



# Housing & Dining

UNIVERSITY OF COLORADO **DENVER**

**Resident Handbook**

**Academic Year 2024–2025**

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# Welcome to CU Denver Housing & Dining

CU Denver Housing & Dining is dedicated to serving students attending all institutions on the Auraria Campus. CU Denver Housing & Dining currently offers two on-campus living options: City Heights Residence Hall and Lynx Crossing Residence Hall. In addition, Housing & Dining operates four on-campus Lynx Dining options: City Heights Dining Hall, Eat Food Market at Lynx Crossing, Einstein Bros. Bagels, and QDOBA.

By focusing on the holistic student experience, life through Housing & Dining enhances each student's academic pursuits and fosters meaningful connections, leadership development, cultural competency, and community responsibility. Living on-campus allows students to participate in a wide variety of activities, programs, and living learning initiatives designed to enhance their personal development throughout their college experience. The procedures, policies, and other information available in this handbook serve to both describe how Housing & Dining staff intend to structure this experience and introduce students to the expected behaviors that support holistic development for themselves and all other students living on-campus.

CU Denver Housing & Dining is also committed to promoting a safe and secure on-campus living environment. Student and professional staff are available or on-call 24 hours a day to respond to emergency situations, and our staff maintains active partnerships with campus and local emergency services.

Housing & Dining staff believe in regular evaluation of administrative and programmatic efforts. To that end, there may be changes throughout the year to the policies and procedures listed in this Handbook. Any such changes will be communicated, at minimum, to all students living on-campus via e-mail messages.

## • **Mission**

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

## • **Vision**

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

# Lynx Community Living

## • Philosophy

The CU Denver Office of Housing & Dining (“Housing & Dining”) strives to provide a home away from home where students can be part of a safe and inclusive community in an urban environment that fosters student engagement, academic achievement, leadership, and personal development. Part of each student resident’s developmental journey includes learning to live with others and contribute to a community’s development. It is Housing & Dining’s belief that residents have the capacity and desire to be self-directed and responsible members of their community. Residents have the right to influence their community and environment in ways that support their student experience, coupled with the responsibility to keep the community and environment supportive of others.

## • Lynx Living Outcomes

As part of Student Affairs, Housing & Dining aims to collaborate with various other offices to create experiences where students develop meaningful connections, leadership, intercultural competency & humility, life skills, and career readiness. Lynx Living provides opportunities for residents to engage in connectedness, community responsibility, cultural competency, and leadership development.

## • Living With Others

Living with others requires respect for others, communication, openness to understanding, and patience. No matter how similar two residents may be, their life experiences, values, identities, and personalities may provide differences in their expectations of how individuals can or should live together. These include different expectations of how people interact, show respect, and overall share living and learning environments. These and other differences also contribute to the vibrant diversity Housing & Dining hopes to promote in the Lynx Living experience.

Such differences can also create conflict, and Housing & Dining staff believe **working through** such conflicts can serve to be a positive learning opportunity for people living together. Not working through conflict both eliminates this opportunity and can create a negative, even intolerable, atmosphere within the hall. Residents and the attitude that they take in engaging with their roommates, suitemates, and neighbors can determine whether the entire community’s experience

is positive or negative. Housing & Dining staff are committed to facilitating communication between and among residents living together.

### **TIPS FOR POSITIVE COMMUNITY LIVING**

- Treat your peers as equals.
  - Seek to understand others' perspectives to determine if what you are doing (or not doing) is reasonable.
  - Do not give orders, make unreasonable demands, or expect favors.
  - Expect the best from your peers. Expect that others are willing and able to work through conflict, as you hopefully expect of yourself.
- Respect others' right to privacy. Do not pry into private affairs or expect to share in their activities unless invited.
- Avoid trying to "reform" or correct your peers. Do not expect them to conform to your standards or accept your beliefs. If you have any concerns regarding the behavior of your roommate(s)/suite(s) or any other resident, please reach out to your Resident Assistant (RA) or other Housing & Dining staff.
- Work out mutually agreeable divisions of responsibility with roommates/suitemates, writing an agreement when asked by an RA. Do not wait for your roommate to take care of things for the space.
- Show respect to roommates, suitemates, and neighbors. Accepting routine inconvenience is common when sharing space, but make sure to communicate respectfully with those that commonly cause those inconveniences.
  - If the inconveniences are significant, talk to the other person in a timely and private manner, and not to anyone else. Speaking or posting publicly, including on social media, does not show the other person respect and will likely worsen the conflict. Consider their feelings and how this behavior would make you feel. Do not complain publicly or to others about neighbors or roommates/suitemates who bother or annoy you.
  - If you have a disagreement with a peer, talk about it as soon as possible. Do not let your anger or frustration build up. Housing & Dining staff, especially an RA, are available to support and mediate, if necessary, but are not able to solve your conflict for you.
- Proactively have discussions about and agree to others' boundaries. These can relate to items, space, privacy, relationships, academics, and more.

# Navigating Your On-Campus Home

## • What's In Your Room/Suite

- All residents' bedrooms include one bed, one desk, one desk chair, one closet or wardrobe, and 2-4 dresser drawers per bedspace in the room. Single-occupancy rooms in Lynx Crossing have beds with full-size XL mattresses, while double-occupancy rooms in Lynx Crossing and all rooms in City Heights have beds with twin-size XL mattresses.
- Lynx Crossing Studio suites come with a dinette set in addition to their bedroom furniture; all other suites come with a sofa, chair, end table, coffee table, dining table, and dining chairs. All Lynx Crossing Residence Hall suites come with the following full-size kitchen appliances: refrigerator, microwave, and sink. Residents living in certain Lynx Crossing suites may also be provided a dishwasher, oven, and cooktop. The upkeep and cleaning of all kitchen appliances is the responsibility of all residents sharing the suite. All damage and/or improperly functioning elements of any appliance owned by Housing & Dining should be reported through a maintenance request, available through the housing portal.
- Residents living in City Heights are not provided with any kitchen appliances within their room. However, each resident has access to community lounge spaces within City Heights that include microwaves on every other floor. In Lynx Crossing, microwaves can be found in both common kitchens and suite kitchens.

### **DISHWASHERS (LYNX CROSSING SUITES)**

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

### **HEATING & COOLING UNITS**

The efficiency of your heating & cooling unit relies on proper air circulation. To maintain optimal performance, it's essential to keep all vents in every room open and ensure that return air vents remain unobstructed. We recommend that residents maintain the temperature of their room between 70 and 72 degrees Fahrenheit



with the fan function set to 'Auto'. This helps regulate temperature efficiently while minimizing energy consumption. Avoid running the heating/cooling fan while windows are open, as this can damage the furnace filter and HVAC system. If you need a new furnace filter, please submit a maintenance request through your resident portal or contact the Front Desk. If you're unsure how to operate your heating and cooling unit, don't hesitate to ask your Resident Assistant or visit the Front Desk for assistance.

## **SMOKE DETECTORS & FIRE EXTINGUISHERS**

Please note that the smoke detectors in your bedroom/suite are very sensitive. When taking a shower, close the bathroom door to prevent steam from affecting the detector. When cooking, be sure to use the fan on your microwave; this could also help prevent a grease fire. If your smoke detector emits a beeping/chirping sound, it means the battery is low. Please complete a maintenance request as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and proceed in a safe manner.

Fire extinguishers are intended for use in *emergency situations only*. In any event that a fire extinguisher is discharged, please report it to Housing & Dining staff so that a replacement extinguisher can be installed promptly. Do not tamper with or block smoke detectors, as they are critical for your safety.

## **• Other Spaces in the Residence Hall**

Housing & Dining offers a variety of amenities for residents to enjoy, including access to free laundry services. Depending on the building, residents may also have access to multipurpose rooms, common lounges, kitchens, game rooms, study rooms, bathrooms, and a fitness center. The maintenance and care of these facilities are the responsibility of every resident, and misuse may result in their closing. Furniture and equipment located in all amenity spaces must remain in their designated areas to ensure that all residents can enjoy their use.

### **BATHROOMS**

Lynx Crossing and City Heights each offer two gender-specific bathrooms on the first floor, available to residents, staff, diners, and registered guests. Additionally, City Heights provides one all-gender, ADA-accessible bathroom. The bathrooms in City Heights are in the dining hall and are only available during dining hours.

Bathrooms located in the residential wings of residence halls are only open to residents, staff, and registered guests. Each residential floor in City Heights has 4-

6all-gender bathrooms shared amongst all residents. Each bathroom is equipped with communal sinks, mirrors, soap dispensers, and paper towel dispensers along one wall, and four individual “rooms” with floor-to-ceiling doors along the opposite wall: 1 shower room, 1 toilet room, 1 combined toilet/shower room, and 1 accessible & combined toilet/shower room with a sink.

Please note that dyeing of hair, fabric or other materials is not permitted in the residential wing bathrooms due to the risk of staining surfaces. Residential bathrooms in Lynx Crossing are located in the suites; therefore, residents will discuss and determine how they and their guests share and use these facilities in their Roommate Agreements.

Please do not flush paper towels, as they do not break down. Hygiene products should never be flushed, regardless of what the packaging states. Residents living in suites with their own bathroom are required to plunge their own toilet prior to calling in maintenance (plungers are not provided). Residents will be responsible for any damages or overflows to the toilet caused by improper disposal of items.

### **LYNX CROSSING FITNESS CENTER**

Use of the Lynx Crossing Fitness Center is at residents’ own risk. Residents must report maintenance problems to front desk staff immediately and refrain from attempting to repair equipment themselves. Anyone beginning an exercise program should consult a physician prior to using the fitness center. For the safety of all residents, residents must use the equipment provided in the fitness center only in the manner for which it is intended. Proper athletic attire, including a shirt and shoes, must always be worn while in the fitness center. No food is allowed in the Fitness Center, and beverages are limited to water only.

## **• Front Desk**

The Front Desk in each residence hall is staffed by student Desk Assistants who provide customer service to all residents and visitors. The Front Desk is open at published hours to assist with the various services below.

### **AMENITY CHECK OUT & RESERVATION**

Each front desk offers a variety of items for residents to check out free of charge, including, but not limited to, pool & ping pong equipment, board games, and cleaning supplies. All amenities should be returned within the specified timeframe determined by the Front Desk. Please note that all amenities are Housing & Dining property, and residents may incur charges for not returning items or returning them in a condition different from when they were checked out.

## MAIL

Mail and packages are processed by front desk staff daily. Residents are not notified by the front desk of letter mail delivery. It is the responsibility of the residents to check their mail by visiting the front desk. Packages will be logged, and an email notification will be sent to residents when their package is ready for pick up. If residents receive a perishable package, they may be contacted by phone in addition to receiving the package notification email. Residents must bring a valid photo ID to sign for and receive packages. Please note that during high-volume times, mail pick-up may be temporarily unavailable at the discretion of the Front Desk to allow for focused mail-processing time.

Mail and packages are accepted by the Front Desk for current residents (those checked into a room on-campus) only. As soon as a resident moves-out of on-campus housing, any mail will be Returned to Sender. Current Residents have 5 business days to retrieve any mail or packages before they are Returned to Sender, with the exception of food or potentially perishable items. Perishable items will be discarded 4 hours after delivery, and non-perishable food items will be discarded after 48 hours. These policies enable Front Desk staff to keep the amount of mail in the respective Mail Rooms manageable for the entire community.

All mail and packages must be addressed to the resident's name on file. Packages mailed to nicknames or aliases will be Returned to Sender. If you want or need to update your name in our system:

- CU Denver Students – Please visit this website for instructions: <https://www.ucdenver.edu/registrar/student-resources/identity>
- Non-CU Denver Students – Please e-mail [housing@ucdenver.edu](mailto:housing@ucdenver.edu) to request a name update.

Residents' must be addressed using the following format to ensure proper reception and delivery:

Resident First & Last Name

Residence Hall [City Heights or Lynx Crossing]

Suite Number

318 Walnut St.

Denver, CO 80204

## **LOST & FOUND**

Lost and found items will be cataloged at each front desk. Residents who have lost their personal belongings can provide a description of the item to their front desk, and the front desk staff will make every effort to return the item to the resident if found. However, Housing & Dining does not assume responsibility for any lost or stolen personal property. Residents are encouraged to report any potential theft to Auraria Campus PD immediately.

## **• Laundry Services**

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

Laundry facilities are checked by housekeeping staff every morning. Any laundry left in the laundry room overnight and unattended will be removed, bagged, and stored for 30 days. Any items left unclaimed after 30 days will be discarded. If you think your laundry has been removed by staff, please visit your residence hall's Front Desk for assistance.

All laundry appliances should only be used in the manner for which they were intended (e.g., only filling the machine to the appropriate level as indicated on lid of the machine if indicated). Dyeing of fabric or other materials is strictly prohibited in the laundry machines. Residents found responsible for improperly using or damaging a machine will be assessed a damage charge.

Any malfunctioning laundry appliances should be reported immediately through a Maintenance Request. Additionally, residents are responsible for cleaning lint traps and ensuring the proper functioning of machines during use.

## **• Lynx Dining**

Housing & Dining provides a variety of food options to meet the needs of our on-campus students. First-year students living on-campus are required to have a meal plan as part of their housing contract. Non-first-year students are encouraged, but not required, to have a meal plan to access our on-campus dining facilities at an affordable rate.

Additionally, non-residential CU Denver students, faculty, or staff may choose from various meal plans to fit their needs. Hours of operation, meal plan, Flex Cash,

and Lynx Dining staff contact information can be found at <https://lynxdining.sodexomyway.com/>

In addition to the procedures below, the following guidelines will also help promote a courteous and welcoming atmosphere in the dining space:

- All individuals, including residents, guests, and other patrons must be fully dressed, including wearing a shirt and shoes, to enter the dining area.
- Individuals utilizing dining spaces should refrain from using their cell phones while ordering or purchasing food and should also be courteous with the audio levels on any electronic device.
- Meal plans are intended for the use of the resident who pays for the meal plan; sharing of meal plans is not permitted. However, meal plan holders may pay for a guest with flex cash, credit card, or cash.

### **CITY HEIGHTS DINING HALL**

City Heights Dining Hall is an all-you-care-to-eat facility; diners pay for entry using a “meal” on their meal plan or card/cash at the entry rate, then eat what they care to while they are in the dining hall. Diners may only remove food from the dining hall if they are utilizing an established carry-out program (see the front register for more information).

When dining at City Heights Dining Hall, diners are required to clean up after themselves, which includes removing dishes to the dish return area. Diners may not re-enter the dining hall once they have exited without paying for another entry. No individual may enter the dining hall without payment.

### **EAT FOOD MARKET @ LYNX CROSSING**

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

### **ADDITIONAL LYNX DINING FOOD OPTIONS**

Lynx Dining oversees additional food options on campus that are open to the public and accept payment through meal plan and Flex cash. These restaurants currently include Qdoba Mexican Eats and Einstein Bros Bagels. Please visit the Lynx

Dining website at <https://lynxdining.sodexomyway.com/> for more information on hours of operation and menu offerings.

## **SWIPE OUT HUNGER PROGRAM & FOOD ASSISTANCE**

If any student is experiencing food insecurity, they can request meal swipes to be loaded onto their ID card from Lynx Dining. Visit the following site for more information and to access the Request Form: [https://lynxdining.sodexomyway.com/explore/swipe\\_out\\_hunger](https://lynxdining.sodexomyway.com/explore/swipe_out_hunger)

In addition to meal swipes, students can also access resources from their school's food pantry. These services provide essential food assistance to students in need. For more information about the services offered and how to access them, please visit:

- CU Denver: <https://www.ucdenver.edu/wellness/services/basic-needs/food-assistance>
- MSU Denver: <https://www.msudenver.edu/student-care-center/rowdys-corner/>
- Community College of Denver: <https://www.ccd.edu/employees/departments/student-programming-activities-resource-center-sparc/ccd-human-services/get>

## **• Meal Plans**

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

Meal plans may only be used by the resident holding the meal plan. Residents may not use their meal swipes to pay for guests to eat in any Lynx Dining location. Residents may also not give their ID card to anyone else to use on their behalf.

Residents may swipe up to four meals per day and no more than twice in the same meal period. Most meal plans have a weekly-swipe limit that resets every Sunday at midnight. Unused meal swipes will be forfeited Sunday at midnight and will not roll over to the following week. Residents may submit a request to Housing & Dining at [housing@ucdenver.edu](mailto:housing@ucdenver.edu) to obtain a usage history and credit balance report for their meal plan.

## **FLEXIBLE SPENDING ACCOUNTS (“FLEX CASH”)**

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

Flex dollars will roll from week to week and month to month. However, if there is an unused credit or balance at the end of the contract, change in meal plan, or time of move-out, these credits will be forfeited and not refunded to the resident. Flex cash credits are uploaded on a monthly basis and meal swipes on a weekly basis. Students may not spend more than their monthly flex deposit in a single day, and exceptions to this policy will not be made during the Move-Out period in May.

## **MEAL PLAN DURATION**

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

## **MEAL PLAN CHANGES**

Residents may request a change to their meal plan up to the semester census date. The census date refers to the deadline after which changes to any student’s housing contract, including those related to parking and meal plans, will not be allowed for the term. You can find the census date for each term on the academic calendar: <https://www.ucdenver.edu/student/calendars/academic>

## **MEAL PLAN SUSPENSION OR TERMINATION**

Resident meal card services may be suspended or terminated if a resident is in default of their housing contract, has a delinquent account balance, fails to pay any damages or property fines, violates any of the Housing & Dining Resident Handbook policies, housing contract policies, Student Code of Conduct, or local, city, state, or federal law.

Services may be restored once CU Denver Housing & Dining acknowledges the account/behavior change. Please note that any meal swipes and/or flexible spending dollars not used due to a meal plan suspension will not be refunded, and the meal plan swipes and/or flexible spending dollars will be forfeited.

## • Parking

Housing & Dining oversees a single parking lot adjacent to Lynx Crossing Residence Hall, and parking is only reserved (on a limited basis) for residents who have paid for parking. Housing & Dining parking permits only allow for parking in the Lynx Crossing lot; they do not allow for parking at any other Auraria campus parking lots or garages.

Each resident with a permit is permitted to park one vehicle at Lynx Crossing. Residents may not use their permit for any vehicle other than the one registered and may not use their parking access to let visitors into the lot.

Only residents who have parking on their housing contract prior to the CU Denver census date will be granted parking access. *Changes to any student's contract, including those related to parking and meal plans, will not be allowed after the census date for the term:* <https://www.ucdenver.edu/student/calendars/academic>

### **REGISTRATION**

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

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

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

### **TOWING**

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



## **GUEST PARKING**

Guests are not permitted to park in the Lynx Crossing parking lot, but they may park in surrounding parking lots and spaces, which require payment. There are a limited number of guest parking spots on the east side of Lynx Crossing. Guests parking in these spots are required to display a guest parking pass, which can be checked out from the Lynx Crossing front desk. City Heights does not have designated guest parking.

Please see the Auraria Higher Education Center Parking & Transportation Services [webpage](#) for more information on visitor parking.

## **PARKING & ACCESS CONSIDERATIONS**

Lynx Crossing Residence Hall is located in the heart of downtown Denver, in close proximity to Mile High Stadium, Ball Arena, and other local attractions. Because of its urban location, Lynx Crossing experiences increases in foot and vehicle traffic during special event days occurring at these attractions (e.g., football game days, concerts, etc.).

While Housing & Dining works closely with campus and local law enforcement to maintain the safety and security of the residence hall during these event days, residents should be mindful of access restrictions that can occur because of increased traffic, including delays in accessing or leaving the Lynx Crossing parking lot. Residents should not allow any individual to enter the parking lot for any reason, particularly on event days.

# Navigating Your Contract

## • Top 5 Contract Items to Note

1

### **YOU NEED TO STAY ENROLLED IN 6 OR MORE CREDITS (SECTION 3: ELIGIBILITY)**

Living on-campus is only available to Auraria Campus students enrolled in 6 or more credits. We conduct regular registration checks with all schools to ensure that students living on campus are meet this credit requirement.

Students who do not meet the credit requirement or are unable to register due to holds will have their contract terminated. They will be required to move out and may be charged fees per the contract.

To ensure continued eligibility to live on-campus, it is important to pay your bill and verify you will still meet credit requirements before withdrawing from any classes.

### **THE LEGALLY BINDING CONTRACT IS FOR THE ENTIRE ACADEMIC YEAR (SECTION 4: LENGTH OF CONTRACT & SECTION 18: TERMINATION)**

2

By signing the contract, you agree to pay all room & board fees for the entire academic year. This obligation remains in effect, even if you move-out, do not use your meal plan, withdraw from classes or choose not to live on campus. You are responsible for fulfilling the terms and payments associated with the contract through the end of the contract period.

Additionally, signing the contract secures a bed on-campus and, where applicable, access to Lynx Dining locations for the entire contracted period. If you are withdrawing from school or facing circumstances beyond your control that prevent you from fulfilling the contract, you must submit a petition to have the contract terminated.

3

### **YOUR CONTRACT COVERS FALL & SPRING BREAKS, BUT YOU NEED TO SIGN-UP FOR WINTER BREAK HOUSING (SECTION 8: BREAK PERIODS)**

All residence halls remain open during Fall Break and Spring Break, allowing residents to stay in their rooms and come and go from the halls as usual during

those times. However, if you wish to stay on-campus for Winter Break, you must sign-up with Housing & Dining by December 1<sup>st</sup>, pay a Winter Break Fee, and if you live in City Heights, relocate to a space in Lynx Crossing at the end of the Fall and move back to your City Heights room before the start of Spring.

Residents who do not sign-up for Winter Housing will need to leave by the Saturday morning after final exams in the Fall, and they may return the Friday morning before classes in the Spring. You can leave any belongings you don't need for the Winter Break!

**YOUR CONTRACT IS FOR A SINGLE BEDSPACE, DEPENDING ON AVAILABILITY (*SECTION 10: ASSIGNMENT OF ACCOMMODATIONS*)**



While we will strive to provide a safe and comfortable living environment, we cannot guarantee any specific room type, location, or roommate. Additionally, while we aim to maintain consistency in room assignments throughout the academic year, we reserve the right to change your room assignment if necessary.

Furthermore, even if your roommate or suitemate moves out or never moves in, the empty space must remain ready for any potential roommate or suitemate at any time.



**YOU ARE RESPONSIBLE FOR THE CONDITION OF YOUR ASSIGNED SPACE, AND YOU MAY BE HELD RESPONSIBLE FOR DAMAGES TO SHARED OR COMMON SPACES (*SECTION 17.I: RESPONSIBILITY FOR DAMAGE*)**

When you move in, you'll inspect your space's condition against our inspection and note any additional issues you observe. Upon moving out, we'll conduct another inspection and any additional damage or cleaning required beyond the initial inspection and your comments may result in additional fees.

Additionally, as a member of the community, you may be liable for repair or cleaning fees for shared or common spaces if individual responsibility cannot be determined.

These are just a few reminders we wanted to highlight for you! Your Housing & Dining contract contains many other important details, so we encourage you to review it (again) in full when you have a moment. Just search for it in your e-mail inbox or find it in your [Housing & Dining Housing Portal!](#)

## • Important Dates for Your Calendar

### **WINTER BREAK SIGN-UP PERIOD**

- November 1-November 30, 2024
- Students living in City Heights may sign-up to stay, but will acknowledge that they will be moving to Lynx Crossing (if space is available) and will lose all access to City Heights during this period
- All approved Winter break residents will be subjected to a fee of \$500.00

### **MOVE-OUT FOR STUDENTS NOT APPROVED TO STAY FOR WINTER BREAK\***

- Saturday, December 14, 2024, by 10:00am, or 48 hours after your last exam; whichever should come first
- \*Students are not required to remove all their belongings during this break, but should remove any personal items as they will not be allowed to return without incurring a fee, regardless of the duration.

### **HALLS RE-OPEN TO STUDENTS AFTER WINTER BREAK**

- Friday, January 10, 2025, at 12:00pm (noon)

### **SPRING SEMESTER ENDS AND RESIDENCE HALLS CLOSE**

- Saturday, May 10, 2025, at 10:00am or 24 hours after your last exam; whichever comes first
- Students can request an extension/late checkout starting April 1, 2025

## General Housing & Dining Procedures

### • Move-In & Move-Out Procedures

#### MOVE-IN

All residents must have their school ID physically on them when moving into their assigned residence hall space. Upon moving in, residents' school IDs will be coded to provide access to their main suite/bedroom door. Lynx Crossing residents will also be issued a separate bedroom key upon moving in. Residents will not be provided access to their suite/bedroom or issued a bedroom key until they have checked in with a Housing & Dining staff member and completed all necessary paperwork.

Each resident will also be provided access to an electronic Inventory Inspection on the day they move in, which details the condition of the suite/bedroom. Residents are responsible for ensuring the Inventory Inspection accurately lists the condition of their suite/bedroom, as this will protect the resident from being charged for any damages that may have occurred before taking occupancy of the space. Instructions for inputting comments and accepting or not accepting pre-inspected conditions will be provided electronically upon move-in. Residents' comments on Inventory Inspections are due within two weeks of moving into a space; after this point, Housing & Dining staff will assume that the resident agrees with staff's inspection of the spaces, and any changes will require time-stamped photo evidence.

#### MOVE-OUT

All residents are expected to move out of their residence hall by the date and time specified in their housing contract. Any resident who plans to move out prior to the end of the housing contract, must contact the Residence Life Coordinator for their residence hall to schedule a check-out appointment. Residents who move-out before the end of the housing contract must also complete the online [Petition to Terminate](#) form if requesting a cancellation of their remaining housing contract. Completion of the petition form does not guarantee that a resident's housing contract will be cancelled; however, failure to complete the petition form will result in full housing contract charges being applied to their student account, regardless of if they continue living in on-campus housing. Any unused meal plan or Flex Cash

credit or balance will be forfeited at the time of move-out from on-campus housing, whether or not the student's contract has ended.

To properly check out of Housing & Dining, each resident must make a move-out appointment with a Housing & Dining staff member. Prior to the appointment, an email will be sent notifying a resident of all the steps involved in moving out, including but not limited to moving out all personal items, returning the room/suite to move-in condition, having their suite inspected, and turning in any keys.

Any resident who moves out without scheduling and/or attending a move-out appointment with a Housing & Dining staff member per the provided instructions may be assessed an improper checkout fee, in addition to any applicable missing key and/or cleaning and damage charges.

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

## **WINTER BREAK HOUSING**

During the Winter Break period, City Heights Residence Hall will be closed, and residents will not be permitted to stay in City Heights. However, City Heights residents *DO NOT* have to fully move-out of City Heights for Winter Break. Instead, they will be provided with information on how to prepare their room for the break period, which includes unplugging appliances, turning off lights, and packing any personal items needed during the break. Those who wish to stay on campus for any duration of Winter Break must apply to live on-campus for the break period and will be subject to a Winter Break fee. The application form will be sent later in the Fall semester. Any resident approved to live on-campus for Winter Break will only have access to an assigned space in Lynx Crossing Residence Hall for the entirety of the break period.

## **• Communication**

The Office of Housing & Dining's official forms of communication with students are through the individual student's assigned college or university e-mail addresses and their individual mail folders at the Front Desk. It is essential for each student to check their school e-mail and resident mail regularly.

## • **Confiscated Items**

Any items found to be in violation of Housing & Dining and/or University policies may be confiscated by a member of the Housing & Dining staff. This includes, but is not limited to drugs, drug paraphernalia, alcohol, candles, and weapons. Confiscated items will not be returned to the student at any time. Instead, all confiscated items will be disposed of by staff according to the established procedures.

## • **Damages & Related Charges**

Residents are accountable for the upkeep of suite and bedroom furnishings and will be held financially responsible for any repair, replacement, moving, and/or additional cleaning costs incurred. All repairs needed within rooms and other areas must be performed by authorized maintenance personnel. Residents will be charged for any damages or cleaning issues for which they or their guests are responsible, including those in suite, bedroom, and common/shared areas of the residence halls.

If Housing & Dining staff are unable to determine the individual(s) responsible for damage to common areas or shared spaces within rooms or suites, staff may split the repair, replacement, and/or cleaning charges among all residents of a room, suite, floor or entire residence hall.

Any repair, replacement, moving, and/or cleaning costs related to an alleged policy violation will not be incurred until the case has been resolved through the institution's student conduct process. If a resident is found responsible for violating related policies, the charges will be assessed as a Restitution sanction.

All charges will be assessed to the residents' student accounts. Any unpaid charges may result in additional late fees, collection attempts, or termination of the housing contract.

See **Appendix A: Charges Sheets** for more about specific charge amounts.

## • **Inspections & Entry into Room**

Housing & Dining Staff will conduct bedroom/suite inspections for various purposes including health and safety conditions, preventative or requested maintenance, occupancy checks, or pest control. When not requested by or pre-arranged with the resident(s), Housing & Dining staff will communicate these inspections in

advance via e-mail at minimum. Staff will knock on doors multiple times and verbally announce themselves before entering any room. Inspections will occur as scheduled and announced, whether residents are present or not. Residents who are present in the room/suite during these inspections are required to comply with staff and allow entry into the unit.

In limited circumstances, Housing & Dining staff or other University officials may key into a suite or bedroom at unscheduled times, with or without a resident present. These circumstances typically include maintenance and safety checks, or when there is a perceived risk to individuals or property.

In addition, if a resident is suspected of violating their housing contract regarding proper cleanliness, guest privileges, drug violations, the pet policy, or other policies, this serves as notice that Housing & Dining staff may conduct re-inspections of the room/suite as needed to verify that the alleged violation is no longer present.

## • **Residence Hall, Suite, & Room**

### **Access**

All residents are granted electronic access to their assigned residence hall via their school ID. Upon moving into on-campus housing, a resident's school ID will be coded with the appropriate access to their residence hall and other amenities. Residents must have their school ID in hand prior to moving into the residence halls. The school ID also functions as their meal plan card and provides access to the parking lot at Lynx Crossing (if applicable). Residents of Lynx Crossing, except residents living in studios, receive individual bedroom keys upon moving into Lynx Crossing.

### **LOCKOUTS**

If a resident is locked out of their suite or bedroom, they may go to their residence hall's front desk to regain access to their room. If the Front Desk is closed, they can call the RA On-Call for assistance. Each resident is entitled to at least two (2) free lockouts per semester. However, after the final free lockout, the resident will be charged an administrative fee of \$10.00 for each additional lockout.

### **LOST KEYS/IDS**

If a resident loses any key, they will be subject to the following replacement fee(s):



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

If a resident's bedroom key is stolen, they should file a police report with AHEC Police Department and provide a copy of the police report to the Front Desk. A Housing & Dining staff member will then assist them in requesting a replacement bedroom key.

### **DAMAGED IDS**

If a resident's ID Card is damaged or not working properly, they must request a replacement through the [ID Station](#). No one should discard or destroy their ID card.

## • **Roommate Agreements**

We encourage all residents to establish parameters and rules at the beginning of the year with their roommate(s) and/or suitemate(s). This helps ensure that everyone has a clear understanding of each other's expectations, laying a strong foundation for a positive living experience. Resident Assistants (RAs) will work with every suite to create a Roommate Agreement at the beginning of the year. **It is mandatory for each resident to complete all sections of the roommate agreement and submit them to Housing & Dining.**

The Roommate Agreement serves as a reference point for resolving conflicts related to its terms. If any issues arise, roommates/suitemates can refer to the Roommate Agreement drafted at the beginning of the year and work with their RA to make necessary amendments. This document is considered a "living document" that evolves as students develop and their needs change.

In addition to the Roommate Agreement, residents are encouraged to seek guidance from their RA in addressing and resolving roommate concerns. RAs are trained to mediate conflicts and provide support in conflict management.

## • **Room Changes**

Housing & Dining has several programs in place to intervene if you and your roommate(s)/suitemate(s) are not getting along as well as you would like. The most

important step you can take is to discuss your concerns with your roommate(s)/suite(s). Often, conflict arises because one roommate assumes the other should know that they are upset, but the roommate/suite(s) does not actually realize there is a problem. It is essential to discuss your concerns as directly as comfortable to avoid misunderstandings, and engage with staff when not comfortable.

It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process are invaluable and applicable throughout life. Embrace the opportunity to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, talk with an RA. RAs are trained to facilitate communication and help reach compromises between roommates and suite(s). This may involve reviewing and revising your Roommate Agreement to better address any ongoing issues.

Moving to a different room with new roommates/suite(s) is considered a last resort and will be treated as such. Each assignment change request is assessed on a case-by-case basis. The possibility of an assignment change may not be feasible due to space constraints so it should never be seen as a guaranteed option.

During the year, if you wish to move to another room, the first step is to contact the Residence Life Coordinator for assistance. All room changes must be approved by the Associate Director of Residence Life (ADRL) or their designee.

Please note the following guidelines about the room change request process:

- The room change request period will open after the first two weeks of classes and end two weeks prior to the end of the semester.
- Room change requests are evaluated on a first-come, first-served basis and are evaluated based on space and availability. If no space is available, the resident will be placed on a waitlist.
- Room changes will not occur during University holidays.
- Evaluations of room change requests can take up to 5 business days.
- Making a request does not guarantee a change will occur.
- Room changes are specific to individual residents. Requests do not include roommate(s)/suite(s).
- All approved room changes may be subject to an administrative fee of \$200 to cover the additional staff time involved in facilitating moves.
- Any unapproved room changes may result in a \$200 administrative fee to cover the additional staff time involved **and** may require that the resident(s) move back into their originally assigned space.
- Residents who are approved to change rooms will rarely have a second request considered unless there are extenuating circumstances.

Depending on availability, all residents may be offered an opportunity to change rooms without incurring administrative fees during a pre-established week in early October (“Milo Moves Week”). All room changes during Milo Moves Week must be approved by the ADRL or designee. All room changes approved during Milo Moves Week must be completed no later than the published deadline during Milo Moves Week; any occurring later may result in an assessment of the room change fees above.

***Lynx Living Tip:*** See [Appendix B: Room Change FAQ](#) for more on the process.

## Policies & Procedures

While this entire Resident Handbook outlines Housing & Dining policies and procedures, the policies included below are meant to inform residents of the **behavioral expectations and responsibilities to maintain a safe & inclusive living-learning environment for all residents and guests**. These policies do not override any expectations listed in any Code of Conduct of any institution on the Auraria Campus or any directives issued by the AHEC or the University of Colorado administration. For additional student rights & responsibilities, please see each institution's Code of Conduct at the following links:

- **University of Colorado Denver:**  
<https://www.ucdenver.edu/student/wellness/student-conduct>
- **Community College of Denver:**  
<https://www.ccd.edu/employees/departments/student-conduct-support/office-student-conduct>
- **Metropolitan State University of Denver:**  
<https://www.msudenver.edu/policy/student-code-of-conduct/>

### • Access, Keys, & Locks

Residents are required to keep their school ID and bedroom key with them. Residents must use their individual ID to access areas and show their school ID upon entry into the residence hall. This includes using their individual ID to access the Lobby doors and Elevators, even if someone has opened these doors ahead of or for them. Residents may not duplicate, distribute, or loan their bedroom key or school ID to any individual, including other residents or guests. Loaning keys and/or IDs to other residents and guests presents a serious safety concern.

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

#### **RESTRICTED ACCESS**

Only authorized staff may enter certain areas of the residence halls to maintain the safety and privacy of all residents. This includes areas within and behind Front

Desks, roofs, maintenance and housekeeping closets, mechanical rooms, storage areas, and other designated areas of the residence halls.

## • Alcohol

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

If the student is underage, this prohibition includes a student who knew, or reasonably should have known, they were in the presence of alcoholic beverages, or possessed, displayed, or was in the presence of alcohol containers or packages.

Manufacturing, distributing, or selling alcoholic beverages is not permitted. In addition, playing games that require consumption of beverages (“drinking games”), whether conducted with alcohol or non-alcoholic drinks (i.e., whether “beer pong” or “water pong”), is prohibited in the residence halls.

### **ALCOHOL POLICY SPECIFIC TO RESIDENTS 21 AND OVER**

Students of legal drinking age (21 years of age and older) are permitted to possess and consume alcoholic beverages in their assigned space with the door closed when no individuals under the age of 21 are present.

- It is illegal for anyone of legal drinking age to provide alcoholic beverages to anyone under the age of 21.
  - Residents of legal drinking age who live in suites with residents under the age of 21 must ensure that their alcohol is not accessible to their roommates or suitemates. This means storing all alcohol in their assigned bedroom and, if sharing a bedroom with someone under the age of 21, keeping alcohol in a secure fridge or cabinet.
  - Alcohol-related conduct which infringes upon the rights of others, such as restricting a resident under the age of 21 from their space so that alcohol can be consumed per this policy, is prohibited.
- When residents of the legal drinking age are transporting alcohol through the hall, the containers may not be visible and must be closed.
- Alcoholic beverage possession and consumption are not permitted in any areas of Housing & Dining property outside of bedrooms or suites.

### **ALCOHOL BEVERAGE CONTAINERS**

To promote healthy, legal consumption of alcohol, full or empty bulk dispensers (kegs, taps, beer bongs, beer funnels, shot skis, etc..) and alcohol related

paraphernalia (beer pong tables, etc.) may not be brought into the residence halls, regardless of resident's age. In addition, collecting and/or displaying empty alcohol containers or packaging is not permitted, regardless of resident's age.

## • Appliances

Residents are permitted to bring mini fridges for their personal bedroom. Mini fridges must be no larger than 3.3 cubic feet. Each resident is permitted to bring their own mini fridge; however, due to space limitations, we strongly encourage residents to coordinate with their roommate(s) regarding sharing one mini fridge. Due to electrical and fire safety concerns, microwaves are not permitted in any bedroom for any reason.

There are additional appliances not permitted in the residence halls due to the fire, electrical, or life safety concern they present; please see the Prohibited Items policy for a list of these items. Other small appliances, such as coffee pots, tea kettles, etc., may be brought into the residence hall if they are UL-approved and have an automatic shut-off function.

## • Assault, Abuse, & Harassment

Physical, verbal, and other abusive behavior and threats of any kind toward resident(s) or Housing & Dining staff are strictly prohibited. Such displays of abusive behavior will lead to a referral to the University conduct process, and violations may result in the termination of the housing contract.

Refer to the [University of Colorado Denver's Sexual Misconduct, Intimate Partner Abuse, and Stalking Policy](#) and the [Student Code of Conduct](#) for more information on prohibited behaviors that fall within this category.

## • Animals in the Residence Halls

No pets or animals, with the of exception service animals, approved emotional support animals, and aquarium-bound fish up to a 5-gallon capacity capable of living underwater 24/7 are permitted in the residence halls. Residents found to have any unapproved pet or animal within the residence hall will be asked to remove the animal immediately. Residents may not shelter stray animals. Residents are obligated to inform staff of stray animals so action can be taken to protect the animal(s).

The "No Pet" policy within the residence halls does not apply to approved emotional support animals or service animals, defined generally as "**assistance**

**animals”**. When an animal is necessary to provide a student an equal opportunity to use the residence halls and participate in the Lynx Living experience, *service animals* welcome in the residence halls and *emotional support animals* must be approved through a request for accommodations.

Residents with **assistance animals** are expected to care for the animal at all times while residing in the residence halls.

- Residents are expected to maintain a clean and healthy living environment for the animal as well as other residents in the building. Maintaining a healthy environment includes cleaning up after the animal and its waste. There are several [designated outdoor relief spaces](#) located across the Auraria Campus. Residents living at Lynx Crossing may also access an additional animal relief area located in the Lynx Crossing south parking lot. If an assistance animal requires indoor relief space, the resident is responsible for maintaining a clean relief space within their space.
- Assistance animals are not allowed to be unrestrained by a leash or cage outside of the resident’s personal suite/bedroom space. Emotional support animals are not permitted to be in any common area, including dining service areas, with or without their resident, unless they are actively on their way to or from the room. Service animals accompanying their resident are permitted in all areas of the residence halls.
- All assistance animals traveling outside of the resident’s suite must be kept on a leash.
- Assistance animals that display repeated disruptive behavior may result in the resident being referred to the student conduct process or, in extreme circumstances, the resident’s contract being terminated and/or the animal being excluded from the residence halls.

***Lynx Living Tip:*** Approval for an emotional support animal or service animal must be requested at least **14 business days before** a resident brings an animal into the residence halls. Any resident with an unapproved animal will be asked to remove the animal immediately.

For more information on how to request approval for an emotional support animal or notify Housing & Dining regarding a service animal’s occupancy, please contact Housing & Dining at [housing@ucdenver.edu](mailto:housing@ucdenver.edu).

## • **Bicycles & Mobility Devices**

Following uniform fire code regulations, bicycles should be stored only in designated areas, such as bike racks in outdoor areas. Any bicycles parked and/or locked in any common areas, stairways, breezeways, or in front of interior or exterior doorways will be removed at the owner's expense. Housing & Dining will not hold any bicycles after move-out; any remaining bicycles will be disposed of by staff. Bicycles may be stored in students' rooms during academic break periods.

All bicycles must be registered annually with the Auraria Campus Police Department using the [online registration form](#). Residents are advised to provide their own vandal proof bike lock and to always lock both the bicycle frame and wheels to the racks. Housing & Dining is not responsible for lost, stolen, or damaged bicycles.

Bicycle riding, skateboarding, rollerblading, or use of any equipment with wheels is prohibited within the buildings, suites and courtyard, and other common areas.

In addition, Housing & Dining prohibits the use, possession, or storage of motorized bicycles, hover boards, Segway's, electric bicycles, electric scooters, and similar devices in the residence halls, barring approval of use through a disability-related accommodation. If these items are found in the residence hall, they will be confiscated and removed from the facility at the owner's expense. Similarly, if these items are parked in areas that inhibit accessible use and access of residential or dining facilities, they will be removed from that location at the owner's expense.

## • **Commercial Ventures, Gambling, & Solicitation**

The use of suites and bedrooms for commercial purposes (personal or corporate) and participating in or encouraging door-to-door solicitation within the residence halls is not permitted. This includes, but is not limited to, canvassing and polling for any purpose.

Gambling and running a business within the residence halls are also prohibited. The internet connection provided as part of the housing contract may not be used for any commercial or profit-making enterprise.



## • **Compliance with Personnel**

Per each institution's Code of Conduct, all residents and their guests are required to follow the directions of all CU Denver and AHEC personnel, including student staff, who are performing their duties.

## • **Disruptive Behavior**

According to each institution's Code of Conduct, residents are prohibited from interfering with, obstructing, or disrupting normal university activities. This includes, but is not limited to, behavior that results in injury; damages property; and/or interferes with, obstructs, or disrupts the free movement of any member of the residential community or their guests. Many pranks may be considered disruptive behavior.

## • **Elevators**

If an elevator malfunctions, residents and guests must press the alarm and stay inside until assistance arrives. Occupants must not attempt to pry open doors or climb out. Residents will be charged the cost of labor and repair needed due to their misuse of elevators. Residents will also be charged the cost to retrieve items dropped down elevator shafts.

## • **Fire & Life Safety**

Residents must evacuate the building when the fire alarm sounds. Residents must follow all posted fire and life safety policies, including evacuation routes and occupancy limits, in addition to local fire codes. All fire and life safety equipment must remain intact, installed, and functioning, without any modification or addition (e.g., no items attached to or hanging from them). This includes fire extinguishers, smoke detectors, sprinkler systems/pipes/heads, EXIT signs, and other equipment that provides protection and safety to all building occupants.

Part of living in a community is reporting any equipment that is failing, being tampered with, or has been destroyed. All residents are responsible for reporting any vandalism, damage, or theft of fire & life safety equipment of which they should have reasonably known the status.

Any student who allegedly tampers with, removes, or damages any fire/life safety equipment will be referred to the student conduct process, and if found responsible may be assigned a restitution sanction of \$500. In addition, residents may be held financially responsible for false fire alarms and/or evacuations caused by behavior in violation of Housing & Dining policies, including but not limited to Smoking, Room/Suite Decorations, and the Unapproved Items policies.

Modifications to, or changes in, electrical wiring are not permitted. No "splices," "octopuses" or modification devices of any kind may be used to add plugs in a room or suite. Only UL-approved, grounded power strips with circuit breakers may be used; a maximum of two power strips may be used per resident.

There are several items not permitted in the residence halls due to the potential fire hazard they present. Please see the Prohibited Items policy for more information.

**Lynx Living Tip:** Refer to the [CU Denver Student Code of Conduct](#) for additional university policies on fire and life safety.

## • **Guests**

All residents are permitted to host guests in the residence hall. "Guests" are defined as any individual who is not checked-in as a resident of the residence hall and/or not assigned to the room or suite they are visiting. This includes, but is not limited to, family members, residents of another residence hall, friends, other Auraria campus students, etc. *Guests are also defined as anyone that you allow into the residence hall, even if you do not know them.*

Residents may only host guests in their bedrooms/suites with the permission of all roommates and suitemates. In turn, residents are expected to provide reasonable permission to roommates/suitemates to host guests. Residents should continually discuss comfort with guests and document these discussions in their Roommate Agreements. Conflicts that arise from guests or guest-related issues will be addressed with support from Residence Life staff.

Note that the safety and comfort of residents takes priority over the comfort or desire of residents to host or guests to visit. The Office of Housing & Dining reserves the right to exclude any non-resident from any residence hall to maintain a safe and inclusive community. Residents will not be able to register any individual who has been excluded from visiting the residence halls, and Housing & Dining may not be able to provide notice or reasoning to protect individuals' privacy.

## **GUEST REGISTRATION**

- Guests can only be registered during Front Desk hours. If a resident intends to host a guest outside of Front Desk hours, they must plan to visit the Front Desk with their guest prior to the intended visit at a time when the Front Desk is open.
- All residents must register and check-in their guest at their residence hall's Front Desk **each day** the guest visits, either before or upon that guest's arrival.
- Upon check-in, guests will receive a daily wristband for each day they are present at the residence hall. These wristbands indicate that the guest has been checked in for that one, specific day.
- Guests must present a valid photo ID to register as a guest.

## **GUEST EXPECTATIONS**

- Guests' daily wristbands must be worn and visible at all times.
- Guests must abide by Housing & Dining policies. Residents are responsible for communicating these policies to guests.
- Residents are responsible for their guests and their actions while at the residence hall, including any damage caused by guests.
- Guests must always be escorted and accompanied by their resident host while in the residence hall.
- Guests not complying with policies or causing extended and/or severe disturbances to the residential community may be excluded from Housing & Dining property.
- Any resident wishing to host a guest under the age of 18 years must receive written authorization from the Executive Director of Housing & Dining or designee prior to the guest's arrival at the residence hall.

## **OVERNIGHT GUESTS**

- Any guest who is present in the residence hall at any time between 12:00am and 7:00am is considered an Overnight Guest.
  - Because guests must be registered when the Front Desk is open, and Front Desk hours do not cover these hours, residents must register Overnight Guests prior to 12:00am the night of their visit.
  - If a resident hosts an Overnight Guest past 7:00am the following morning, they must re-register their guest for that next day at the Front Desk in order to meet the policy above that residents register guests each day they are visiting.
- Overnight Guests & Hosting in Rooms/Suites

- Residents may not host Overnight Guests in their room/suite during the period between Move-In and the Monday of the second week of classes each semester.
- Residents may not host Overnight Guests in their room/suite during the period between the final Friday of classes and the conclusion of Final Exams each semester.
- Outside of this timeframe, residents may host Overnight Guests in their rooms/suites no more than three nights within any two-week (fourteen-day) period of time. This limitation is per resident and not per Overnight Guest.
- Just as with daytime guests, Overnight Guests must be agreed upon by all roommates/suitemates.
- Overnight Guests must be at least 18 years of age or older, unless otherwise approved by Executive Director of Housing & Dining or designee *prior* to the guest's arrival at the residence hall.

## • Hammocks

Hammocks are not permitted to be hung from any tree, post, or other outdoor space in or around the residence halls unless otherwise indicated (there are posts in the City Heights courtyard for this express purpose). This includes courtyard spaces, parking lots, etc. Furthermore, hammocks should not be hung within the interior of the building, including in any suite, bedroom, common space, etc. Hammocks are intended for temporary use and must be removed immediately after use.

## • Health, Cleanliness, & Trash Removal

All suites, bedrooms, and common areas must be kept clean at all times, "Clean" is defined as being free from dirt, stains, contaminants, excessive clutter, debris, and food waste. Any activities that violate any health code are prohibited. Residents may not interfere with the safe and clean environment of others.

Additionally, all suites, bedrooms, and common areas, including dining halls, eateries, etc., must be kept free of noxious odors. A noxious odor is any aroma of such intensity that it becomes apparent to others. Any odor can become noxious when it is too strong. Examples of noxious odors include perfume, trash, dirty laundry, or the smell of cigarette smoke. If a noxious odor can be localized to a

particular room, the assigned resident may be required to meet with Housing & Dining and/or other University staff to address and rectify the odor.

If Housing & Dining believes that a resident's room presents a health risk, the resident will be notified by staff and asked to clean the space. Housing & Dining Staff will monitor the progress of the correction to ensure that it is completed satisfactory, and that the space is maintained at an acceptable level of cleanliness.

Housing & Dining provides housekeeping for hallways, common areas, common bathrooms, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their bedroom/suite. For your convenience, there are trash and recycling rooms located on each floor of the residence halls. If the trash room near your bedroom/suite is full, please take your trash to another trash room or to the dumpster(s) provided. It is everyone's responsibility to keep the community clean and free of trash. Do not leave trash on the stairwell or in the hallways. Failure to dispose of trash properly may result in trash removal fees. Please make sure all your trash is properly bagged and placed in designated trash and recycling rooms. Courtyard trash bins are not intended for large quantities or bags of trash. Recycling bins, which accommodate paper, plastic and glass are also available throughout the residence halls. Residents are encouraged to recycle whenever possible to help preserve the environment.

## • Identification & Visible Badging

All individuals present on Housing & Dining property, including residents, guests and visitors are required to carry identification at all times. Residents and guests must carry an Auraria Campus ID (i.e., CU Denver, MSU Denver, CCD) or a guest wristband, respectively. Other individuals must carry a valid government-issued identification. It is mandatory for residents and staff must have their campus ID visible on their person when outside their assigned bedroom, suite, or office.

If a person is unable to produce identification, staff will document the situation and escort the individual off the property. If the individual refuses to leave, they will be considered as trespassing and Auraria Campus PD will be called to assist.

## • Marijuana & Other Drugs

The use, possession, manufacturing, or sale of marijuana, including medical marijuana or related paraphernalia, used or possessed under Colorado Constitution Article 18, section 14, is strictly prohibited on campus, including in and around the residence halls. The Colorado state constitutional amendment

authorizing individuals over the age of 21 to recreationally use marijuana (“Amendment 64”) does not change this prohibition or authorize a student to use marijuana on Housing & Dining property or the Auraria Campus. Federal law, including the Drug-Free Schools and Communities Act, prohibits the presence or use of drugs, including marijuana, on campus. Thus, marijuana use or possession, even if in compliance with Amendment 64, is prohibited on campus. Violations of this policy will result in a referral to the student’s college or university conduct process, assessed fire and life safety fines, as well as possible termination of the housing contract.

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

## **MEDICAL MARIJUANA**

Residents who possess a medical marijuana card will not be permitted to use or have marijuana while living on-campus. Residents who fail to report and/or are documented in the presence of medical marijuana are also in violation of this policy. Violations will result in referral to the conduct process and possible termination of the housing contract.

## **OTHER DRUGS**

The use, possession, distribution or selling of any illegal (under federal or state) drug is also strictly prohibited in the residence halls. This includes any drugs decriminalized at the state level under the Colorado Natural Medicine Health Act (SB23-290)—the use, possession, distribution or selling of hallucinogens, including psilocybin (“magic mushrooms”), is still prohibited on campus.

All illegal drugs and related paraphernalia (under federal or state law) found within the residence halls will be confiscated and turned into Auraria Campus police. Any and all drug paraphernalia that is confiscated will not be returned at any time.

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

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

## • **Noise & Quiet Hours**

Residents must be aware of their noise level and demonstrate respect for others. To promote community, the following hours are designated in residence halls:

### **COURTESY HOURS**

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

In the event of disturbances, residents should first attempt to address the issue directly with the source of the noise, going physically to that location and attempting to share their experience and come to a resolution. If the problem persists, residents can seek assistance from Housing & Dining staff. Those asked to reduce their noise must comply courteously.

Shouting in hallways or between rooms prohibited, as is playing stereos or speakers out of windows. Through mutual cooperation, residents can ensure a conducive environment for studying, socializing and sleeping.

### **GENERAL QUIET HOURS**

Quiet Hours are observed during the following times:

Sunday–Thursday: 10:00PM – 8:00AM

Friday – Saturday: Midnight – 8:00AM

During these hours, noise should not be audible beyond one room away from its source. This includes sounds from televisions, gaming consoles, stereos, speakers, musical instruments, and any other electronic equipment.

Residents and their guests are expected to keep their voices at a reasonable level during quiet hours, ensuring conversations cannot be heard from adjacent rooms. Residents may be asked to reduce occupancy in certain lounges and other common areas during this time to reduce noise levels.

If any noise from a room can be heard from a door next door or further away, it is too loud.

### **EXAM WEEK QUIET HOURS**

Quiet hours are in effect 24-hours a day during exam weeks, starting when General Quiet Hours begin on the Friday prior to Final Exams each semester.

## • Personal Responsibility

Residents are responsible and accountable for their behavior and for the choices they make as a member of the residence hall community. Residents may not engage in any behaviors that are illegal or endanger themselves or others.

## • Prohibited Items

The following items are prohibited in the residence halls for fire, electrical, and/or life safety reasons:

- Alcohol & Drug-Related:
  - Alcohol-related paraphernalia, real or simulated
  - Bulk alcohol dispensers (kegs, taps, beer bongs, beer funnels, etc.)
  - Empty alcohol containers used as decoration
  - Marijuana, illicit drugs, and related paraphernalia
- Appliances:
  - Air Fryers
  - Deep fryers
  - Grills
  - Hot plates
  - Microwaves (other than those provided by Housing)
  - Portable or countertop dishwasher, washers, or dryers
  - Portable or window-unit air conditioners
  - Pressure cookers
  - Radiators & space heaters
  - Toasters & Toaster ovens
  - Any item with an exposed heating coil/element
- Other Items & Materials:
  - Ammunition
  - Burning materials (e.g., incense, candles, sage, etc.)
  - Combustible or highly flammable materials (e.g., gasoline, spray paint, butane, kerosene, etc.)
  - Explosives & fireworks
  - Smoking devices (e.g., e-cigarettes, vaporizers, hookahs, etc.)
  - Any item using an open flame (e.g., candles with wicks)

Any items restricted or prohibited by other policies should also be considered part of this list. Housing & Dining staff may add to this list as the year progresses. Residents will be informed of any additions at minimum via e-mail from the Associate Director of Residence Life or designee.



## • **Public Posting**

All signs and posters intended for display in common areas must be pre-approved by the Residence Life Coordinator prior to posting and must be displayed in designated posting areas.

## • **Responsibility to Assigned Suite/Room**

### **SUITE/ROOM ASSIGNMENT**

Residents are assigned to specific suites, rooms, and bedspaces within the residence hall and are expected to adhere to these assignments. They are not permitted to enter any other room without being a permitted guest. Residents cannot refuse a new roommate or suitemate, nor misrepresent the availability of vacant spaces within their suite/room. Residents also may not engage in behaviors with the intention of making the living space untenable or uncomfortable for a roommate or suitemate so that they will move out of the space.

In addition, residents are prohibited from occupying or modifying furniture or decorating surfaces in vacant (unoccupied or unassigned) bed spaces within their suite/room. All furniture and surfaces in vacant spaces must remain open and undecorated for newly assigned residents to utilize as they wish. In addition, spaces that residents share with a vacant space in their room or suite must maintain enough open space for a new resident to use; for example, a shared bathroom or kitchen must have vacant cabinet and drawer space, while a shared bedroom must have an open closet and reasonably open space along a shared wall.

### **SUITE/ROOM DECORATIONS**

Residents are encouraged to personalize their assigned bedroom/suite to create a comfortable and homely environment. However, residents are responsible for maintaining the condition of their assigned space, ensuring it remains in the same condition at move-out as it was at move-in. The following policies are meant to assist with this as well as promote safe decoration and utilization of spaces for the entire residential community:

- All decorations must be temporary and not permanently alter or damage walls, doors, windows, or furniture. Residents should not use materials that cannot be readily removed from any surface.
- No items may be attached to the ceiling or to any smoke detectors, strobe lights, or fire sprinkler heads.
- Materials affixed to the door must not cover the peephole.
- Covering an entire wall or door with flammable items is a fire hazard and is not permitted.
- Tape of any kind on the windows, carpet, or flooring is not permitted.
- Residents should avoid using any paints or dyes in their spaces that may stain or discolor surfaces in their space. This includes using hair dye in bathrooms. Residents may not paint or draw on any walls or furniture.
- While not prohibited, Command Strips, double-sided tape, putty, adhesive light strips, and similar items can cause significant damage to surfaces and should be used and removed with caution.

Residents must remove all decorations from their assigned space at move-out, including any items used to decorate walls or add lighting. Any damage or alteration to ceilings, walls, floors, windows, or furniture will result in charges for cleaning, repair, removal, and/or replacement.

Housing & Dining recommends that residents avoid material that a reasonable person might find offensive. The posting of material that “attacks,” demeans or otherwise exploits an individual or a group of individuals is not permitted.

Housing & Dining staff reserve the right to ask students to remove any decorations.

## **SUITE/ROOM FURNITURE**

All suites/bedrooms must retain the furniture provided upon check-in. This means no stacking of beds on top of desks or dressers, and no desks or dressers stacked or turned on their ends. Furniture may be rearranged in your suite/bedroom as long as it is returned to its original position prior to check-out. Self-bunking of beds or the use of waterbeds is not permitted, and no construction, wall partitions, bed risers or any similar structures are allowed. All existing furniture must remain intact in each room/suite and cannot be deconstructed or removed.

Housing & Dining does not permit beds to be raised or lofted. All twin XL beds can be moved up or down on their provided frame to provide various height and under-bed storage options. All twin XL beds can be raised to a maximum height of 30 inches, with the top of the mattress sitting at 41 inches. Full XL bed heights cannot be adjusted. Residents may not attempt to loft beds themselves using lofting kits, bed risers, or any other materials, as this can cause injury and make the bed

insecure. If a resident is found lofting their bed or using materials to raise it, they will be required to restore the bed to its original height and may be charged for any labor costs if staff are needed to assist with this. Students can file a Maintenance Request in their Housing Portal if they want beds to be bunked or un-bunked.

## • **Responsibility to Common Areas**

### **COMMON AREAS DECORATIONS**

Residents are prohibited from posting in or decorating any common areas outside of their assigned room or suite without prior permission from Housing & Dining staff. Exceptions to this rule are allowed only when residents are participating in an advertised engagement activity, during which the staff member coordinating that activity will provide explicit guidelines and a timeline for permitted decorations.

### **COMMON AREA FURNITURE**

All furniture located in common areas must remain in their designated areas and not be moved out of the area. Residents may not bring common area furniture into their assigned rooms. Upon leaving a common area, residents must return furniture to its original arrangement. Any resident found responsible for moving furniture may be subject to charges for the labor required to restore the furniture to its original position.

### **LYNX DINING PROPERTY**

All furnishings and non-plastic dining ware within Lynx Dining facilities are the property of Housing & Dining and must be kept within the respective facility. This policy ensures that the entire residential and campus community can fully utilize and enjoy Lynx Dining amenities. Specifically, items such as plates, bowls, cups, utensils, and other dining ware provided for patrons dining within City Heights Dining Hall must not be removed from the Dining Hall. In addition, residents are limited to one hard plastic to-go box (also known as “green boxes”) at a time, and they must return one before being allowed to use another.

## • **Responsibility to Report**

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

## • Smoking

Smoking is strictly prohibited in all suites/bedrooms, hallways, breezeways, common rooms, and courtyards. Smoking is permitted in [designated areas](#) only. At Lynx Crossing, residents can smoke at the smoking pavilion in the South parking lot. Hookahs, bongos, vapes, and any other smoking paraphernalia are strictly prohibited on the property, even when they are not in use. Please note that residents found in violation of smoking in the residence halls will be subject to the fire and life safety fine for each occurrence.

## • Sports & Physical Activities

Any physical sporting activity (including, but not limited to: ball- or puck-sports, shooting sports & games with Nerf© & squirt guns, other water fights, frisbee, darts, tag, etc.) is not permitted within the residence halls, including courtyards, due to the potential for property damage, physical injury to participants and non-participants, and disturbance to the residential community. Students found to be participating may be liable for any injuries and damage.

## • Vandalism

Vandalism, including but not limited to, damaging university property or property belonging to others strictly prohibited and constitutes a violation of the [Student Code of Conduct](#). This includes intentional damage to elevators, whiteboards/bulletin boards, common areas, door decorations, flyers, and fire and life safety equipment. Residents found responsible for vandalism may face possible termination of the housing contract as a consequence.

## • Weapons

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

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

## ● **Windows**

Window screens must be left intact and not be removed, loosened, or altered. No objects may be thrown or dropped from a window or suites/common area opening. Window guards are installed on each window that opens for the resident's safety. All window guards must remain installed in windows at all times. Removal of any window screen and/or window guards is prohibited.

# Safety & Emergency Procedures

## • Fire Log Access

Housing & Dining maintains physical Fire Logs at the Front Desks of each residence hall that are available to view upon request. In addition, an electronic running log is available upon request by e-mailing [housing@ucdenver.edu](mailto:housing@ucdenver.edu). Finally, the public can access monthly University of Colorado Denver | Anschutz Fire Alarm Reports, kept by the Campus Fire Marshall, at <https://cuanschutz.edu/offices/facilities-management/services/fire-and-life-safety/fire-alarm-reports/2023-reports>

## • Evacuation

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

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

- **Evacuating should be your first priority.** Before exiting your suite/bedroom, feel the door with the back of your hand. If it is cool or at room temperature, immediately and safely exit the suite/bedroom, close the door, and proceed to your nearest fire stairwell or emergency exit to evacuate. Leave your belongings behind and do not use the elevators when evacuating. If smoke is present in the hallways, lie down and crawl to your nearest fire stairwell; fresh air will be near the floor.
- If you evacuate your suite/bedroom and you realize you cannot make it out of the building, seek refuge in your nearest fire stairwell. Wait in the nearest fire stairwell to be rescued by the fire department.
- If a door is hot, don't open it; fill any cracks with wet towels if you have access to a water source. If you live at Lynx Crossing, open your window, pop out the screen, and hang a sheet out of it. If you live at City Heights, place a towel or sign in the window. Doing so will signal your location and need for help. From your suite, wait on the floor, near your window to be rescued by the fire department.

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

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

## • **Missing Persons**

Every on-campus resident must provide confidential contact information for an individual who will be contacted in the event the resident is reported missing. If the resident is 18 years or older, this confidential contact is not need to be a parent or guardian. However, if the resident is under 18 years of age and not emancipated, parents or guardians will be notified if the resident is determined to be missing. Law enforcement will be informed in all cases of a missing resident regardless of a resident's age. During the housing contracting process, each student will be asked to identify both a missing resident contact and a regular emergency contact.

## • **Personal Property Insurance**

Housing & Dining takes many precautionary measures in attempting to aid the well-being of residents and to create the safest possible living environment. These measures include strongly urging residents to keep their suite and bedroom locked and having an extensive preventive maintenance program designed to detect and cure problem areas throughout the physical facility.

Housing & Dining is not liable for any losses or damage that may occur to your personal property. As stated in the Housing & Dining Services Contract, Housing & Dining does not assume any responsibility for the theft, destruction, or loss of money, valuables, or other personal property belonging to or in the custody of the residents, regardless of cause. This includes losses that occur in the resident's

room, storage room, laundry areas, public areas, or other areas of the residence and dining hall.

Housing & Dining strongly recommends that residents obtain renter's insurance and/or personal property insurance for their valuables. If a resident is a dependent, they may be covered under their guardian's insurance.

## • Personal Safety

Personal safety measures are just as important to your well-being as those previously mentioned. As you navigate your student experience, there are steps that can be taken to decrease your likelihood of being a victim. Living in a major metropolitan area carries with it a responsibility to be aware of your surroundings and take certain steps to ensure your safety. Below are some safety tips to keep in mind while both on and off the property:

- Do not walk alone after dark. If you must travel across campus alone after dark, you may opt to request a Safety Ride with the Auraria Campus Police Department. If an officer is available, Dispatch can arrange for you to have a ride or escort to and from on-campus destinations. Just call dispatch at 303-556-5000 or text dispatch at 720-593-8477.
- Your ID:
  - Protect your ID Card – keep it secure, so no one else can use it to access the building or your suite/room
  - Keep your ID Card Accessible – you will need to use it frequently, and campus policy is that it is visible when you are not in your room
  - Tap your ID Card on all Lobby Readers – this will guarantee your access stays up to date, and that access panel light turning green is another way for staff to know you are a resident
  - Report & Replace Lost ID Cards – if you lose your ID, please both (1) report this to hall staff as soon as possible so that we turn off your card's access and (2) replace it with the Auraria ID Station & bring your new ID to the Front Desk so we can get you the access you need!
  - Do not allow people through locked doors who you do not know and who do not tap their own ID card
- Guests:
  - Check-In all guests, every day, and make sure they wear their wristbands, keep IDs on them, and are aware of the policies
  - Escort / accompany your guests in all spaces in the residence hall
- Doors/Exits:



- Keep your suite/room doors locked and do not disable the locks (do not tape them, prop the handles open, etc.)
- Report broken or malfunctioning doors, lights, signs, and windows to staff or through a Maintenance Request in your Housing Portal
- Do not prop open any exterior door, remove any prop you see, and only exit through Emergency Exit doors in emergencies
- Know your nearest exits wherever you are - especially from your room in case of evacuation - and take all evacuation alarms seriously, leaving the building immediately
- Save the RA On-Call, Front Desk, and Auraria Campus PD numbers in your personal phone to be prepared to call if you need help:
  - Lynx Crossing RA On-Call: (303) 416-0035
  - Lynx Crossing Front Desk: (303) 315-5271
  - City Heights RA On-Call: (720) 670-6741
  - City Heights Front Desk: (303) 315-5250
  - Auraria Campus PD:
    - Call: (303) 556-5000
    - Text-a-Tip: (720) 593-TIPS (8477)
    - Call with an anonymous tip: (303) 556-2677

## ● Preventing Auto Crime

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

- Roll up windows.
- Never hide a spare key in your car.
- Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Proceed to the driver's door.
- Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- As soon as you get in the car, lock the doors.
- If a stranger is in your car or loitering around it, call the police. DO NOT confront the stranger.

## • Security Cameras

To enhance safety and security in the residence halls and dining centers, security cameras are strategically placed near external doors, main entrances, lobbies, hallways, and other public areas. These cameras are intended to monitor public spaces where individuals would not typically expect privacy.

## • Tornadoes

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

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

## • Winter Storm

Because winter storms can be particularly severe and impact campus, you should start planning in late fall for winter. Housing & Dining recommends having the following items on hand before the storm season arrives: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, and a fully stocked first aid kit.

**Lynx Living Tip:** The safety and emergency procedures listed above are specific to the residence halls. All policies and procedures listed in the above section should be followed, in addition to those specified in the CU Denver [Student Code of Conduct](#).

## Paying for Housing & Dining

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

Based on your attending institution, the Office of Housing & Dining submits a semester charge to either CU Denver or MSU Denver at the beginning of the fall and spring semesters (typically around late July for the fall, and late December/early January for the spring semester). Your housing charges will be combined with your tuition and fee charges on one bill through your student portal. You are responsible for logging into your CU Denver or MSU Denver student portal and setting up payment arrangements for your student account, which includes housing charges. If you make any modifications to your housing contract during the semester, you are responsible for making the appropriate adjustments to any payment plans you may have in place.

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

#### **FINANCIAL AID**

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

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

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

## • **Community College of Denver**

The Office of Housing & Dining does not send bills or statements for payments due for CCD students. This means you will not receive payment slips, payment reminders or statements through your institutional billing office. Community College of Denver students cannot make payments for housing or dining charges through their institutional billing offices. **All Community College of Denver students must contact the Office of Housing & Dining at [housing@ucdenver.edu](mailto:housing@ucdenver.edu) for payment purposes.**

## • **Early Contract Termination**

Your housing contract is for the academic year. If your circumstance aligns with the reasons to terminate you must first contact the Office of Housing & Dining at [housing@ucdenver.edu](mailto:housing@ucdenver.edu) to request information about the petition process after which they will provide you with the necessary details and guide you through the process. ***Please note that submission of a Housing Contract Termination Petition, requesting information, or withdrawing from your college or university does not guarantee that your housing contract will be terminated and/or terminated at a reduced cost.***

# Appendix A: Charge Sheets

See **General Housing & Dining Procedures > Damages & Related Charges** for more on how, when, and why a resident would be assessed these charges.

## General Damage & Labor Charges

Item	Amount
<b>Access/Keys – Lockouts</b>	\$15 per lockout (after first two)
<b>Access/Keys – Lost bedroom key</b>	\$150 each time key is lost
<b>Bed loft/risers removal</b>	\$50
<b>Elevator damage or item retrieval (intentional or negligence)</b>	Actual cost for parts and labor
<b>Fire &amp; Life Safety equipment damage, tampering, or theft (fire extinguishers, signs, smoke detectors, including smoking violations, etc.)</b>	\$500 per item
<b>Furniture movement (returning to correct area)</b>	\$250 per furniture item
<b>Laundry machine damage (intentional or negligence)</b>	Actual cost for parts and labor
<b>Parking Permit Replacement</b>	\$25
<b>Improper Check-Out Fee</b>	\$150
<b>Removal of trash/items (per trash bag / equiv. size)</b>	\$25

## City Heights Cleaning and Damage Charges

Reference Sheet

### CLEANING

<b>BEDROOM CLEANING</b>	
Door in/out	\$ 10.00
Dusted	\$ 10.00
Desk/dresser drawers/hutch (each unit)	\$ 25.00
Window ledge	\$ 10.00
Vacuuming	\$ 20.00
Walls (per wall)	\$ 20.00
Baseboards	\$ 15.00
Carpet Stains (per hour)	\$ 27.00/ hour
Blinds	\$ 30.00
Wardrobe	\$ 10.00
Windows	\$ 25.00
Sticker or Adhesive Removal	\$ 25.00
Trash (per bag)	\$ 25.00

### DAMAGES

<b>CARPET AND FLOORING DAMAGES</b>	
Burn marks (each)	Actual \$
Permanent Spots due gum, tar, dye, etc. - Replace	Actual \$
Carpet Replace (Full)	Actual \$

### **BEDROOM FURNATURE DAMAGES**

Mattress or Box Spring stain, hole, etc. (replacement)	\$ 200.00
Bed Frame	\$ 200.00
Desk Replacement	\$ 270.00
Desk Chair Missing or damaged	\$ 80.00
Dresser (per unit)	\$ 270.00
Smoke Detectors damaged or removed (Each)	\$ 25.00
Smoke Detectors Missing needing replacement (Each)	\$ 100.00
Wardrobe	\$ 600.00
Sticker or Adhesive Removal	\$ 25.00

### **WINDOWS AND WALL DAMAGES**

Blinds	\$ 200.00
Window Damaged or Replacement (Each)	Actual \$
Holes- Larger then a quarter (per hole)	\$ 75.00
Paint and drywall removed by tape or picture hanger	\$ 25.00
Paint entire wall (per wall)	\$ 100.00
Sticker or Adhesive Removal	\$ 25.00

### **DOORS AND CEILINGS DAMAGES**

Entrance Door Replacement	\$ 1,100.00
Salto Entrance Door Lock - Replacement	\$ 1,600.00
Scratches or Small holes Refinishing	\$ 25.00
Room Number Missing	\$ 50.00
Ceiling Stickers/ Adhesive (includes stars) - Removal	\$ 50.00
Door Stickers -Removal	\$ 25.00
Adhesive Removal	\$ 25.00
Burns, smoke stains (needing repair)	Actual \$



**Lynx Crossing Cleaning and Damage Charges**

Reference Sheet

<b>KITCHEN/ ENTRY CLEANING</b>		<b>CARPET AND FLOORING DAMAGES</b>	
Floor	\$ 50.00	Burn marks (each)	Actual \$
Inside/Outside of cabinets (each cabinet)	\$ 15.00	Permanent Spots due gum, tar, dye, etc. - Replace	Actual \$
Kitchen sink	\$ 25.00	Carpet Replace – Living Room/Bedroom	Actual \$
Counters	\$ 20.00	Vanity Carpet Replace	\$ 500.00
Inside and outside of refrigerator	\$ 75.00	Kitchen Tile Replacement	\$ 500.00
Inside Oven	\$ 100.00	Bathroom Linoleum Replacement	Actual \$
Microwave	\$ 25.00	Carpet/Hard Floor Transition Strip	\$ 50.00
Stove Hood and Top	\$ 20.00	Front Door Threshold	\$ 100.00
Outside of dishwasher	\$ 20.00	<b>BEDROOM DAMAGES</b>	
Walls washed (per wall)	\$ 20.00	Mattress stain, hole, etc. (replacement)	\$ 200.00
Entry carpet/tile clean	\$ 50.00	Bed Frame	\$ 200.00
Baseboards	\$ 15.00	Desk Replacement	\$ 200.00
<b>LIVING ROOM CLEANING</b>		Desk Chair Missing or damaged	\$ 70.00
Window ledges	\$ 15.00	Dresser Drawers (per unit)	\$250.00
Vacuum carpet	\$ 75.00	Smoke Detectors damaged or removed (Each)	\$ 50.00
Carpet stains (per hour)	\$ 27.00/ hour	Smoke Detectors Missing needing replacement (Each)	\$ 100.00
Walls washed (per wall)	\$ 20.00	Closet Shelving	\$ 75.00
Dining room table	\$ 50.00	<b>MISCELLANEOUS DAMAGES</b>	
Baseboards	\$ 15.00	Small scratches on wood furniture (Each)	\$ 15.00
Blinds	\$ 30.00	Adhesive hooks, air fresheners, etc not removed	\$ 30.00
Coffee Table	\$ 25.00	Smoke/unusual odor- requires paint and clean (per room)	\$ 200.00
Couch	\$ 50.00	<b>BATHROOM/VANITY AREA DAMAGES</b>	
Dining Room Chairs (Each)	\$ 10.00	Lavatory – Chip/damaged	Actual \$
<b>BEDROOM CLEANING</b>		Toilet Bowl and Tank Replacement	\$ 250.00
Door in/out	\$ 10.00	Toilet Lid	\$ 25.00
Dusted	\$ 10.00	Vanity Area Light - Replacement (each)	\$ 50.00
Desk/dresser drawers/hutch (each unit)	\$ 25.00	Bathroom Light Replacement	\$ 50.00
Window ledge	\$ 10.00	Towel Bar Replace (Missing or Broken – each)	\$ 25.00
Vacuumed	\$ 20.00	Towel Bar Reinstall	\$ 15.00
Walls (per wall)	\$ 20.00	Toilet Paper Holder - Replace (Missing or Broken – each)	\$ 25.00
Baseboards	\$ 15.00	Toilet Paper Holder - Reinstall	\$ 15.00
Carpet Stains (per hour)	\$ 27.00/ hour	Shower Curtain Rod - Replacement	\$ 50.00
Blinds	\$ 30.00	Tub/Shower - Replacement	Actual \$
Closet	\$ 10.00	Mirror - Replacement	\$ 250.00
Windows	\$ 25.00	Sink - Replacement	\$ 150.00
Sticker/ Adhesive Removal	\$ 25.00	Countertop - Replacement	\$ 600.00
<b>BATHROOM CLEANING</b>		Faucet - Replacement	\$ 150.00
Sink/Vanity/Counter	\$ 30.00	<b>WINDOWS AND WALL DAMAGES</b>	
Floor	\$ 25.00	Blinds	\$ 100.00
Tub/shower	\$ 100.00	Window Damaged or Replacement (Each)	\$ 400.00
Cabinets/Drawers (each)	\$ 25.00	Window Screen Damaged	\$ 25.00
Walls	\$ 20.00	Window Screen - Replacement	\$ 60.00
Shower, towel, TP, bars (each)	\$ 5.00	Holes- Larger then a quarter (per hole)	\$ 75.00
Mirror	\$ 20.00	Paint and drywall removed by tape or picture hanger	\$ 25.00
Door in/out	\$ 10.00	Paint Bedroom (per wall)	\$ 75.00
Baseboards	\$ 15.00	Paint Living Room (per wall)	\$ 100.00
<b>LIVING ROOM DAMAGES</b>		Paint Kitchen (per wall)	\$ 75.00
Sofa Replacement	\$ 600.00	Paint Bathroom (per wall)	\$ 75.00
Coffee Table Replacement	\$ 200.00	<b>DOORS AND CEILINGS DAMAGES</b>	
Smoke Detectors damaged or removed (Each)	\$ 25.00	Entrance Door Replacement	\$ 1,100.00
Smoke Detectors - Replacement (Each)	\$ 75.00	SALTO Entrance Door Lock - Replacement	\$ 1,600.00
Thermostat	\$ 75.00	Interior Door Replacement	\$ 200.00
<b>KITCHEN DAMAGES</b>		Interior Door Lock - Replacement	\$ 75.00
Refrigerator Crisper Glass (Each)	\$ 25.00	Scratches or Small holes Refinishing	\$ 25.00
Freezer Door – Damaged	\$ 100.00	Apartment Number Missing	\$ 50.00
Ice Cube Tray Replacement	\$ 50.00	Peep Holes Missing	\$ 20.00
Refrigerator/Stove - chip/damaged (Each)	\$ 25.00	Ceiling Holes	\$ 100.00
Refrigerator Replacement	\$ 700.00	Sticker/ Adhesive Removal	\$ 25.00
Stove/Oven Replacement	\$ 450.00	Ceiling Stickers (includes stars)	\$ 50.00
Microwave Replacement	\$ 200.00	Burns, smoke stains (needing new drywall and paint)	\$ 200.00
Microwave Plate	\$ 50.00	<b>KEY REPLACEMENT</b>	
Dishwasher Replacement	\$ 350.00	Bedroom hard key - Replacement	\$ 150.00
Broiler Pan/Rack Replacement	\$ 20.00		
Oven Racks Replacement (each)	\$ 20.00		
Cabinet Shelf Replacement (each)	\$ 30.00		
Cabinet Door Replacement (each)	\$ 50.00		
Kitchen Light Replacement (each)	\$ 100.00		

## Appendix B: Room Change FAQ

### **WHY IS IT IMPORTANT THAT I STAY IN MY ASSIGNED ROOM?**

Stability. An essential component of a student's personal development is the ability to form stable and productive interpersonal relationships. Living in your room/suite for the entire year fosters stability in interpersonal relationships, encouraging residents to rely on each other, solve problems together, and contribute to ongoing community development.

Problem Solving. Facing and overcoming challenges is a valuable life experience. Learning to compromise, communicate effectively and navigate conflicts are essential skills that students develop through their living situations. We encourage residents to invest substantial effort into the success of their living environment.

Cultural Competency. Living with individuals from diverse backgrounds enhances cultural competency, an important life skill. CU Denver takes pride in its diverse student body, and the positive impacts of embracing diversity are evident in both individual and community development. Learning to coexist with others who are different enriches the overall college experience.

### **WHEN CAN I REQUEST A ROOM CHANGE?**

We do not accept room change requests within the first 2 weeks of classes. If you believe you have extenuating circumstances that require a room change before the official request period begins, it's essential to contact the Residence Life Coordinator ASAP. Room change requests will be considered until 2 weeks before the end of the semester.

### **WHY AM I BEING CHARGED A FEE?**

Room changes involve significant administrative efforts, including coordination among professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. However, students facing extenuating circumstances or needing medical accommodations may be exempt from this fee.

### **HOW MANY ROOM CHANGE REQUESTS DO YOU RECEIVE?**

The number varies from year to year, depending on factors such as the occupancy of the residence hall and the availability of rooms. However, it's important to note that more room change requests are typically submitted than approved.



## **WHAT REASONS ARE LIKELY TO BE APPROVED?**

- A resident has a specific health or medical concern that cannot be accommodated in their current living situation.
- A resident has experienced a roommate conflict that they have diligently attempted to resolve throughout the semester, without success. The resident must demonstrate the various ways that they have tried to resolve the conflict, both individually and with the assistance of Housing & Dining staff.
- A resident is in a situation where there are immediate health concerns, safety concerns, or other extenuating circumstances that can only be solved by moving rooms/suites.

## **WHAT REASONS ARE LIKELY TO BE DENIED?**

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

## **WHY CAN'T MY REQUEST BE PROCESSED, ESPECIALLY WHEN I KNOW OF SPECIFIC ROOMS THAT ARE AVAILABLE?**

- Rooms/suites that appear to be vacant may not actually be available. Since the Office of Housing & Dining signs individual housing contracts with each resident, once a resident takes occupancy of a space, that space remains assigned to that resident until their housing contract is officially terminated. Housing & Dining may also reserve certain spaces for students with accommodations or may have already offered the vacant space to someone else.
- Several students may be requesting the same room/suite making it challenging to accommodate all requests.
- Room changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping, maintenance, and potential outside departmental involvement. Processing every room/suite change request would not be an effective use of staff members' time since our primary goals are to promote community and residential personal development.



- Rooms/suites may be kept vacant for alternative purposes, including providing temporary spaces for students affected by facilities maintenance or construction projects.

## **WHAT STEPS SHOULD I TAKE TO REQUEST A ROOM CHANGE?**

1. You must send your request to the Residence Life Coordinator (RLC) by e-mail. They will review your request and possibly schedule a meeting to discuss further. In every case, the RLC will ask if you have taken actions to address any concerns. Actions that you can take on your own include:
  - a. Having a conversation with your roommate(s)/suite(s). This demonstrates that you have taken personal responsibility in resolving the issues and gives you a chance to exercise conflict-resolution skills.
  - b. Having a conversation with your Resident Assistant (RA) to seek guidance on navigating any concerns.
  - c. Attempt to utilize other campus resources when appropriate. These can include the Student and Community Counseling Center, Ombuds Office, Disability Resources and Services, Student Life & Campus Community, etc.
2. A likely outcome of working with the RLC will be the development of a plan to support you in your current housing assignment. The RLC may make the following suggestions to include in this plan:
  - a. Creating or amending your Roommate Agreement(if an RA has not already completed this with all occupants of your suite).
  - b. Instructing you to approach your roommate(s)/suite(s) directly about the issues you are facing. Guidance and instruction will be provided to you on how to best prepare for a successful interaction.
  - c. Instructing an RA to facilitate a conversation or mediation between you and your roommate(s)/suite(s).
  - d. Formally mediating a conversation involving you and all other suite(s).
  - e. Referring you to other on-campus resources.
  - f. Following-up and/or checking-in more regularly.

If it is determined that there are extenuating circumstances, the RLC will then direct the request to the Associate Director of Residence Life (ADRL) or designee for consideration. The ADRL or designee will review this request against available spaces. **Note that there may or may not be alternate accommodations available even after this referral.**

## **WHAT HAPPENS WHEN MY REQUEST IS APPROVED?**

1. The RLC will send you an email containing your new room or suite assignment, along with detailed instructions, and a timeline for completing the move.
2. You will have until the end of the timeline provided to execute the move per the instructions provided. If the move is not completed by the deadline given will render the move void, requiring you to resubmit your request. .
3. You will work with your new roommate(s)/suitemate(s) and new RA to complete a new Roommate Agreement within 2 weeks of moving into your new room/suite.

## **WHAT IF I DECIDE TO BREAK MY HOUSING CONTRACT ENTIRELY?**

Note that moving out of on-campus housing does not automatically terminate your Housing & Dining contract. Even after moving out, you will still be charged according to your contract terms. To initiate the termination process, you must complete a Housing Contract Termination Petition. You must first contact the Office of Housing & Dining at [housing@ucdenver.edu](mailto:housing@ucdenver.edu) for more information about the petition process. ***Please note that the submission of a Housing Contract Termination Petition does not guarantee contract termination or a reduction in associated costs. Each petition will be reviewed on a case-by-case basis.***