WELCOME HOME!

On behalf of the Residential Life and Housing staff, it is our pleasure to welcome you to your new "home". The UM-St. Louis residential community is rapidly growing and is one of the most exciting and active places to be on campus! Our residential community is a learning community that supports academic success, personal development and involvement of all its residents while encouraging learning in all aspects of life. We warmly invite you to become an active and contributing member of the Residential Life community. After all, the community is only as strong as its members and with your help, we can be even better! Through programs, social activities, study groups, and informal interaction, we hope you will find a place where you live, learn, and grow. So don’t be afraid, get involved and meet your fellow residents in the halls or the apartments at any and every opportunity!

Use this booklet as your personal reference and guide to living in the Residential Life communities. It includes helpful information on campus services, policies, procedures, and other resources, as well as the standards for decision-making and conduct within the residential communities. All residents are responsible for the contents of the guide, so please take adequate time to read it thoroughly. If you have any questions or would like clarification of any part of this booklet, please feel free to contact the Office of Residential Life and Housing at (314) 516-6877. Residential Life and Housing is at your service!
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MISSION STATEMENT

The Office of Residential Life and Housing at the University of Missouri-St. Louis is committed to providing on-campus housing, and maintaining a learning environment that encourages academic success, student engagement, personal growth and personal responsibility.

TAKING CARE OF BUSINESS

Office Hours, Location and Contact Information
Residential Life and Housing’s main office is open Monday through Friday, 8 AM to 7 PM and Saturday from 10am to 2pm. We are located in the Provincial House on the first floor, in office C103. The telephone number for our office is (314) 516-6877.

After Hours Contact Information
After business hours, if you need immediate assistance, please do not hesitate to contact the Residential Advisors, RA, on call by texting them. To page a staff member, please text your telephone number or message to (314) 245-1455. Or you may call the pager, after listening to the message, dial a number (with area code first) where your call can be returned or leave a voicemail, hit the “#” sign, and then hang up. For faster service, please text the pager. Our staff will return your call.

Billing
For billing inquiries, the Cashier’s Office is open from 8 AM to 6 PM, Monday and Tuesday, and 8 AM to 5 PM on Wednesday through Friday. The Cashier’s Office is where students can pay for housing costs, parking permits, tuition and books. Please note that Residential Life’s room and board charges are billed directly to the student’s University account on a semesterly basis. Charges to a student’s account can be accessed by logging into the myview.umsl.edu website. Once logged in your student account, click the “Self Service” link, and then look under “Campus Finances” for the “Account Inquiry” link. The student’s charges must be paid in full by the end of the semester. If the bill is not paid the Cashier’s Office will place a hold on the student’s account.

Mail
Mailboxes are located in the lobby of Oak Hall for Oak Hall residents and in the Central Office for Villa and Villa North residents. Mail is delivered every evening, excluding weekends and university/federal holidays. All mail/packages should be addressed:

Your Name
UM-St. Louis - Residential Life
Hall and Room
One University Boulevard
St. Louis, MO 63121

Packages too large to fit in mailboxes will be kept in room C104 of the Provincial House. A package notice slip will be placed in your mailbox indicating if a package has arrived for you. Bring the package slip and you student I.D. to the Central Office during normal business hours and you may pick up your package(s).
CHECK-IN PROCEDURES

If you’re moving in for the first time to a Residential Life community, you must have a university issued student identification card. Move in typically begins the Friday before classes begin and continues all weekend. A staff member will walk you through the check-in process and get you on your way. When you get to your room, take the time to thoroughly inspect your room for existing damages using the room inventory sheet as a guide before you start moving in. List all existing damages upon your check-in on the room condition report. Notify your RA of any room damages immediately. The listing of room damages is important, as you will be personally responsible for any damages found at the time of your checkout from the room. Sign and date the room condition report upon your check-in.

FACILITIES

Bicycles and Bicycle Storage
No person may park or store his or her bicycle inside buildings, on sidewalks or driveways, or in motor vehicle parking spaces, except in areas designated for that purpose or in bicycle racks. Bicycles shall be parked so as not to obstruct free passage of vehicles and pedestrians. Bicycles cannot be temporarily or permanently stored in the residence hall rooms. For this purpose, bicycle racks are provided outside the halls. Bicycles should not be secured to trees. For your protection, make sure that your bike is locked securely to the approved bike rack.

Kitchen
The kitchen is equipped with a stove, refrigerator, sink, and cabinets. You are expected to leave the kitchen clean at all times. Failure to do so will result in a fine.

Laundry
Laundry facilities are available in each hall. If a machine is not working properly, please notify the main office. You are expected to leave this facility clean at all times.

Lounges
TV lounges are available for entertaining guests, studying, playing games, or just visiting. If you are interested in one of the lounge areas for a group meeting, please check with the Office of Residential Life and Housing to be sure the lounge is available and that the office approves the type of event you wish to have. Residence hall sponsored activities and events receive priority. TV lounges are open 24 hours a day to all hall residents and escorted guests. However, they are not available for overnight sleeping. If you need temporary housing for a guest, please call the Temporary Housing Coordinator at (314)516-4399.

Vending Machines
There are food and drink vending machines located in most of the residence halls. If a vending machine malfunctions and your money is lost, contact the Building Operations office at (314)516-4214. The Office of Residence Life and Housing is not responsible for the operation and maintenance of vending machines.
YOUR ROOM AND FLOORMATE BILL OF RIGHTS

Basic rights include the right to:

1. Study, free from undue interference (noise, stereo, guests, etc.), in one's room.
2. Sleep without undue disturbance from noise, guests, roommates, etc.
3. Expect that roommates will respect one's personal belongings. When borrowing or using others' belongings, ask their permission first and get approval.
4. Live in a clean environment.
5. Free access to one's room and facilities without pressure from roommates to vacate.
6. Personal privacy and space.
7. Host guests at agreed upon times and with the expectation that guests are to respect the rights of the host, roommate(s), and other hall residents.
8. Expect any and all disagreements to be discussed in an atmosphere of openness and mutual respect. When necessary, it is acceptable to involve a residence hall staff member in such a discussion.

YOUR ROOM PERSONALIZATION GUIDELINES

Here are some helpful guidelines for you to use.

- All furniture in your room and/or your suite needs to remain in your room and/or suite. You must have room for traffic to flow into and, especially, out of your room for safety reasons.
- Lounge furniture belongs in hall lounges and should not be kept for personal use in student rooms. Placing lounge furniture in your room could result in you being charged with theft of state property.
- Dartboards are prohibited in the residence halls.
- Nothing should be hung from pipes in the rooms or from wall and ceiling hooks.
- Small nails are recommended to hang things on your walls (max of 8 nails on your room’s walls) and for your door, or painter's tape are suggested. Nothing else should be attached, secured, or permanently affixed to doors, ceilings, floors, or walls. Prohibited items include cork and mirror tiles, plant hangers, paneling, belt and tie racks, bulletin boards, wall and floor coverings, etc. Screw-in hooks, carpet glue, tape, black light paint, bolts, duct tape, staples, and tacks are prohibited as well.
- Flags, nets, parachutes, sheets, etc. should not be hung from the ceiling or fixtures or in any manner that obstructs the window.
- Drapes should be made of fire retardant materials and should be hung by tension rods.
- Vents should not be covered and must be easily accessible.
- Stickers, glow in the dark stickers, glow in the dark crayons, paint, or markers and other items that may cause damage to walls are not allowed.
- You may not have furniture or other items stored in the common area or your suite that limits or blocks access to your suite or room doors. Doing this will result in the student(s) responsible being fined or sanctioned by the Office of Residential Life and/or Student Affairs.
- You may not place furniture or other items in your hallways because this poses multiple fire safety issues. Doing this will result in the student(s) responsible being fined or sanctioned by the office of Residential Life and/or Student Affairs.
- When you check out, your room needs to be left in the same condition it was in on the day you moved in. You need to remove all your belongings when you move out. Your belongings cannot be stored in your hall or room over the summer.
CLEANING & TRASH POLICY

You and your roommate/suitemates are responsible for the cleaning of your room, bathroom, and suite areas during the course of the semester. All hallways and laundry rooms will be cleaned on a daily basis by the housekeeping staff, except on weekends. We ask that you do your part to keep your building as clean as possible.

During the semester you must use your own wastebaskets to collect your garbage. Do not leave trash in the laundry, vending, and kitchen areas. YOU MUST take your room trash to the dumpster outside the building or to the grey bins in the basement of Oak. If your room trash or garbage is placed in any location other than the dumpster or grey bins, you will be fined: 1st offense - $15.00, 2nd offense - $20.00, and so on.

A bathroom cleaning service is offered for the convenience of Oak Hall residents. Each month, a custodian will clean the suite’s bathroom for an hour at the rate of $20/suite. The charge will be divided up by the number of suite residents and it billed to your student account. The majority, over 50%, of each suite’s residents must request this service in order to activate it after move in. If you have any questions or concerns, please contact the Custodian Supervisor, Renee Crothers at (314)516-4563.

DAMAGE CHARGES

The occupant of each room is responsible for keeping the room, its contents, and common areas in good order and free from damage. Prior to residents moving in, room condition inventory reports are completed by the RA. When a resident moves out, the room is checked again for possible damage which may have occurred during the occupant's residency. Damages to the room that are beyond normal wear and tear will be billed to the University account of the room's assigned resident(s). Extraordinary cleaning of the facilities, as well as excess trash left in the room and/or the common areas will also be billed to the resident(s) account.

In cases of loss or damage to common areas of the building (defined as those areas not assigned to an individual), the cost of repair and/or replacement will be assessed to the responsible individual(s). If those responsible are unknown, charges will be assessed to residents on the wing, floor or building in which it occurs on a percentage basis.

FRONT DESK, OAK HALL POLICIES

During the academic year, Oak Hall’s Lobby has a 24 hour front desk. Desk Assistants are responsible for checking the identification of every person who walks into Oak Hall. They are also responsible for Oak Hall’s lock outs, signing in resident’s guest(s), and overnight guest(s).

All guests are required to leave a valid government issued identification card at the front desk of Oak while visiting Oak Hall. If a guest (between the ages of 2 through 16) does not have a valid government issued identification card, the resident must go to the main Office of Residential Life (during normal business hours) to sign a waiver and get permission for the guest to visit during the day or stay overnight. Finally, a resident may not sign in more than 2 guests at a time, no matter their age, unless they are assisting a resident moving in or out of the building.
- Children under the age of 12 are not allowed to stay overnight, no exceptions.
- Children between the ages of 12 through 16 may check in as a guest without an ID if they do not have one.
- Guests over the age of 16 must have a valid form of ID

Guests must be escorted by the resident at all times. Upon departure, the guest(s) and the resident responsible for the guest(s) must go to the front desk to sign out and retrieve their identification card(s).

Day guest are those guest in the building between the hours of 8:00 AM to 2:00 AM. After 2:00 AM, a visitor is considered an overnight guest and must be signed in. For additional information regarding overnight guests, please see page 11.

**KEYS/SECURITY**

You will be issued a room and mailbox key on a security ring upon checking into the residential hall. We urge you to carry your keys and student identification card with you at all times. Please note that there is a $110 fine for lost key ring (depending upon the circumstances which it was lost). If the security rings are tampered with, the fine is $100. If your key is lost, bent, stolen or broken, call the Residential Life and Housing Office immediately at (314)516-6877.

The breakdown for the ring is:
- Room key $60
- Mail key $15
- Security ring $20
- Tag $5
- Admin. Fee $10
- Total $110

*University of Missouri System Policy states:*
1. No person may duplicate a university key or request the unauthorized duplication of a university key.
2. No person may transfer any university key from an individual entrusted with its possession to an unauthorized person, or be in unauthorized possession of a university key.
3. Keys in the possession of unauthorized persons may be confiscated.
4. No person shall replace without permission, damage, tamper with or vandalize any university lock or security device.

THE UNIVERSITY ASSUMES NO RESPONSIBILITY FOR LOSS OF OR DAMAGE TO THE PERSONAL PROPERTY OF A STUDENT. RESIDENTS ARE ENCOURAGED TO PURCHASE INDIVIDUAL RENTERS INSURANCE.

UNATTENDED STUDENT ROOMS SHOULD BE KEPT LOCKED AT ALL TIMES.

NEVER LET A STRANGER INTO THE BUILDING. DO NOT JEOPARDIZE YOUR SECURITY OR THE SECURITY OF OTHERS BY PROPPING OPEN DOORS OR PERMITTING ACCESS TO THE BUILDING BY STRANGERS.
LOCK OUT POLICY

It is the responsibility of each residence hall student to carry their room key and student identification card with them so that they may access their room whether or not the roommate has locked the door.

If you should happen to find yourself in this predicament, you can...

Desk Assistant Present: Academic Year
Go to the Front Desk of Oak Hall to check out a temporary blue card and key from a Desk Assistant. **The temporary card and key must be returned within 10 minutes of being issued. If it is not returned with-in the specified time, there is a $5.00 fine for every minute past the first 10 minutes, until the temporary card and key are returned to the Desk Assistant. The fine will be billed directly to the student’s account.**

The usage and check out of a temporary card and key (from the Desk Assistant) for a student’s room is limited to five times in five consecutive days. If a student goes over five check outs of the temporary card and key in five consecutive days, it becomes a security risk. Thus, the student will be charged for the replacement of the key core to their door. If a student is locked out more than five times per a semester, then the student will be billed an excessive lock out fine. Students should always carry their room key and identification card.

No Desk Assistant Present: Summer and University Holidays
After business hours and on holidays, if no Desk Assistant is present, you may page the on call staff member at (314) 245-1455. After the message, dial a number, including area code, where you can be reached, hit “#”, and wait for your call to be returned. For a quicker response, you may also text message the pager your call back number.

During normal business hours, locked out students may call the main office at (314) 516-6877. If no response is received after 30 minutes from the on-call staff or office staff, the police may be reached as a last resort at (314) 516-5155.

LOFTS

Homemade lofts are not permitted in UM-St. Louis residential halls. Student rooms found with a homemade loft will be asked in writing to remove the loft. Upon a second inspection if the loft has not been removed the student will be subject to a fine of $50 per day until the loft has been removed plus disciplinary action.

If a student is interested in lofting or raising their bed please contact the Office of Residential Life and Housing at (314) 516-6877. The Office of Residential Life and Housing have a limited number of lofts for the residence halls. Students may rent these components for an additional cost per year ($90.00 for the loft plus a $10.00 refundable deposit).
MEAL PLAN

University of Missouri-St. Louis requires that each student living in the Residence Life and Housing’s communities (Oak Hall and Villa Hall) must have a meal plan. The meal plan can be used at a variety of locations on both the North and South sides of campus.

On North campus, the available options are:
- The Nosh (main cafeteria)
- Einstein’s Bagel Co.
- Café TJ

On South campus, the available options are:
- The Provincial House Dining Hall
- The O-C (Oak Café on Oak 2nd Floor), C-Store
- Southside Café

Meal Blocks:

During the weekend (Friday through Sunday), students may use their meal swipe at the Provincial House Dining Hall during the meal times listed below. One meal swipe is good for any food item(s) while dining in the Provincial House Dining Hall.

Declining Balance Dollars:

The declining balance dollars can be used to purchase any food item(s) at any of the following locations: The Nosh, Einstein’s, Café TJ, The C-Store, and South Side Café. Additional declining balance funds may be purchased through any of the Sodexo facilities. Money/Funds are placed onto your student identification card. The funds would then be subtracted off the remaining balance each time you use it, much like a prepaid debit card.

Any declining balance dollars left over from the FALL semester will roll over to the SPRING semester. However, any dollars left over from the SPRING will not roll over to the next school year. All funds must be used by July 1, of each year, otherwise any remaining funds are automatically cleared for the next school year.

Cafeterias:
- Provincial House Dining Hall, South Campus
- The Nosh, North Campus
  - Menu information, hours of operation and other information about Sodexo at UMSL can be found at: http://www.umsldining.com or call Sodexo directly at (314) 516-7301.

Current Oak Hall and Villa Hall Meal Plans

There are four different meal plan options. The mandatory Oak and Villa Hall meal plan is “Option 1” for the academic year. No meal plan is required during the summer. For Oak and Villa Hall, each of the 4 options includes both a meals block and/or declining balance to be used at your discretion. See below for the four options.

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<th>Option</th>
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<td>1</td>
<td><strong>100 meals block with $350 declining balance</strong></td>
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<td>2</td>
<td><strong>150 meals block with $250 declining balance</strong></td>
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<tr>
<td>3</td>
<td><strong>200 meals block with $150 declining balance</strong></td>
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<td>4</td>
<td><strong>$1650 declining balance</strong></td>
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**MUSICAL INSTRUMENTS/AMPLIFIED MUSIC**

Students are allowed to play musical instruments in their rooms and the common areas between the hours of 11:00 AM to 8:00 PM throughout the week at a moderate volume/level. Students can also play the piano or other musical instruments in the designated practice areas in the basement of Oak. This becomes null and void during the week of finals when quiet hours are extended for studying purposes.

**PING PONG AND POOL TABLE**

Students are allowed to play in the common areas between the hours of 9:00 AM to 11:00 PM, Sunday through Thursday and 9:00 AM to 1:00 AM, Friday and Saturday, at a moderate volume/level. This becomes null and void during the week of finals when quiet hours are extended for studying purposes.

**OVERNIGHT GUEST POLICY**

A major responsibility of the Department of Residential Life and Housing is to protect the right of contract and the right of privacy of students living in the residence halls in addition to building security. Visitation within the residence halls is a privilege for students, not an inherent right of students. The overnight guest policy is based upon specific principles. These principles are:

1. Every resident shall have the right to individual privacy within his or her own assigned room. This is the right upon which visitation of any kind in the residence halls is permitted;
2. Every resident shall have the right to stipulate by contract the type of visitation that will be established within the assigned room of the resident. Every resident may expect to have contractual choices honored and enforced;
3. Every resident shall have the right to be free from coercion or harassment regarding his or her choice(s) regarding privacy and visitation. The person(s) responsible for coercive or harassing behavior will be subject to disciplinary action; and
4. The University administration reserves the right to review this policy for student compliance with the terms of the policy and will make decisions regarding the continuance or revision or elimination of this policy based upon evaluation of the use of this policy by residents and their guests.

Student residents must recognize that anytime a nonresident is within a residence hall, the potential exists for a threat to the security of residents and to property of residents. Therefore, it is critical that residents and visitors observe all procedures and conditions associated with visitation and the hosting of overnight guests in the residence halls.

The purpose of this policy is to establish the procedures that will protect the right of each resident to choose whether or when an overnight guest is allowed in his or her room. An overnight guest is defined as any person who is not assigned by the UMSL Department of Residential Life and Housing to live within a specific room, even if that student lives in another UMSL residence hall.

A resident choosing to bring a visitor or overnight guest into the residence hall must understand that the visitor or guest must comply with all UMSL rules and residence hall regulations while visiting. The conduct of a guest is the responsibility of the resident host unless the guest is another UMSL student.
Visitors and guests must use the bathrooms designated for the gender of the visitor or guest. Under no circumstances may visitors or guests use bathroom facilities designated for the opposite gender.

Overnight guests will be required to present an acceptable picture I.D. (driver’s license, state identification card, etc.) to verify identity and age at the time of registration as a guest. **Per the Residence Hall Contract signed by each resident, guest(s) staying more than 48 consecutive hours without written permission from the Department of Residential Life will be considered unauthorized occupant(s) and the student will be in violation of the contract.**

**A resident can have any one guest stay for a maximum of SIX nights in each month, either in total for the month.** If you have more than one guest, then you multiply the guest count by the number of nights they are staying. This total should not exceed six. Once a guest has stayed six over nights in a month, the guest cannot stay overnight in Oak Hall until the following month. The six day count for each month is counted by the night the overnight guest is signed in. For example, you may have 1 guest for six nights, 2 guests on three different nights, 4 different guests stay over one night each, or any combination as long as it does not exceed six nights per month per guests.

All overnight guests must be registered each night an overnight stay occurs. This registration is necessary to help minimize safety, security, and liability concerns. This registration process is accomplished by completing an Overnight Guest Registration Form, which is available at the Oak Hall front desk.

As visitation and overnight guest policies are established as privileges within the campus community, individuals who violate these policies or fail to register their overnight guests may expect to be held accountable for their behavior through established disciplinary procedures. Visitation and overnight guest privileges may be further restricted or suspended for residents found responsible for violations.

**PETS**

For purposes of health, pets (with the exception of fish) are not allowed to visit or be kept in the residence hall rooms. Guide dogs (or similar domesticated animals) are permitted within the residence halls for persons with a documented disability. Fish tanks may not exceed five (5) gallons in size.

**QUIET AND COURTESY HOURS**

In order to create an environment conducive to studying and privacy, any activity such as playing stereos and televisions loudly, yelling, tap dancing, slamming doors, horseplay, running or any other activity that creates a disturbance is prohibited in the residence halls. You are asked to exercise good sense and consideration of others at all times, 24 hour courtesy hours. Residents responsible for excessive noise and/or disruptive behavior may be required by their Hall Director to remove stereos, radios, and other musical instruments from their rooms. Yelling out of windows is not permitted under any circumstances.

**Quiet hours are:**
- **Sunday to Thursday:** 11 PM-9 AM the next day.
- **Friday to Saturday:** 1 AM to 9 AM the next day.
- **During finals - 24 hours beginning at 8 AM the Sunday prior to finals and ending on Friday at 8AM**
Quiet hours are defined as times when the highest priority is given to the conditions necessary for students to sleep and/or study within their rooms in the residence hall. No other activity is deemed more appropriate during these hours. Any activity that produces noise that interferes with quiet hours is prohibited. Violations of quiet hours may result in disciplinary action.

**REPAIRS**

Please report all maintenance problems and repair requests to the Office of Residential Life by visiting the Residential Life website ([http://www.umsl.edu/services/reslife/](http://www.umsl.edu/services/reslife/)) to fill out a maintenance request form. When the resident submits a service request, the resident authorizes the staff to enter the room to provide the service. This will occur whether or not the resident is at home. Repairs that occur as a result of damage or neglect may be billed to the resident of the room. Routine maintenance problems should be reported before 4:30 PM on weekdays.

Emergency repairs in the evening or on weekends (such as flooding or pooling of water) must be reported immediately to the Residential Life Staff member on-call by texting your telephone number or message to (314) 245-1455.

**ROOM ENTRY**

Authorized personnel may enter a student room for reasons of health, safety, general welfare, or to make necessary repairs to the room and/or room equipment. As soon as possible, advance notification will be given. The University of Missouri-St. Louis and The Department of Residential Life may, without notice, at anytime, enter a room for any reason that we deem to be reasonable. Some reasons for our entry include, but are not limited to, the following: responding to your request; repairs; estimating repair or refurbishing costs; pest control; preventative maintenance; testing or replacing smoke-detector batteries; retrieving unreturned tools or appliances; preventing waste of utilities; leaving notices; stopping excessive noise; removing health or safety hazards; welfare concern; entry by a law-enforcement officer with search or arrest warrant or in hot pursuit.

The University of Missouri- St. Louis, as landlord, retains the right to enter student rooms for maintenance purposes. Maintenance requests by students will be considered to be permission to enter. In such cases, no notification of entry will be given. For purposes of health and sanitation inspection, a 24-hour written notification will be given to students. Residents should be aware that Housing staff may enter a room to turn off an annoying alarm, an unattended stereo, or to close a window. In cases of this sort, as well as life-threatening emergencies, at least one resident or staff member will accompany the Housing staff member whenever possible.

**WIRED IN**

**Cable Television**

Tampering with Cable TV equipment is prohibited. Any damage to the cable hook-up in your room will result in a fine. There is a $25 charge for damage to the cable.

Should there be a problem with cable in your room contact main office at (314) 516-6877. A work order will be generated and the appropriate personnel will be dispatched when available.
Cooking and Electrical Appliances
The residence halls on our campus were built with the idea that meal plans would always be required. Therefore, the residence halls have limited facilities for cooking, with kitchens in each building.

Limited cooking is allowed in student rooms which is regulated by state, health, building, and fire codes. The only electrical cooking appliance permitted in your room is the microwaves/micro-fridges provided. No appliances with open or contained heating coils are permitted. The following appliances are not allowed: toaster ovens, pizza ovens, coffee pots, George Foreman Grills®, hot plates, popcorn poppers, hot pots, crock-pots and toasters.

Halogen or Lava Lamps
No halogen, no glowsticks, or lava lamps are allowed in the residence hall. Lamps will be confiscated if found.

Internet and Wireless Access
You will need to bring your own Ethernet cord for your computer and/or laptop. Ethernet ports in your room may need to be activated by calling (314) 516-6034. For additional information, please go to: ITS’s homepage at http://www.umsl.edu/technology/tsc/.

Wireless internet is free to all UM-St. Louis students where a router is available. To connect to the wireless internet, students will simply need to open a web browser and then follow the instructions to download the required program to connect to the Triton network.

Power Cords
Only UL approved extension and power cords are allowed. (Limit 1 extension cord per prong).

Space Heaters
Because of fire hazards, space heaters are not permitted in residence halls. If your room is cold, please call the Residential Life and Housing Office (516-6877) to report it, or go online to file a maintenance request.

Telephone Services
You will need to bring your own telephone and cord for your room. To dial on campus numbers, just dial the desired last four digits of the extension. For off campus numbers, dial "9" for an outside line, then dial the area code 314 or 636 and the seven digit telephone number. For additional information about Telephone Services, please go to Telephone Services’ homepage at www.umsl.edu/technology/phones.

Please note that the University does not provide long distance service. We recommend calling cards for this convenience.

PROCEDURES

Abandoned Property
If you move out and leave behind personal property, the residence hall staff will box up the belongings and the housekeeping staff will place it in storage for 60 days. You will be responsible for paying removal and storage charges of a minimum of $20 per day plus a $150 (maximum) improper checkout charge and a $200 cleaning charge. If the property is unclaimed, it will be destroyed or sent to auction.
Missing Persons
Every student who resides in on-campus housing shall have the option to identify a confidential individual to be contacted by the University in the event that the student is determined missing in accordance with the procedures outlined below. Only authorized campus officials and law enforcement officers in furtherance of a missing person investigation may have access to this information. For more information on this policy, please visit: http://www.umsl.edu/services/reslife/current/missingperson.html

Pests and Bed Bugs
If you notice pests in your room or suite, immediately contact the custodian supervisor, Renee Crothers, at (314) 516-4563 to report the pest issues. Don’t forget to mention your hall, suite and/or room number. For more information regarding pests, visit: http://www.umsl.edu/services/reslife/current/pests.html

Resident Consolidation
Residential Life will send a letter to each resident who has been selected to consolidate. This letter will invite the student(s) selected to come to a transfer meeting in the building in which the resident currently resides in. At this meeting a representative from the Department of Residential Life and Housing will inform those who have been selected of when the process will take place and entertain any questions regarding this matter.

Next the resident(s) who have been selected to consolidate will receive a second letter. The resident will be informed in this letter, that s/he has 48 hours from the date of the letter, to make the transfer. The letter will include all pertinent information regarding their new housing assignment.

Consolidation can be dynamic throughout the first nine weeks of the semester. At any point, a resident may be placed on the consolidation list. Consolidation will not occur after the ninth week of the semester.

Room Changes
A student may not change their room assignment for two weeks after the start of the semester. If you wish to change your room location after the two weeks. You may, provided there is space available. In order to move, you must complete a Room Change form. See your Hall Director for more information. There is a voluntary relocation fee of $75.

Room Cancellations
A. For the actual cancellation dates, please review your contract in the Office of Residential Life.
B. All cancellation requests must be received in writing by the Office of Residential Life. Room charges will continue to incur until a written cancellation is received.
C. Meals plans will be removed upon cancellation and student will be partially refunded for remaining meal balances.
D. Students that officially withdraw or graduate from the UMSL will not be assessed a cancellation fee. Students will be responsible for incurred room charges.
E. Fall Student Cancellation charges:
   1. Students who cancel by mid-July will be charged $400.
   2. Students who cancel on or after mid-July through the Friday before August move in will be charged $600.
   3. Students who cancel on or after move in through mid-October will be charged $600 cancellation fee plus daily room charges.
   4. Students who cancel after mid-October must pay the entire semester fee.

Winter Student Cancellation charges:
1. Students who cancel by last day of December finals will be charged $400.
2. Students who cancel on or after the last day of December finals through mid-January will be charged $600.
3. Students who cancel on or after mid-January through mid-March will be charged a $600 cancellation fee plus daily room charges.
4. Students who cancel after mid-March must pay the entire semester fee.

**STRICTLY PROHIBITED**

**Alcoholic Beverages**

*Residents aged 21 and older living in Oak, Villa and Villa North are permitted to have alcohol within their own bedrooms.
- Alcohol and its consumption is not permitted in any common areas, lounges, or openly on the university’s campus.
- Social drinking or parties (of 4 or more people) within a resident’s room is prohibited.
- Noise levels should be kept to a minimum, following the quiet hour’s policy.
- If complaints are reported to the RA, the RA has the right to call the police, perform wellness checks and ask for identification of all individuals within the room. If someone in the room, is under the age of 21 and found drinking, all alcohol will be disposed of and both the resident and minor will face disciplinary action.

Residents who violate these policies and are found drinking illegally or hosting drinking parties in their rooms, will face disciplinary consequences, have their privilege removed and possibly be removed from the residence halls.

Alcoholic containers for decorative purposes i.e. flower pots and storage are not permitted within Oak, Villa and Villa North Halls. Students found using, consuming (under age), or with alcoholic beverages/containers within their rooms or in the building will be subject to disciplinary action.

**Candles**

For reasons of health and fire safety, the lighting of candles is not permitted in the residence halls. Candles without the wicks or have wicks removed are allowed for decoration. Students found in violation of this policy will be subject to disciplinary action. In addition the Department of Residential Life and Housing will remove the wicked candle from the resident’s room.

**Controlled substances**

The manufacture, sale, possession/use, possession with intent to distribute, or perception of use of controlled substance(s), or paraphernalia which has been declared illegal by municipal, state, or federal law is prohibited in the Residence Halls and on University grounds. The substance(s) and any paraphernalia will be confiscated and severe disciplinary action will be taken.

**Gambling**

Gambling in any form is prohibited on campus.

**Incense**

Incense is not permitted in the residence halls. Students found in violation of this policy will be subject to disciplinary action. In addition the Department of Residential Life and Housing will remove the incense from the resident’s room.
Operating a Business
Residents of University Housing are not permitted to carry on any organized business from their room or within any on-campus residential area. No sign, advertisement, or announcement promoting such business may be displayed on the outside or inside of any University Housing building or premises.

Passive Participation
Residents are obligated to remove themselves from any situation where a violation is occurring. Residents present during a violation of the Residence Halls Community Guide and/or Student Code of Conduct can be held responsible for that violation.

Window Screens
SCREENS MAY NOT BE REMOVED. The following is the rationale for this regulation:
1. Personal safety is endangered.
2. Rodents crawl up the sides of the building to gain easy entrance into student rooms.
3. Screen and window tracks experience heavy wear as a result of removal.

Failure to comply with this regulation will imply your automatic consent for Housing personnel to enter your room and replace the screen at a cost to you. Removal of ground or first floor screens will result in a $100 fine. Removal from other wings will result in a fine: first offense - $15.00; second offense - $20.00; third offense - $25.00; etc. Subsequent offenses will be referred to the Office of Residential Life and Housing.

Smoking Inside Buildings
The University of Missouri-St. Louis is tabacco free. All residence halls and buildings are smoke free. Smoking is not permitted within the buildings, including student rooms or balconies. Residents choosing to smoke must do so off campus.

Sports in the Residential Halls
The usage of sporting equipment is prohibited in the buildings. To protect the building and safety of resident and guests of Oak Hall, the following should not be used in the building: skateboards, roller blades, bikes, Frisbees, etc. Hall sports or other activities that could potentially put others in danger are also prohibited.

Weapons
Weapons of any kind are strictly prohibited and may be confiscated. Among items prohibited from residential facilities are guns, knives, ammunition, razor blades, illegal drugs and any other type of dangerous or hazardous material or property.
CHECK-OUT PROCEDURES

When vacating the room at the end of the academic year, or when vacating the room during the academic year due to room change, withdrawal from the university, graduation, transferring, etc., each resident is required to properly checkout of the residence hall by following these procedures:

1. Arrange a specific appointment with your RA to finalize your checkout from the room. If your RA is unavailable, contact another RA or your Hall Director.
2. Clean the room and the furniture (including the microfridge and bathrooms). The room is to be returned to its original condition. Cleaning is to include sweeping the floor, dusting the desk and dresser, defrosting the microfridge and removing room trash to the dumpster. Trash is not to be placed in the hallway, kitchen, or bathroom. Violators will be charged a cleaning fee of $200.
3. Clean the room refrigerator (defrost, clean and dry) and bathroom. A minimum of $45 is charged if a refrigerator and bathroom are not properly cleaned. Damages may be assessed for missing parts and/or damages to the microfridge.
4. Return room furnishings to original positions. Schedule a time to return your University loft.
5. Remove all personal belongings from the room.
6. Return the room keys to the RA conducting the checkout.
7. Complete the checkout portion of the room condition report with the RA. The resident is to sign and date the room condition report at checkout. Residents are responsible for any room damages listed at checkout that are not listed at the time of check-in.
8. Review room damages with RA. RAs will then estimate damage amount which will be charged to the student account. Please note that damage assessments at the time of checkout are estimates of charges for materials and labor. The office determines final charges. Any damages billed to the student are subject to a $5 minimum charge.
9. Complete a mail forwarding form and leave it with your RA.

RESIDENTS NOT FOLLOWING THESE CHECKOUT PROCEDURES WILL BE SUBJECT TO A $150 IMPROPER CHECKOUT FEE. THIS FEE WILL ALSO BE ASSESSED IF A RESIDENT DOES NOT CHECKOUT BY THE PUBLICIZED CLOSING TIME.

Room rental charges continue at the daily rate until the room keys are returned to the Office of Residential Life and Housing.

IMPROPER CHECK-OUT

Each student must notify housing personnel of his or her decision to leave the residence hall. He or she must fill out, sign and return a completed room inventory sheet and have the room checked by a staff member. Failure to do so will result in a $150 improper checkout fee.
WHAT HAPPENS IF DAMAGES OCCUR

Abuse of university property within the residence halls results in expenses beyond funds allocated for regular repair and upkeep. Most of the extra expenses can be substantially reduced if hall facilities, especially rooms, are treated with respect. You will be charged for any damages you cause. Any damages billed to a student are subject to a minimum charge of $5.

Charges for damages are based upon actual repair or replacement costs to restore the room or facility to its original condition. You will also be liable for any extra custodial services required by these actions.

Remember the following:
1. You are directly responsible for damages in your room. If another party damages your room make sure that you see your RA immediately. Any damages not marked in the room condition report will be the responsibility of the student.
2. Residents will be notified of the damage assessment by an RA who will facilitate a hall meeting, if necessary, to discuss the issue. Damage charges will be placed on your University bill at the end of each semester.
3. Unpaid damage bills will result in transcripts being held.

COMMON CHECK-OUT FINES

Cleaning of
   Floors $20
   Microfridge $45
   Bathroom $45
   Excessive cleaning for your room $200
   Improper check-out $150
   Loss of keys (did not return them) $100
   Replacement of smoke detector $25
   Room damages (see page 24 for charges) $5 (minimum)
   Tampering with cable $25
   Tampering with screen or lost of screen $10
   Tampering with your key’s security ring $100
   Tampering with smoke detector $200
SAFETY PROTOCOL AND PROCEDURES

Fire
No matter how small the fire, or even if it is extinguished, report it to your RA. Appropriate action will be taken. In the event the fire alarm sounds, leave the building immediately via the nearest stairway exit. If possible, before you leave the room: turn on the lights, open the drapes, close windows and lock the door. Also remember to wear shoes and carry a towel to place over your nose if smoke is present. If you should happen to be away from your room when the alarm sounds, do not return to your room itself, but leave the building via the nearest exit.

Fire alarms and smoke detection equipment are located throughout each floor for your safety. If the alarm sounds, evacuate the building in the safest way possible using the nearest exit. Do not return until instructed to do so.

There is a smoke detector in every student room. Do not tamper with or disconnect this safety apparatus. Report any malfunction to the Office of Residential Life and Housing at (314) 516-6877. Students who tamper with smoke detectors and/or fire prevention equipment are subject to a $200 fine and/or disciplinary action, and/or criminal action, and/or a combination of the remedies listed.

Smoke Detectors
In compliance with Missouri statutes, each student room is furnished with a smoke detector. These smoke detectors are designed to protect student life. Please cooperate by keeping your smoke detector plugged into the wall outlet with the battery in place. If your smoke detector is not working properly (there is a test button on each unit), report it immediately to the Residential Life and Housing Office (516-6877). Any damage to, or loss of the smoke detector will result in a $25 replacement charge.

IN AN EMERGENCY

Fire
If you should spot a fire anywhere in the building:

- Activate the building fire alarm system closest to you.
- If it is possible (WITHOUT ENDANGERING YOURSELF) notify an RA
- If possible, grab keys and ID card before leaving the building
- Evacuate the building immediately by using the stairs and not the elevator.

Severe Weather/Tornadoes
Tornado Watch: Conditions are favorable for a tornado to form in the area. This is time to prepare and be aware of where you will go to seek shelter. When a watch has been issued for St. Louis County, the UMSL Police and the Hall Director will monitor the situation for additional information. You can stay alert yourself by listening to the radio, television or a weather radio for the latest weather information.

Tornado Warning: A tornado has been actually spotted in the area or Doppler radar has indicated an area of rotation. When a warning has been issued for St. Louis County, it is time to take shelter immediately.
If you should hear the Civil Defense sirens going off and/or you are notified that severe weather is about to hit the area:

- Evacuate to the basement, an interior hallway, a restroom, or anywhere on the lowest level floor as possible that does not have windows or an exterior door. Do not use the elevators when evacuating.
  - During severe weather, the front desk and Hall Director will be notified on severe weather watches and warnings. The Desk Assistant will notify the Resident Advisor On-Call.
  - If a warning is issued, the Hall Director will also immediately notify the Resident Advisor (RA) staff. The RA’s will immediately recommend, but not force, that residents seek shelter. The staff will provide suggestions on where to go and approximately how long it will last. After notifying residents, the staff will seek shelter themselves, but will remain in close contact with the Hall Director on the status of the warning. The siren may end before the area is completely free of danger. Hence, please stay in the above mentioned areas until you are instructed that the area is safe.
  - It is important that you make yourself aware of areas of shelter within Oak Hall prior to an emergency occurring.
- Get under heavy furniture (if available).
- Use your arms to protect your head and neck.

Medical

If you need help:

- Assess the situation to the best of your ability.
- Call ext. (314)516-5155 and/or 911 with as much information as possible.

Criminal Activity

If you notice a crime being committed:

- DO NOT INTERVENE! Remove yourself from the situation as calmly and quietly as possible.
- Call on campus extension 5155 and/or 911. From cell phone call (314) 516-5155
- Have as much information available as possible i.e. the four W’s: who, what, where and when.

Evacuation Protocol

In case of a fire, earthquake or other emergency requiring evacuation outdoors:

- Oak Hall: residents should use the nearest exits and convene in front of the building (closer to the grotto).
- Villa and Villa North: residents should use the nearest exits and convene in front of the Provincial House building (closer to the parking lot/lawn).
- Move to the closet area furthest away from the building and line up by your floors/wings.

⚠️ BUILDING VIOLENCE OR HOSTAGE SITUATION

If you hear gunfire and/or notice a hostage situation:

- DO NOT INTERVENE! Remove yourself from the situation preferably to a location that can be locked from the inside (remain still and quiet).
- If you think it is safe to use a phone and one is available call the campus police at (314) 516-5155 and/or dial 911.
STUDENT CONDUCT VIOLATIONS

Documentation
Residential Life staff members are required to document any event that occurs in University housing. Examples of events that will be documented include fire alarms, serious medical emergencies, and violations of policies. Usually, an event is recorded on an "incident report." An incident report is an account of an event or situation by the person who has the earliest and most direct involvement with the incident. Charges of policy violations originating from an incident report are considered alleged pending completion of the student conduct process. Any member of the residence hall and University communities can confront and record any behavior that is inconsistent with community standards. Any complaint should be placed in writing and directed to the Residence Hall Director if the alleged misconduct occurred in or around a residence hall. When behavior is recorded, the student conduct process is set in motion.

Note: If you are present for policy violations, you may be held responsible and appropriate sanctions will be imposed.

Violation of the Residential Life’s Community Guide or the Student Code of Conduct is reviewed by Assistant Director and the Hall Director. Conduct hearings will be held with the student after first time violations. Resulting fines from a violation will be billed directly to the student account. If a student continues to violate the Community Guide or Student Code of Conduct, the Residential Life staff (Assistant Director, Hall Director, and Director) will further determine the appropriate consequential actions. If the student chooses to appeal a decision they can do so to the Director of Residential Life.

Further violations may be heard by Student Judicial Affairs.
# Helpful On Campus Numbers
(on campus? just dial the last four digits)

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<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Service</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>314.516.5451</td>
<td>Parking and Transport</td>
<td>314.516.4190</td>
</tr>
<tr>
<td>Athletics</td>
<td>314.516.5661</td>
<td>Police</td>
<td>314.516.5155</td>
</tr>
<tr>
<td>Bookstore</td>
<td>314.516.5760</td>
<td>Registrar/Registration</td>
<td>314.516.5545</td>
</tr>
<tr>
<td>Campus Rec.</td>
<td>314.516.5326</td>
<td>RHA</td>
<td>314.516.4255</td>
</tr>
<tr>
<td>Career Services</td>
<td>314.516.5111</td>
<td>Sigma Beta Delta</td>
<td>314.516.4723</td>
</tr>
<tr>
<td>Cashier’s Office</td>
<td>314.516.5151</td>
<td>Snow Day Info</td>
<td>314.516.4696</td>
</tr>
<tr>
<td>Sodexo</td>
<td>314.516.7301</td>
<td>Student Life</td>
<td>314.516.5291</td>
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<td>Counseling Services</td>
<td>314.516.5711</td>
<td>Student Success</td>
<td>314.516.5300</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>314.516.5526</td>
<td>Tech Support</td>
<td>314.516.6034</td>
</tr>
<tr>
<td>Health Services</td>
<td>314.516.5671</td>
<td>Telephone Services</td>
<td>314.516.6500</td>
</tr>
<tr>
<td>Honors College</td>
<td>314.516.6870</td>
<td>Temporary/Guest Housing</td>
<td>314.516.4399</td>
</tr>
<tr>
<td>Libraries</td>
<td>314.516.5050</td>
<td>TouhillPAC</td>
<td>314.516.4100</td>
</tr>
<tr>
<td>MSC</td>
<td>314.516.5022</td>
<td>UPB</td>
<td>314.516.5531</td>
</tr>
<tr>
<td>Oak Front Desk</td>
<td>1833</td>
<td>Maintenance Hotline</td>
<td>7540</td>
</tr>
<tr>
<td>Oak, Villa, Villa North Pager</td>
<td>314.245.1455</td>
<td></td>
<td></td>
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<tr>
<td>Mansion Hill Cell</td>
<td>314.229.5154</td>
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