duty 237-2078

GLEN MOR STUDENT APARTMENTS
400 W. Big Springs Road
Riverside, CA 92507
Glen Mor Residential Services Office:
(951) 827-7540
Office Hours: Monday through Friday, 8am to 11pm; Saturday & Sunday, 12pm to 5pm, 6pm to 11pm

Business Operations Manager
Hector Linares 827-6500
Area Coordinator
Josh Witbeck 827-6500
Assistant Resident Director 827-6500
RA On Duty 750-2133
### UCR Campus Apartments Directory / 2

<table>
<thead>
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<th><strong>OBAN STUDENT APARTMENTS</strong></th>
<th><strong>THE PLAZA STUDENT APARTMENTS</strong></th>
<th><strong>STONEHAVEN STUDENT HOUSING</strong></th>
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<tr>
<td>950 Linden Street</td>
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<td>3201 Canyon Crest Drive</td>
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<td><strong>UCR Campus Apartments Residential Services Office:</strong> Bannockburn Village D102</td>
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<td><strong>Stonehaven Residential Services Office:</strong></td>
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<tr>
<td>(951) 827-5723</td>
<td>(951) 827-5723</td>
<td>(951) 782-7979</td>
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<td><strong>Business Operations Manager</strong> Hector Linares</td>
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<td><strong>Area Coordinator</strong> John-Paul Wolf</td>
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<td><strong>Area Coordinator</strong> John-Paul Wolf</td>
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Family Student Housing Directory

CANYON CREST FAMILY STUDENT HOUSING

UCR Campus Apartments Residential Services Office: Bannockburn Village D102
(951) 827-5723

Office Hours: Monday through Friday, 8am to 9pm; Saturday, 12pm to 4pm

Business Operations Manager
Hector Linares 827-5723

Area Coordinator
John-Paul Wolf 827-5723

Resident Director
Patricia Garcia 827-5723

RA On Duty
237-2078

Emergency Numbers

Off-Campus (24-hour service)

- California Missing Children (800) 222-3463
- California Youth Crisis Line (800) 843-5200
- Mental Health Crisis Counseling/Referrals Hot Line 686-4357
- National Runaway Switchboard (800) 621-4000
- Parents of Runaway Children, Inc. 351-0179
- Poison Control Center (800) 876-4766
- Riverside Children’s Protective Services (800) 442-4918
- Riverside County Alcohol Program 778-3500
- Riverside County Mental Health Outpatient Crisis Center 358-4705
- Riverside County Substance Abuse Program 955-2105
- Riverside Domestic Violence Hot Line 683-0829 or (800) 339-7233
- Riverside Rape Crisis Center Hot Line 686-7273
- Suicide/Crisis Helpline 683-0829
- Suicide Hotline (national) (800) 784-2433

UCR Services

- UCR Emergency 911
- UCR Police (non-emergency) 827-5222
- Campus Safety Escort Service (or use Red Escort Phone) 827-3772
- Campus Health Center 827-3031
- Counseling Center 827-5531
- Domestic Violence (800) 339-7233
- LGBT Resource Center 827-2267
- Rape Prevention 827-2938
- Transportation & Parking Services 827-8277
- Women’s Resource Center 827-3337
Bannockburn Commercial Residents

In the front of the Bannockburn Village community, there are several commercial businesses on the ground floor. These establishments serve the campus community and the general public:

**Archetype (951) 369-8058**
Typesetter/Graphic Arts can help you with creating a resume or a thesis.

**Fitness United with Nutrition (F.U.N.) (951) 827-9482**
Personal training studio that offers exercise, nutrition and weight management for all ages and fitness levels.

**Getaway Cafe (951) 786-3606**
Family Italian restaurant serving a variety of pizza, pasta, sandwiches and salad dishes.

**Riverside Computer Center (951) 827-0200**
Computer Store has a wide selection of computers, printers, software and accessories for sale. In addition, it has a repair center to service hardware.

**The Sub Station (951) 683-4523**
Sandwich shop is known for some of the best subs in town. Also serves soup and salads. A fixture at UCR for more than 40 years.
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**Apartments** ..................... 4  

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