



Office of Housing and Residential Life

2025-2026 Resident Handbook



Welcome

Welcome to the Residence Halls at the University of Massachusetts Boston. Living on campus provides opportunities to meet new people, convenient access to campus facilities, and opportunities to get involved in campus life.

All students are expected to obey federal, state, and local laws, the [University of Massachusetts Boston Code of Conduct](#) and any directives issued by an administrative official in the course of their duties. In addition to the behaviors addressed there, Residents agree to abide by the policies and procedures outlined in this Resident Handbook. All email communication between residents and the Office of Housing and Residential Life (OHRL) staff members will be through the student's UMass Boston email account.

NOTE: The Office of Housing and Residential Life reserves the right to update this handbook as deemed necessary. Residents are expected to comply with the most up to date version of this handbook as soon as one is made available.

To make the on-campus living experience as seamless as possible, OHRL communicates with various offices on campus about items that may be a part of the student record. This communication and access to information is limited to professional staff who work with that item/issue.

Office Location and Hours

The office of Housing and Residential Life is located on the first floor of the East Motley Hall building. The office is open Monday – Friday and is staffed with professional staff from 9 AM – 5 PM.

Contact Information

Phone: 617-287-6011

Email: housing@umb.edu

To reach the RA on-call for urgent matters that occur outside of business hours, please go to the 24/7 courtesy desk on the first floor of each building.

East Security Desk: 617-287-3231

West Security Desk: 617-287-3232

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Mission

The Office of Housing and Residential Life (OHRL) provides communities designed to promote all residents' personal, interpersonal, and academic success. We strive to create supportive and engaging environments that celebrate differences and encourage our students to become engaged and responsible community members. We cultivate communities grounded in relationships that encourage self-awareness and embrace all expressions of identities.

Values

Integrity & Transparency: We hold each other accountable and build trust through our interactions. We consult with our stakeholders and provide context for our decisions.

Continuous Improvement: We strive to be a learning organization and solicit feedback. We take the time to reflect on our successes and areas for improvement and act to improve the experience of our residents.

Teamwork & Collaboration: We understand that input from stakeholders improves our decision-making. We strive to work efficiently. We believe that working as a team improves our effectiveness.

Diversity & Inclusion: Our practices, policies, and decisions are guided by a dedication to provide a welcoming community. We believe that inclusive practices enhance the health and wellbeing of our residents.

Student Development & Success: We hold student academic success as a top priority. We value innovation in delivering programs and leadership opportunities for residents. We encourage residents to actively participate in the university and the local community. We believe in positivity and a growth mindset.

Environmental Stewardship & Sustainability: Our facilities and community initiatives reflect our dedication to sustainability. We consider the global impact on our practices and decisions.

Inclusivity Statement

The Office of Housing and Residential Life (OHRL) recognizes, welcomes and affirms the various identities our residential students hold. We are committed to providing a challenging and supportive living and learning environment that encourages residents in their exploration and reflection on race, color, creed, religion, gender, gender identity or expression, age, sex, ancestry, national origin, marital status, sexual orientation, disability, and status as a veteran. Through the intentional creation of respectful communities, and education geared towards social justice, we aim to create a home for all residential students where they feel valued, heard, and respected.

OHRL upholds the University's non-discrimination policy and strictly prohibits acts of discrimination and discriminatory harassment.

1. SAFETY & SECURITY

Safety and security are the responsibility of all members of the campus community. Residents are encouraged to get to know their neighbors and other members of the community. When you see suspicious or inappropriate behavior or see someone who doesn't live in the community and is not escorted by a resident or by OHRL staff, report it immediately. No security system is foolproof. The best safety measures are the ones you perform as a matter of good judgement and habit in all locations, including on campus. Promptly report any incident of theft, vandalism, or unsafe conditions to the OHRL and/or UMass Boston Police. OHRL staff are on-call 24 hours a day.

In the event of an emergency, call UMass Boston Police by calling 911.

1.1 BEDROOM ACCESS

1.1.1 Immediately report lost or stolen key fobs to OHRL. Failure to report is considered a violation of your license agreement. Doors will be re-coded to maintain the security of the bedroom.

1.1.2 Do not give other people your key fob and do not let other people use your key fob. Do not duplicate fobs. These actions are considered a violation of your license agreement.

1.1.3 Do not write your name, address, or phone number on your key fob. Lost key fobs and Beacon Cards are subject to replacement cost. (Please note: Beacon Cards can only be replaced by the [Beacon Card Office](#) and cannot be replaced by OHRL.)

1.2 COMMUNITY ACCESS

Upon move-in, each resident's Beacon Card will be activated for residence hall access. Each resident will be issued a key fob to access their assigned room. Your acceptance and use of these items are subject to your compliance with the following guidelines:

1.2.1 Immediately report lost/stolen key fobs to OHRL and lost/stolen Beacon Cards to the Beacon Card Office. Lost cards and/or fobs can be deprogrammed to prevent unauthorized use. Lost, stolen, or damaged key fobs will be replaced and the cost charged to your Housing Portal. A lost, stolen, or damaged Beacon Card can be replaced through the [Beacon Card Office](#) for a fee. Failure to report a lost or stolen key fob or Beacon Card may result in disciplinary action.

1.2.2 Your right to access your residence hall room will end when your license agreement ends or is terminated.

1.2.3 Do not let other people use or have possession of your key fob or Beacon card. This is considered a violation of your license agreement and may be reviewed within the [Student Code of Conduct](#).

1.2.4 Mere possession of a Beacon card or key fob does not necessarily confirm the right of entry to the residence halls. There is a staffed security desk in each residence hall to assist any individuals who encounter access issues. Therefore, please do not assist someone who appears to be having difficulty gaining entry. Do not let anyone else enter the property with your card or fob. This is considered a violation of your license agreement and can be reviewed in the [Student Code of Conduct](#).

1.3 GUESTS

1.3.1 Guests are defined as any individual who is visiting a room to which they are not assigned. Residents are responsible for their guests' compliance with this Resident Handbook and [Student Code of Conduct](#). All guests must be in good standing with OHRL and UMass Boston. It is the responsibility of the resident to ensure the guest is in good standing prior to allowing them to visit the residence halls at

UMass Boston. By allowing someone access to the residence halls, or if they are in your room, they are considered your guest.

1.3.2 Residents must obtain permission from roommates for guests to be in their room.

1.3.3 Residents are required to register any guest who is not a UMass Boston resident through the [StarRez portal](#) prior to arrival.

1.3.4 If all roommates agree, guests may stay overnight for up to 48 hours. Guests may stay for up to 48 consecutive hours. Guests who stay more than 48 consecutive hours will be considered an unauthorized occupant. If you have an unauthorized occupant residing in your bedroom, you will be in violation of the license agreement.

1.3.5 Residents must escort their guests at all times while on university property. Guests may not be left in a room alone.

1.3.6 Residents may sign in up to two (2) guests at one time.

1.3.7 Each resident is allowed four (4) overnight visits per month from their guests. An overnight stay is defined as any guest(s) who visits between 12am and 8am.

1.3.7.1 The four (4) overnight visits per month are a total for each resident, not for each guest. Once a resident has had a guest(s) stay overnight four (4) times in one month, that resident has reached their limit for overnight guests.

1.3.8 Residents are allowed to have guests for no more than 12 overnight stays per semester.

1.3.8.1 The 12 overnight visits per month are a total for each resident, not for each guest. Once a resident has had a guest(s) stay overnight 12 times throughout the course of the semester, that resident has reached their limit for overnight guests/visitors.

1.3.9 Residents are responsible for the actions and behavior of their guests, and all expectations and guidelines for residents, also apply to guests.

1.3.9.1 Guests who violate policy may be banned from the residence halls and the host resident may lose their guest privileges.

1.3.10 Residents must meet their guests at the Security Desk to escort them upstairs. Residents must also escort their guests to the Security Desk to check out at the end of the visit.

1.3.11 OHRL reserves the right to suspend guest privileges for the entire residential community when it is deemed necessary.

1.3.12 Overnight visitors are not permitted prior to the first official day of move-in for the fall semester.

1.3.13 Overnight guests under the age of 16 will not be permitted.

1.4 FIRE ALARMS

All buildings are equipped with fire alarms. When the fire alarm goes off, all individuals are required to immediately leave the building. Failure to evacuate, including during a drill, tampering with smoke detectors, and/or intentionally causing a false alarm has a serious community impact and is a violation of the [Student Code of Conduct](#) and may result in further disciplinary action that may include fines and removal from the residence halls.

1.4.1 Fire Drills: The University will conduct fire drills each semester.

1.4.2 Evacuation Procedures:

1.4.2.1 When you hear the alarm, listen to hear if your floor is evacuating. Depending on the situation, it is possible that only the floors closest to the emergency will be evacuated or will be evacuated first.

1.4.2.2 Listen for notification that your floor is being evacuated and for additional instructions. If you are unsure what to do, evacuate.

1.4.2.3 If your floor is evacuated, please exit the building via stairs and move to the [assembly area](#). If unable to take stairs, do not take elevator and wait by area of refuge located in the elevator lobby on each floor.

1.4.2.4 The assembly area is located between the Clark Athletic Center and the softball field. It is critical that evacuees do not stand in the roadways so as to not impede access for emergency personnel.

1.4.2.4.1 Remain in the assembly area until UMass Boston Police, Boston Fire Department, or OHRL staff tell you re-entry is permitted. The alarm being turned off does not necessarily mean it is safe to reenter.

1.4.2.5 If the nearest exit is the source of fire and/or is filled with smoke, use the next nearest exit. Before opening a door, touch the door with the back of your hand to see if the door is hot. Do not open the door if it is hot to the touch.

1.5 INSPECTION/ENTRY

OHRL staff may enter the bedrooms in situations as described in your license agreement. Staff may also enter rooms to ensure compliance with evacuation protocol during fire alarms.

1.6 ON-CALL OHRL STAFF

To assist in the safety and security of the community, OHRL staff are on-call 24 hours/day to respond to student crises and emergencies. During office hours, staff can be reached in the OHRL office.

1.6.1 The RA on-call may be contacted for urgent matters that occur after business hours. To contact the RA on-call for urgent matters, please go to or call the Security Desk on the first floor of each building.

- East Security Desk: 617-287-3231
- West Security Desk: 617-287-3232

1.7 PERSONAL SECURITY – WHILE INSIDE YOUR BEDROOM

1.7.1 Do not prop your door. Keep doors shut and locked even while you are home.

1.7.2 Do not remove your screen from your window for any reason.

1.7.3 When answering the door, see who is there by looking through a peephole. If you do not know the person, first talk with them without opening the door. OHRL recommends that you do not open the door for an individual who you do not know.

1.7.4 Call UMass Boston Police (UMBPD) for emergencies at 911.

1.7.5 Check your door locks, window latches, and other security devices regularly to be sure they are working properly.

1.7.6 Immediately report a broken or malfunctioning equipment to OHRL by submitting a work order through the [Resident Portal](#)

1.7.7 Close curtains/blinds at night.

1.8 PERSONAL SECURITY – WHILE OUTSIDE YOUR BEDROOM

1.8.1 Lock your doors when you are not in your room. Your door should lock automatically when closed.

1.8.2 Close and latch your windows when you are not in your room.

1.8.3 Tell your roommates where you are going and when you will be back.

1.8.4 Avoid walking alone at night. Take the [campus shuttle](#) whenever possible.

1.8.5 Do not hide keys in any locations outside/near the bedroom. Always keep your keys with you.

1.8.6 Do not give your Beacon Card, key fob, or mailbox key to anyone.

1.8.7 Let your RA and your friends know if you will be gone for an extended time.

1.8.8 Carry your Beacon Card and/or key fob in your hand, during the day and at night, when walking towards a locked door.

1.9 PROHIBITED ITEMS

To ensure the safety of all residents, there are a number of items that are not permitted in the residence halls.

1.9.1 These include but are not limited to: devices with exposed heating coils (i.e. hot plates, toasters, griddles, grills, space heaters, heat lamps, etc.), multiple outlet plugs, Halogen lamps, unapproved extension cords, candles, incense, open flames, fireworks, explosives, sparklers, ammunition, gunpowder, flammable liquids, any materials that individually or in combination may be noxious or hazardous (including but not limited to propane, charcoal, lighter fluid, butane, and helium), subwoofers, large sound systems, alcohol and/or drug paraphernalia as outlined in the [Student Code of Conduct](#). Please see the OHRL website for a more complete list of [prohibited items](#).

1.9.2 You may use power strips that have a self-contained circuit breaker and extension cords that are U.L. approved with an on/off switch.

1.9.3 Possession of a prohibited item may result in disposal of the item and/or referral to the student conduct process as outlined in the [Student Code of Conduct](#).

1.9.4 Prohibited items will be removed and/or disposed of as directed by OHRL staff or UMass Boston Police.

1.10 SMOKE DETECTORS

Smoke detectors are tested annually for proper operation and working batteries. Do not tamper or render the smoke detector(s) inoperable. Report any malfunction, battery replacement needs or inoperable smoke detectors immediately to OHRL.

1.11 VIDEO SURVEILLANCE

For safety and security reasons, many public areas in and near the residence halls are equipped with Closed Circuit TV cameras. OHRL or UMass Boston Police may review camera footage in investigations of matters including but not limited to vandalism, theft, building damage, the student conduct process, etc.

2. BEHAVIORAL EXPECTATIONS

To promote a positive living environment that supports all residents in their pursuit of their educational goals, all residents are expected to review and adhere to the [Student Code of Conduct](#), the [Housing License Agreement](#), as well as those outlined here.

2.1 COMPLIANCE

Residents are required to comply with all instructions from all university professionals and paraprofessionals. Noncompliance is considered as a form of Uncooperative Behavior as outlined in the [Student Code of Conduct](#) (Part 3 Section B13). Residents who do not comply face a variety of outcomes, including but not limited to, permanent removal from the residence halls.

2.2 ALCOHOL

As per the [Student Code of Conduct](#), alcohol is not permitted in the residence halls. The residence halls are considered dry buildings and residential students who are of legal drinking age are not permitted to possess, use, or distribute alcohol in the residence halls.

2.3 DRUGS

As per the [Student Code of Conduct](#), drugs are not permitted on campus. Residential students who are of legal age to purchase recreational cannabis and cannabis products are not permitted to possess, use, or distribute recreational cannabis and cannabis products in the residence halls.

2.4 DRUG PARAPHERNALIA

Drug paraphernalia including, but not limited to bongs, hookah pipes, water pipes, etc. is prohibited in the residence halls and on campus. UMass Boston Police, and/or local law enforcement agencies will be notified about drugs, illegal substances and drug paraphernalia found in any bedroom, or vehicle. Possession of an illegal substance in any quantity will result in an investigation and may result in removal from the residence halls. In addition, no accommodations can be made for any student in possession of a medical cannabis registration card.

2.5 PRESENCE DURING POLICY VIOLATION

All students in a room/area will be held responsible for their behavior in that room or area. If you're present in a student room or public space where a violation of policy is occurring, you may be held accountable for a policy violation even if you are not directly participating in said violation.

2.6 QUIET HOURS

Quiet hours start at 10:00PM on Sunday, Monday, Tuesday, Wednesday, and Thursday. On Friday and Saturday, quiet hours start at 12:00AM. Quiet hours end at 8:00AM daily. 24-hour quiet hours are enforced during final exams. 24-hour courtesy hours are always enforced. Residents will be notified in writing of any changes to quiet hours.

2.6.1 COURTESY HOURS— All residents and guests must always respect the rights of others by behaving in a manner that is conducive to studying and sleeping. High volume sounds are not permitted. Residents who fail to comply with the request to reduce noise level are subject to referral to the student conduct process.

2.7 NUMBER OF OCCUPANTS

The maximum number of people living in a bedroom shall be no more than one person in a single, two people in a double bedroom, three people in a triple and four people in a quad bedroom. Each occupant must have a valid license agreement. If you have suspicion that a person may be staying in a bedroom without a license agreement, report it to OHRL. The maximum number of people (residents and guests) gathered in a bedroom at any time must not exceed:

- Three (3) in single
- Six (6) in a double
- Eight (8) in a triple
- Eight (8) a quad

2.8 DISRUPTIVE ODORS

Residents may be held responsible for disruptive odors coming from their bedroom. This may include, but is not limited to smoke, candles, incense, or unclean conditions causing odors.

2.8.1 Personal hygiene practices are a way to mitigate disruptive odors. Keep adequate supplies for good hygiene in your residential space (e.g., soap, toothpaste, shampoo, paper towels, and alcohol-based hand sanitizer). Students who may need emergency toiletry items may also contact [U-Access](#).

2.9 POSTING

All postings and flyers must be approved in advance in accordance with the [Division of Student Affairs flyer posting policy](#). If the poster advertises an upcoming event, please bring the poster to the office at least 5 business days prior to the event. If approved, posters, signs, and other items will be posted by OHRL staff in the lobbies near the elevators in Residence Hall East and West.

2.9.1 Signs and posters that are not approved prior to being posted will be taken down and discarded.

2.9.2 All postings must be placed on doors or bulletin boards. Posting on walls or windows is prohibited

2.10 SOLICITATION

Door to door solicitation is prohibited with the exception of those approved by the University.

2.11 TRASH AND RECYCLING

Trash must be placed in tightly closed bags and deposited in a trash chute. There is a trash chute in the trash room on each floor. Do not put loose trash into the trash chute. Do not put your bagged trash in trash cans in hallways or common areas. Large blue recycling bins are also available in each trash room. A charge may be applied for improper trash and recycling disposal.

2.12 PETS

Pets, including visiting pets, are prohibited in on-campus housing. Aquarium fish are approved for tanks up to 10 gallons. Service and emotional support animals (ESAs), where appropriate, must be approved through the OHRL Accommodations process. Accommodations information and request forms can be found on the [Policies & Forms](#) section of the OHRL website.

2.13 SPORTS

Any sports-related activity (including but not limited to using sports equipment, ball playing, rollerblading, skateboarding, water/food fighting, playing with metal-tipped darts, scooters, etc.) and any activity which could cause personal injury or cause damage to property is prohibited within the residence halls. Snowball throwing and/or snowball fighting are prohibited in or around the residence halls.

2.14 FURNITURE

Misuse of University property, including possession of common area furniture/equipment in your bedroom, is prohibited and may result in a replacement charge and/or return of the property and the student conduct process.

2.14.1 All bedroom furniture must remain in the assigned bedroom. At the end of the Housing License Agreement period, any furniture missing or damaged will be billed to the residents.

2.15 COMMERCIAL ENTERPRISES

Conducting any business or commercial enterprise is prohibited in the residence halls.

3. FACILITY POLICIES

The following policies have been created to maintain a clean and safe community.

3.1 BEDROOM/BATHROOM CLEANLINESS

You must maintain your bedroom/private bathroom in a clean, orderly, and sanitary condition at all times. Unclean conditions may create an unhealthy environment for your roommates and/or your neighbors.

3.1.1 Keep adequate cleaning supplies. Clean and disinfect your room and bathroom regularly.

3.1.2 If OHRL must clean your bedroom to ensure sanitary conditions, the resident(s) will be responsible for all costs incurred.

3.1.3 The bedroom must be cleaned upon moving out. Residents are responsible for their assigned bedroom and private bathroom when applicable and share responsibility for common areas. Bedrooms and private bathrooms must be reasonably clean, or residents will be charged a cleaning fee.

3.1.4 Residents are prohibited from making changes to any plumbing fixtures. This includes, but is not limited to, changing the shower head, installing a bidet, and changing the faucet handles.

3.1.5 Health and Safety Inspections occur in the Fall and Spring semester for all residential spaces. OHRL will notify residents the week prior to scheduled inspections unless there is immediate concern for the safety of residents. OHRL reserves the right to conduct additional health and safety inspections when it is deemed necessary.

3.1.6 Residents should also be aware that OHRL staff members may occasionally have to enter bedrooms without notice on matters relating to the comfort and/or safety of fellow residents such as, but not limited to, turning off an alarm clock in an unoccupied room and addressing immediate maintenance concerns.

3.2 HALLWAYS & CORRIDORS

Keep hallways and corridors clean and free from personal items at all times.

3.3 COMMON AREA USE

Common areas are used for a variety of educational, recreational, and social programs. Furniture in lounges and common spaces may not be moved into individual resident rooms. For further information about utilization of these facilities, please contact OHRL and/or your resident assistant (RA). When common areas are not being used for planned programs/events, residents are welcome and encouraged to use the facilities while maintaining common sense and consideration for fellow residents.

3.3.1 Furniture in common areas must remain in the common area it was originally intended for. Common area furniture cannot be moved to different common areas or to individual rooms.

3.3.2 Personal items left in common areas are subject to disposal.

3.3.3 Sleeping in common areas overnight is prohibited.

3.4 DECORATIONS/BEDROOM ALTERATIONS

3.4.1 All decorations should be temporary in nature and not permanently damage or alter any bedroom finishes. Residents can hang posters and other wall decorations using poster putty or other methods that will not cause damage to painted surfaces. Residents may be held responsible for any damage done to the walls.

3.4.2 Residents cannot wallpaper or paint their bedroom and/or private bathrooms. All decorations must be removed prior to moving out. Any wall decorations may not cover more than 70% of the wall per fire safety regulations (i.e., wall tapestries, excessive postings/coverings, etc.).

3.4.3 Nothing may be hung on the ceiling per fire safety regulations.

3.4.4 Large nails, staples, screws, wall anchors, or tape on walls or doors inside or outside the room are prohibited. Additionally, no adhesives are allowed in showers. Only suction cups may be used to adhere items in the shower.

3.4.5 Do not hang anything from or near sprinkler heads or cover fire protection equipment or other emergency equipment. Damage to emergency fire equipment may result in flood damage for which the parties responsible will be financially responsible. Additionally, the parties responsible may be subject to university or legal consequences.

3.4.6 Aluminum foil may not be placed in windows as insulation or decoration.

3.4.7 External antennas or satellite signal receivers are not permitted.

3.4.8 Decorations may not block air vents or cover light fixtures or lamps.

3.4.9 Live trees and/or other live greenery (excluding potted houseplants) are prohibited. Artificial trees and potted houseplants are permitted inside bedrooms.

3.4.10 Windows:

3.4.10.1 Residents may not hang, stick, or erect anything in, on, or about any window on its interior or exterior.

3.4.10.2 Canned spray snow is not permitted on the windows.

3.4.10.3 Window coverings must be the provided blinds. Residents may bring curtains for additional light control if needed. Curtains may be hung with tension rods only.

3.4.10.4 Solar film, or white poster board is not permitted on the windows for additional light control.

3.4.10.5 Removal of window screens is prohibited.

3.4.10.6 Disposing of items or liquids out of the windows is prohibited.

3.4.10.7 Cardboard, aluminum foil, cellophane, or other types of window coverings are not permitted on windows.

3.4.11 Signs or advertisements that are visible in public areas or from outside the bedroom including but not limited to; alcoholic beverages, drugs/controlled substances, controversial, antagonistic, or pornographic materials are prohibited.

3.4.12 Dry erase boards are not permitted in public and/or public-facing areas including hallways or on the exterior of bedroom doors.

3.4.13 Removing mounted fixtures from walls or ceiling is prohibited.

3.4.14 Installing private door locks on any exterior or interior doors is prohibited.

3.4.15 Any renovations or changes to the bedroom are prohibited.

3.4.16 Aftermarket or home manufactured bed loft kits are prohibited.

3.4.17 Spirit foam, shoe polish, paints or other methods used for writing on the exterior of the buildings are prohibited. Sidewalk chalk may be used on the sidewalks with advanced permission. Requests can be made through the OHRL office. You will need to submit a drawing of what you intend to put on the sidewalk.

3.4.18 Peepholes may not be covered or removed.

3.4.19 OHRL provided furniture is not to be taken outside of the bedroom under any circumstances. If OHRL furniture is found outside of the bedroom, resident(s) may be charged to replace or fix the item(s). If furniture is missing during the move-out inspection, resident(s) will be charged for the missing item(s).

3.4.20 Decorative LED lights may be used with the following stipulations:

3.4.20.1 All electrical decorations (i.e. lights) must bear the “UL” or “FM” tags.

3.4.20.2 Disconnect lights when not in use.

3.4.20.3 Do not use lights with adhesive to stick to the wall.

3.5 LAUNDRY FACILITIES

Laundry facilities are for residents’ use only. There is one laundry room on the first floor of each residence hall. Updated costs for both washers and dryers can be found on the OHRL website. Machines accept debit and credit cards. Residents must provide their own laundry detergent. When doing laundry, please do not overload the machines. OHRL and/or the University are not responsible for unattended laundry.

3.6 ALTERNATIVE TRANSPORTATION DEVICES

Bicycles, scooters, e-bikes and other alternative transportation devices that are gas-powered or contain lithium-ion batteries are not permitted in the residence halls. Bicycle racks are available outside both residence halls for convenience and there is a bike storage room located in the West Garage. As with all personal property, the University and/or OHRL does not assume risk or liability for any bicycles stored on campus. There is no camera surveillance over the bike storage area.

3.7 PEST CONTROL/ERADICATION

OHRL is responsible for responding to complaints or concerns of unhealthy or unsafe conditions by residents or guests, including those potentially associated with insects or other pests. Pest control measures include regular inspections, housekeeping controls and material treatments as needed. The materials and processes used to treat rooms/bedrooms are carefully selected to be safe and effective and administered by pest control professionals. Do not treat with chemicals, sprays, or any other type of product to control or kill pests as that may hinder the efforts of professional exterminators. Residents are responsible for practicing good housekeeping to help deter insects and pests. Residents are expected to:

3.7.1 Immediately report pest issues to OHRL.

3.7.2 Store food in properly sealed containers.

3.7.3 Promptly clean dirty dishes/utensils.

3.7.4 Launder clothing and bedding regularly.

3.7.5 Keep room reasonably clean.

3.7.6 Remove trash promptly.

3.7.7 If pests are identified in any personal belongings, the resident agrees to work with the office to eliminate the pests. This may include disposing of the item or removing it from the residence hall. Residents may not bring in any upholstered furniture.

3.7.8 While traveling, residents must take precautions to minimize the chance of bringing pests to campus.

3.7.9 Residents who disregard good housekeeping and/or promote pest infestation may be responsible for the cost of extermination.

3.8 MOVE OUT

All residents are required to attend a mandatory move out meeting led by their RA, which will outline the steps required to successfully complete a proper move out. Residents who do not follow the checkout process completely will be charged an improper checkout fee.

3.8.1 Residents may return keys to the key boxes located at the West security desk and across from the OHRL office or at OHRL during business hours, using the checkout envelopes provided. After the residence halls have closed, OHRL will inspect space to determine charges (if any).

3.8.2 Residents are expected to be moved out of their residence hall assignment within 24 hours after their last final exam or by the end date of the license agreement, whichever comes first

3.8.3 Failure to vacate your room by the end date of the license agreement could result in a fee.

3.8.4 Mailbox keys and key fobs must be returned upon move out. Residents who do not return their mailbox key or key fob will be charged for their replacement.

4. RESIDENT SERVICES

4.1 LOCKOUTS

If a resident is locked out of their room, they must contact OHRL staff for assistance. Office hours will be posted each semester. If the office is closed, go to either Security Desk for assistance. The first two lockouts for residents are free. Subsequent lockouts will be assessed as a lockout fee. To avoid unnecessary lockout charges, OHRL recommends that residents first contact their roommate(s) to ask if their roommate is in the room and can answer the door. Lockout charges are added to resident's housing portal and cannot be waived. Attempting to enter their own room without the use of a key fob is considered unauthorized access. Any unauthorized access through windows and/or locked doors will result in a referral to the student conduct process for possible violation of the [Student Code of Conduct](#).

4.2 MAIL, PACKAGES, & DELIVERIES

The United States Postal Service delivers mail Monday through Friday, excluding holidays. Mail is sorted regularly and placed in the resident's mailbox. Packages are delivered and placed by the carrier into Parcel Pending package lockers located on the first floor of the East residence hall (behind the fishbowl room). Residents will be automatically registered for Parcel Pending prior to their arrival. Residents will receive an email and/or text message notification with instructions to retrieve their package.

4.2.1 OHRL cannot send out mail or packages from the office.

4.2.2 Residents who order items such as food deliveries are encouraged to meet the delivery personnel to ensure items are received.

4.2.3 OHRL will not accept deliveries for residents.

4.2.4 Residents are encouraged to update online delivery preferences to only have packages delivered during business hours.

4.2.5 OHRL does not assume responsibility for lost, misdelivered and/or damaged mail and packages. This includes food deliveries that may be left in and around the building.

4.3 MAINTENANCE REQUEST SYSTEM

OHRL takes pride in providing residents with a well-maintained community. OHRL demands high standards of service from our suppliers, subcontractors, and service personnel. Except during emergencies, an electronic work order must be submitted online for all service requests. Residents can submit work orders through the [Resident Portal](#). Emergency maintenance issues such as, power failures, loss of heat (if the outside temperature is below 55°F), loss of air conditioning (if the outside temperature is above 90°F), water leaks and rising water may be reported by calling OHRL or at the Security Desk. Promptly report water leaks and equipment malfunctions to minimize your inconvenience and property damage.

4.4 RESIDENT ASSISTANT STAFF

Resident Assistants (RAs) are student leaders hired by OHRL to assist in providing residents with a caring, supportive, and inclusive living experience that furthers the educational mission of the University.

5. RESIDENT RIGHTS & RESPONSIBILITIES

5.1 LICENSE RELEASE

The Cancellation Policy as outlined in your Housing License Agreement is in effect for all residents. For additional information, please see the [Housing License Agreement, Section 13](#). The \$300 Housing Reservation Fee is non-refundable after May 1st. To request a cancellation of your Housing License Agreement, submit the completed [License Cancellation Request](#).

5.2 LICENSE TERMINATION

Termination of the license agreement does not release a resident from responsibility of paying the housing fee. OHRL may terminate the license agreement under the conditions stated in the following circumstances:

5.2.1 The University may terminate or temporarily suspend the performance of any part of this agreement without notice in the event of an urgent matter that would make continued operation for the community non-feasible.

5.2.2 Residents may be removed or suspended from the residential community at UMass Boston as per the University Code of Conduct.

5.2.3 Eligibility requirements are not met or maintained by the resident. Please see eligibility requirements in the license agreement. Residents must maintain full-time student status or a waiver.

5.2.4 Violation of the license agreement, or any of the policies and guidelines contained in the Resident Handbook.

5.2.5 Non-payment of housing fees.

5.3 PERSONAL PROPERTY/LIABILITY

OHRL and UMass Boston are not liable for property belonging to Residents, which may be lost, stolen or damaged in any manner wherever that may occur on the premises. Residents assume total liability for any injury, damage, property loss or expense resulting from modifications to the room completed by the Residents. OHRL staff may order the immediate removal of room modifications determined to be hazardous. Decisions regarding safety or fire hazard are made exclusively by housing personnel. OHRL and the university do not provide but strongly encourages all residents to obtain a renter's insurance policy.

5.4 ROOMMATE AND NEIGHBOR CONFLICTS

Conflicts can occur in residential communities. All residents are expected to complete a roommate agreement. The agreement will help lay out roommate expectations and guidelines for all roommates to help make everyone's experience more pleasant. All residents agree to follow the conflict resolution process:

5.4.1 Talk with your roommate ahead of any conflict. Contact your RA to help start the conversation.

5.4.2 The reporting resident discusses the problem with their RA; RA will give tips on how to talk with the roommate/neighbor; the reporting resident then addresses the concern directly with the roommate/neighbor.

5.4.3 RA will follow up with the reporting resident. If the problem remains, a resolution meeting is held among roommates/neighbors and RA. A roommate/neighbor behavior contract may be formulated or updated to help negotiate a compromise.

5.4.4 In escalating conflicts, OHRL professional staff may be involved in the process along with the RA.

5.4.5 OHRL staff will follow up and work with all residents to revise the roommate/neighbor contract if needed.

5.4.6 If the resident or OHRL staff feel that the roommate/neighbor resolution process has been exhausted, and if space is available, a room change can be explored. Failure to get along with roommates/neighbors is not grounds for release from the license agreement.

5.4.7 Room changes require OHRL staff approval and facilitation.

5.4.7.1 Residents who change rooms without OHRL staff approval and facilitation are subject to fines.

5.4.8 A room freeze is in effect at the start of each semester during which room change requests will not be granted.