

HOUSING DIVISION

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HOUSING DIVISION RESPONSIBILITIES

An integral part of your responsibilities as a Resident Staff member is fulfilling the administrative, reporting, and informational expectations of the Housing Division. This expectation reflects your role as an equal employee of both the Residence Life Office and the Housing Division. The policies and the procedures in which you play a key role are established to ensure equitable treatment of all resident students, to help provide an appropriate living environment, and to preserve the facilities for future use.

As an RA you will need to familiarize yourself with several documents that you may not have read closely as a resident. Please encourage your residents to read these and be prepared to respond to questions that may arise out of these policies. All of these are available at <http://www.virginia.edu/housing>:

- The Housing Division Calendar
- The "Terms and Conditions" of the Housing Agreement.
- **Housing Today**: please be familiar with and encourage your residents to read and retain this newsletter.

WHEN QUESTIONS ARISE, PLEASE CONTACT THE APPROPRIATE DIVISION OFFICE DIRECTLY FOR GUIDANCE. The following directory provides you with contact names and numbers for specific questions, clarification and comments you may have.

HOUSING DIVISION - SELECTED DIRECTORY

Chief Housing Officer	Mark Doherty	924-3403
Executive Secretary	TBA	924-3403
Director of Conference Services	Mary Kay Ohaneson	924-4479
Assoc CHO, Director Finance/Facilities	Marshall Hunt	924-3201/3053
Director of Data Management	Jessica Humphreys	924-4116
Director of Human Resources	Ron Price	982-2733
Director of Accommodations	John Evans	924-8982
 <u>Accommodations</u>		
Assistant Director	TBA	924-3314
Supervisor	Pam Cersley	924-6873
Office Service Specialist	TBA	924-6873
Assignment Coordinator	Michele Malmstrom	924-6170
 <u>Mail Rooms</u>		
Mail Room Station #1 (Emmet)	Cindy Hall	924-7971
Mail Room Station #1 (Emmet)	JaWanda Anderson	924-7971
Mail Room Station #2 (Tuttle)	Kendall Carter	924-3421
Mail Room Station #2 (Tuttle)	Mary Humphrey	924-3421
 <u>Facilities</u>		
Asst. Director	Burt Joseph	924-3432
Asst Dir for Plans and Programs	Trish Romer	924-3287
Asst Dir. for Projects	Robert Stratton	243-8624
Program Support Tech	Darlene Houchens/Deneen Morris	924-3053
Administrative Assistant	Valerie Knapp	924-3346
Maintenance Supervisor	Jerry Mawyer	243-8622
Maintenance Supervisor	Jeff Leake	243-8623
Hskpg Supervisor (Hereford area)	Melvin Jones	982-5062
Hskpg Svcr (Brown/Lawn/Ranges/IRC)	Kevin Key	924-3340
Hskpng Supervisor (Lang Hses Bice)	Audrey Scott	982-5064
Housekeeping Supervisor (Alderman)	Charles White	924-3419

Housekeeping Supervisor (Alderman)	TBA	243-1763
Housekeeping Supervisor (McCormick)	Barbara Booker	924-3267

Other Departments

Access Control	David Handy	924-8886
Safety Coordinator	Lisa Dennis	243-8743
Fire Alarm Technician	Mike Lee	924-4580
Paint Crew Supervisor	Frank Herndon	243-8625
Store Room Supervisor	Vicky Heflin	924-3467
Storekeeper	Shelia Fitzgerald	243-2114
Storekeeper	Sheila Jones	924-3028

Emergencies:

Monday-Friday, 8:00am to 5:00pm: Call the Facilities Office at 924-3053.

After 5:00 pm weekdays, weekends, and holidays: Call Systems Control at 982-4685.

HOUSEKEEPING SERVICES

The Housekeeping Staff is committed to service excellence. Meet with and establish a good working rapport with the Housekeeping Supervisor and Maintenance staff in your area early in the fall (see Directory). If you have any questions concerning the cleaning in your area, call or visit the Housekeeping Supervisor. Your feedback is a vital part of assuring quality service.

- Students are expected to keep their rooms clean and possessions in good order. There is no housekeeping service in student rooms.
- Housekeeping service is provided in the common areas and common bathrooms.
- It is the student's responsibility to take trash to the dumpster, located outside the building.
- Sample Duties of Housekeeping Workers:
 - Completely clean and sanitize bathrooms.
 - Sweep or vacuum all hallways.
 - Empty all public trash containers.
 - Sweep and mop all stairways.
 - Vacuum lounges and suites once weekly or as needed.
 - Polish all chrome fittings and brass in public areas once weekly.
 - Report damages.
 - Perform any other housekeeping deemed necessary by supervisors.
- Only in extraordinary occurrences would the housekeeping staff be expected to clean up extreme messes to protect the facilities and maintain an acceptable sanitation standard. If this becomes necessary within a specific room/suite/apartment, **the responsible parties will be billed.**

MAINTENANCE

ROOM CONDITION REPORTING

- Upon occupying a living space, **it is the responsibility of residents** to report any damages to the room, items that are missing and/or items that are in unacceptable condition.
- Discrepancies should be reported through the **on-line Work Order System** on the Housing website.
- Any damages found by Housing upon a resident vacating a living space will be cross-referenced with any work requests submitted upon occupancy. Whether or not to bill a resident for damages will be the result of this comparison.
- Residents living in upper-class suite and apartments are responsible for surveying common areas such as kitchens, living rooms and bathrooms. Only one resident needs to submit a work request.

ROUTINE MAINTENANCE:

- Any routine maintenance problem that may occur is the responsibility of the resident and should be reported by the resident.
- Residents should report maintenance problems through the on-line Work Order Request system. Once on the Housing Division web site, select the “Work Order Request” option on the left hand side of the screen. Follow the directions listed. After the request has been approved the individual reporting the concern will receive an e-mail that the request had been dispatched, along with a work order number. Upon completion of the work, the individual will be sent an e-mail stating that the work has been completed. Examples of what to report include:
 - Clogged drains
 - Stopped up toilets
 - Stuck windows
 - Loose door locks
 - Light bulbs needed
 - Drawers not functioning properly

EMERGENCIES:

- Monday through Friday, 8:00 am to 5:00 pm:
Call the Facilities Office of the Housing Division at **924-3053**.
- After 5:00 pm weekdays, weekends, and holidays:
Call **Systems Control at 982-4685** for assistance. They will contact the on-call Housing Division maintenance person, who will respond if it is an emergency; otherwise, the trouble call will be handled the next day.

HOUSING INCIDENT RESPONSE

CLEANING UP VOMIT, BLOOD, URINE, FECES, ETC.

- If you are aware of the student who is responsible, have the student clean it up. If in a common area, IR the specific location, so AC can notify housekeeping to sanitize the area during the next business day.
- If you are not aware of the student who is responsible, please contact Housing Maintenance during business hours (7:00 am – 5:00 pm) or Systems Control after hours (5:00 pm – 7:00 am). Please state the specific areas that need cleaning and a staff person will respond. NOTE: Housing/Systems will respond to common areas, not personal space.

BROKEN GLASS

- Contact Systems Control after hours or Housing Maintenance during business hours for immediate clean up if safety is an issue.
- If proper equipment is available, sweep glass to the side, post a warning sign until Housekeeping/Maintenance arrives for removal.
- If security to building is breached (broken door, window, etc.) stay on site until Housing or Systems staff is present to secure area.

CONTAGIOUS ILLNESSES

- When you become aware of a contagious illness among any one of your residents, file an IR. This allows housekeeping to come and clean and sanitize the area to prevent the spread of the illness. This information will be kept confidential.
- Possible contagious illnesses that you should report include: Mono, Pink Eye, Flu, Mumps, etc.

SHARPS DISPOSAL

- Inform your residents that all medical sharps (needles, etc.) used must be properly disposed of in an opaque container that is highly puncture resistant and labeled “Do Not Recycle, Medical Sharps.”
- Post the Sharps Disposal information for your residents’ convenience.

DAMAGES AND BILLING

- Intentional damage or defacement should be reported to the Housing Division Facilities Office either by you, or the student, as soon as it is discovered so that corrective action can be taken.
- Resident Staff members are responsible for investigating damages and determining who is responsible and should be billed. Staff informs the responsible person they will be billed by the Housing Division.
- If the staff is unable to pinpoint the responsible person(s) and common area billing is appropriate, she/he notifies all the affected students that they will be billed for the damages. Bills for damages include the actual cost of materials, labor, and an administrative charge.

STUDENT BILLING PROCESS

When a determination is made that a person or persons will be billed for damages:

- A bill will be sent to the student(s) that will itemize the charges, including an administrative fee.
- The bill will be due within 30 days of the date on the bill if not appealed within the same 30 day period (see appeal procedure below). If the bill has not been paid or appealed within the 30 day period, the bill will be sent to the Bursar's Office for collection.
- For your information, the following advisory is printed on the billing form:

If this bill is not paid on or before 5:00pm on _____, a processing fee of \$20 will be added to your charge, which would be a total of \$_____ and your account will be forwarded to the Bursar's Office for collection.

Please be aware of the following University Policy which will go into effect if this bill is forwarded to the Bursar for collection:

No Transcript will be issued for accumulated obligations of \$5 or more. In addition, an accumulation of unpaid financial obligations due one or more departments of the University which total \$50 or more will subject you to suspension."

APPEAL PROCEDURE

- If a student wishes to appeal a bill, he/she must appeal in writing to the Assistant Director for Facilities (Burt Joseph). The Assistant Director will advise the student of the decision in writing within 10 working days.
- If the student is not satisfied with the decision of the Assistant Director, he/she may, within 7 days, further his/her appeal to the Associate Chief Housing Officer, whose decision is final.
- During the appeal procedure the billing process will be held in abeyance, and will resume when a decision is rendered.
- If at any time the appellant fails to comply with the time periods shown on the bill the appeal will not be considered.

KEYS & KEY ROOM

BORROWED KEYS

- The key room has all student ID pictures on file and will use these to ID students in the absence of a physical ID.
- Students may borrow a key to gain access to their room. There is a fee after repeated uses of this service (the first 3 times are free, after \$25 per time).
- Monday - Friday, 8:00 am – 4:30 pm: Echols Key Room B022 is staffed by professional Housing locksmiths who provide services for the entire Housing System.
- Everyday, 4:30 pm – midnight: Echols Key Room B022 is staffed by student workers.
- Everyday, 4:30 pm – midnight and Midnight - 8:00 am: Residents may contact Systems Control at 982-4685. A \$100.00 charge will be assessed for maintenance to respond.
- **Keys borrowed between 8:00 am and 11:00 pm must be returned by 12 midnight the day they are borrowed. Keys borrowed after 11:00 pm must be returned by 12 noon the following day. Borrower assumes liability for all costs associated with failure to return borrowed keys. No notification will be given.**

RESIDENTS – LOST KEYS AND ACCESS CARDS

- Lost keys/Hoo Cards must be reported immediately.
- The student must go to the Cashier's Office (ground floor of Emmet) to make payment and have the locks changed/card replaced.
- Charges: The resident will be responsible for paying to re-core (\$51 per core) all locks affected by the lost key (\$5 per key).
- The new key can then be picked up in Echols Key Room B022.

ROOM CHANGE PROCESS – FIRST YEAR AREAS

When students initiate a request for room change, resolution of any differences between room/suite/hall-mates should be attempted. If the request for change is the result of difficulties with the present roommate, attempts should be made to remedy the situation, either by careful confrontation and communication between roommates and/or with Resident Advisor (RA) intervention.

NOTE: While learning to live with a roommate is a goal of the first year residential experience, we also place a high value on the happiness and productivity of our first year students. **Thus, we are interested in facilitating room changes in a timely manner when we have the space available to do so.**

- If positive outcomes do not result within a reasonable time-line, the staff member should refer the student to the Area Coordinator.
- Student will meet with Area Coordinator, who will review the situation, and if applicable, offer the student information about available spaces.
- Area Coordinator will notify the staff member in the available space of a possible room change. The student requesting the change is then responsible for contacting that staff member and arranging for a joint meeting with the potential roommate to discuss living expectations and roommate agreement items such as study and sleep habits, visitor expectations, etc. **The staff member is expected to respond promptly and actively facilitate this discussion.**
- Student will report back to the Area Coordinator within a designated timeline, and will then complete a Change of Room Assignment form.
- Student will take completed form to the Accommodations Office and will be issued room keys for the new assignment. He/she would have 24 hours to arrange for relocating to the new assignment and to return the room keys of the previous (old) assignment to the Accommodations Office. **NOTE:** All keys will be issued by and returned to the Accommodations Office. It is the student's responsibility to accomplish this. Students should not give his/her keys to staff.
- Student is encouraged to complete an on-line work order to note the condition of both the room they left and their new room.

IMPORTANT:

- Room Changes may occur within the Room Change Dates specified in the Housing Calendar. Only urgent and severe requests will be considered outside of this timeline.
- Room change requests will not be considered (except in urgent cases) while students are still waiting to be de-tripled.

ROOM CHANGES IN UPPER CLASS SUITES & APARTMENTS

Students have the freedom to change rooms within the upperclass community on grounds at any time during our official room change period (certain dates each calendar year approximately 2 weeks into the semester and 2 weeks before the end of the semester). The procedure:

- Student must go to Housing Accommodations office in Page House
- Student receives list of available rooms from Housing Accommodations that consider the student's preferences (ie, single room, location, style of building, etc.)
- Student chooses which room he/she would like to move to (sometimes the student will go and visit the room to check it out before moving in, meet roommates etc. – they are encouraged to do so, but it's up to the student, and not everyone does this)
- Student follows checklist on room change form – in certain cases, the student does not have to follow the checklist, if, for example, they've worked directly with a Housing Staff member or with an Area Coordinator on a particularly difficult personal situation, we can expedite them through the process, it depends on the nature of the situation. So, while the checklist is typical, it is not the only way room changes happen.
- Student moves within a 24-48 hr. period and turns in keys to old room to Accommodations.
- This process must be followed, anyone changing rooms without going through Accommodations may find themselves locked out and they will only be permitted entry into their assigned space. In addition any damages will be billed to the individual assigned to the space damages cannot be delegated to another individual.

If any roommate "issues" come to the attention of Resident Staff, they are trained to work with the roommates to mediate the conflict. However, students can still go through the room change procedure.

WELCOMING NEW STUDENTS IN UPPERCLASS AREAS

Resident requests SR approval to MOVE OUT of an area

- SR makes a note of name and room number on Roster
- SR emails the RA
- RA makes contact with the resident to make sure everything is going smoothly, get a sense of why they are leaving. This can be done via email.

Resident requests SR approval to MOVE IN to an area

- SR should make a note of the name and room number on Roster
- SR tells RA within 12 hours (email is fine)
- RA attempts to make IN PERSON contact with new resident (within 48 hours) to...
 - give a personal welcome, newsletter, RA contact information, any other information the staff decides to include in a “welcome packet”
 - get email information and phone information to add to area listservs
 - RA emails SR to say that this is complete
 - If you can't make in person contact, then call/email as well, but first attempt the personal!

DELIVERY & SOLICITATION POLICIES

The delivery of food, goods, flyers and invitations to all single student residence houses (dormitories) at the University of Virginia will be subject to the following regulations:

- Under no circumstances may a delivery person enter a University residence house, or make excessive noise, such as sounding a horn or ringing a bell.
- The options under these regulations are:
 - Delivery at the front or main entrance or outside the building by prior arrangement with the recipient.
 - Contact can be made through the outside access phones located in front of the residence houses. The areas which have access phones are: McCormick Road Houses, International Residential College, Bice House, Cauthen House, Woody House, Malone House, Weedon House, Brown College, Hereford College and Language Houses.
- All other deliveries should be made in the following locations and manner:
 - Gooch/Dillard (Stadium Road) - The fire lane is not accessible to non-emergency vehicles. Deliveries may be made to the outside of the suite door.
 - Lambeth Field, Faulkner and Copeley - No vehicles may be left in the fire lane while deliveries are made. Deliveries may be made to the outside of the apartment door.
 - Brown College - Deliveries should be made at a pre-arranged site. No deliveries are allowed inside the buildings.
 - Lawn - Deliveries may be made to the door of each Lawn room.
 - International Residential College - Deliveries may be made in the driveway between Munford and Lewis Houses. No deliveries are allowed inside the buildings.
 - Bice House - Deliveries can be made to the front lobby door. Residents may be called to the front lobby door using the access phone. No deliveries are allowed inside the building.
 - Hereford College & Malone/Weedon Houses - Deliveries may be made to the outside of each building. Vehicles should not be parked in the fire lane. No deliveries are allowed inside the building.
 - Alderman Road Houses - Deliveries may be made to the outside of the building on the ground floor. Delivery people should not enter the building stairwells or outdoor balconies.
- Delivery via US Mail or other national delivery service to the appropriate mailrooms Monday through Friday (except for University holidays), 8:30 a.m. - 4:30 p.m.
- Delivery of beer, wine, or any other alcoholic beverages is strictly prohibited at any time or in any quantity.
- Newspapers (with the exception of McCormick Road residence houses) may be delivered to the front entranceways of residence houses with the students name and room number written on it. Newspapers for McCormick Road residence houses should be delivered to the mailroom area in Emmet House. This area is accessible 24 hours per day and students may pick their paper up there with their name and room number on it.
- Mobile vendors who sell goods from their vehicles (example: ice cream carts) may not solicit business on University property.
- Emergency deliveries (such as medicine) will be handled through the University Police Department.
- The only solicitation permitted in connection with a sale of goods is by flyers posted on public bulletin boards in residence areas or by US Mail. No one is permitted to put flyers under doors or use any other direct form of solicitation.

FIRE SAFETY GUIDELINES

The Housing Division and Office of Residence Life are strongly committed to maintaining a safe living environment for residents. To this end, Resident Staff Members must encourage safety precautions and familiarize residents with evacuation procedures in case of fire or other facility emergency.

PRECAUTIONS TO ENCOURAGE THROUGHOUT THE YEAR

- Strict enforcement of Terms and Conditions requirements regarding prohibited items (candles, open flames, cooking items, certain decorations, etc.).
- A malfunctioning Emergency Phone in any area should be reported immediately to the Police Department.
- Remind students of the dangers involved in overloading electrical outlets.
- Fire doors must never be propped open since they are designed to act as barriers to the spread of fire and smoke.
- Bikes must be stored in bicycle racks or student rooms - never in exits, stairwells, or hallways or other locations that may obstruct evacuation routes.
- Smoking is prohibited in all housing facilities.
- All holiday decorations used in the residences must be fireproof.
- Remind residents they are required to check their battery powered smoke detectors on a weekly basis. Tampering or removal of detector or battery is a violation of the Fire Code and the Housing Agreement.

FALSE ALARMS

- Resident should understand that false alarms are taken extremely seriously by the University and the State, and are very dangerous.
- The Code of Virginia, Section 18.2-212, states: “Calling or summoning ambulance or fire fighting apparatus without just cause; maliciously activating fire alarms in public buildings. Any person who without just cause therefore calls or summons, by telephone or otherwise, any ambulance or fire fighting apparatus, or any person who maliciously activates a manual or automatic fire alarm in any building use for public assembly or for other public use including but not limited to schools, theaters, stores, office buildings, shopping centers and malls, coliseum and arenas, regardless of whether fire fighting apparatus responds or not shall be deemed guilty of a Class I misdemeanor.
- **A Class I misdemeanor is punishable by a \$2500 fine or 1 year in jail, or both.**

SEE POLICY IMPLEMENTATION SECTION OF THE MANUAL FOR MORE DETAILS ON THE VARIOUS POLICIES, AS WELL AS FIRE MARSHAL INSPECTION PROCEDURES.