Welcome to the University of Rochester. We are so glad that you’ve decided to live in one of our graduate and family housing apartments.

This handbook is designed to serve as a resource to you as you acclimate to the community. It certainly is not a catchall, so please never hesitate to contact a University of Rochester or Rochester Management Incorporated (RMI) employee with additional questions.

As you settle in, we encourage you to walk around your residential area, introduce yourself to others, and begin to feel at home.

We look forward to supporting your academic and personal pursuits as well as providing a safe, comfortable, and fun living environment during your time with us.

Meliora,
Graduate and Family Services

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Important Offices and Telephone Numbers

Office of Public Safety
EMERGENCY: (585) 275-3333

Medical Center Office, (585) 275-2221
Administrative Staff, (585) 275-3140
Special Events, (585) 275-1087
Lost/Found Property, (585) 275-2552
Victim Assistance, (585) 275-2090

Office of Residential Life and Housing Services
Office Hours: 8:30 a.m.–5 p.m.

Leases, Check-in/out, Transfers, Availability, Waiting Lists
Phone: (585) 275-5824
Email: napts@reslife.rochester.edu

Programs, Special Events, Student Conduct, Resident Concerns
Phone: (585) 276-4672
Email: gradresidents@rochester.edu

Goler House Office (RMI)
Office Hours: 8 a.m.–12:30 p.m. and 1–4:30 p.m., Monday–Friday
Phone: (585) 461-9440
Email: office@ghmanagedbyrmi.com

University Park Office (RMI)
Office Hours: 8:30 a.m.–noon and 12:30–4 p.m., Monday–Friday
Phone: (585) 271-7604
Email: office@upmanagedbyrmi.com

Whipple Park Office (RMI)
Office Hours: 8:30 a.m.–noon and 12:30–4 p.m., Monday–Friday
Phone: (585) 424-4510
Email: office@wpmanagedbyrmi.com

Environmental Health and Safety
Office Hours: 8:30 a.m.–5 p.m.
Phone: (585) 275-3241
Email: questions@safety.rochester.edu
Parking and Maps

Parking and shuttle services vary depending on which residential community you reside in. For information regarding permanent and temporary parking passes, contact the Department of Parking and Transportation Management.

*A free shuttle service does service all three residential communities. For updated schedules, please visit www.rochester.edu/parking/shuttles.*

**Department of Parking and Transportation Management**

70 Goler House, Box 270348, Rochester, NY 14627
Phone: (585) 275-4524
Fax: (585) 273-1061

**Parking Management Center Hours**
Monday through Friday—8 a.m. until 4:30 p.m.

**Hospital Garage Visitor Parking Office**
Monday through Friday, 24 hours per day

Parking is available free for up to 30 minutes in the hospital garage or up to two hours in the College Town surface lots and retail side of College Town garage while visiting the Parking Management Center.
Rent, Mail, Maintenance, and Other Routine Business

**Making a Rent Payment**
Your rent is to be paid directly to the area office secretary, deposited into the office mail slot, or mailed. Checks should be made payable to Whipple Park, University Park, or UR–Goler House, depending on where you live. RMI is unable to accept cash for rent payments. Please note that the monthly rent statement should accompany all rent payments you make. Always put your apartment number in the “note” section of your check.

**Whipple Park Address:** Whipple Park Office, 296 Quinby Rd., Rochester, NY 14623
**Goler House Address:** Goler House Office, 60 Crittenden Blvd., Rochester, NY 14620
**University Park Address:** University Park Office, 300 Westmoreland Drive, Rochester, NY 14620

**Late Payments**
Rent is due on the first day of each month. We do build in a five-day grace period to cover extenuating circumstances. Any rent received after the fifth business day is considered delinquent and subject to an administrative late fee of $5 per day. Proactive requests for rent payment extensions without penalty can be made in each area office and are subject to approval on a case-by-case basis.
Receiving Mail and Packages

Please use the address format below to have mail and packages sent to the correct place.

Send Mail and Packages

The Campus Mail Center is in Todd Union on the River Campus. It provides services via USPS, UPS, FedEx, and DHL. The center is open Monday through Friday, from 9 a.m. to 5 p.m. It is also open on Saturdays from 10 a.m. to 2 p.m. during the academic year.

Apartment Maintenance

All maintenance requests should be placed through the area office. Maintenance employees are NOT permitted to take requests verbally. See the “Important Offices” section to locate your area office phone number and email address.

Apartment Maintenance (EMERGENCIES)

For nighttime and weekend emergencies, please contact the area offices via phone and follow the prompts to connect with an on-call professional. Emergencies may include flooding, broken glass, lack of heat, no hot water, etc.

If necessary, Public Safety is always available at (585) 275-3333

Decorations and Alterations

Please note that residents are NOT permitted to make any semi-permanent or permanent alterations to the apartment without written permission from Rochester Management Inc. This includes wallpaper, paint, permanent fixtures, mounting large brackets and items into walls, etc.

Whipple Park
First and Last Name
Apt #, Street Name
Rochester, NY 14623

Goler House
First and Last Name
60 Crittenden Blvd., Apt #
Rochester, NY 14620

University Park
First and Last Name
Apt #, University Park
Rochester, NY 14620

Pest Control

If you are experiencing an issue with pests (bats, bees, rodents, etc.), contact Environmental Health and Safety at (585) 275-3241.

Snow Removal

If your apartment is equipped with a front stoop, residents are responsible for clearing that area. All sidewalks, walkways, and parking lots are cleared by Rochester Management Inc. staff.

Garbage and Recycling

Residents in each of the three communities are responsible for taking out garbage and recyclables. In Goler House, each floor is equipped with two garbage/recycling rooms. In University Park and Whipple Park, the garbage/recycling dumpsters are spread out throughout the parking lots. Residents should locate and use the dumpsters closest to their units. (See guide below on what and what not to recycle.)

Buy, Sell, Swap, and Barter

It is common to see residents selling or buying furniture from other residents. While this is allowed by RMI and the University, it is not officially facilitated by either organization. Please use care and common sense when engaging in a private transaction with a third party. Also note that mattresses are never allowed to be involved in any transaction. Mattresses should be properly disposed of upon move-out.

Locked Out

If you find yourself locked out of your apartment during RMI’s business hours (8 a.m.–4 p.m., Monday–Friday), you can simply go to the area office to be let back into your unit. If you are locked out outside of business hours, you need to call the Department of Public Safety at (585) 275-3333. You may be responsible for any costs associated with the lock out.

RECYCLE OFTEN AND RECYCLE RIGHT

ALWAYS RECYCLE:

- Plastic/Glass Bottles and Containers
- Food and Beverage Cans
- Paper Cardboard, paper, newspaper, paperboard, magazines
- Flattened Cardboard and Paperboard

Plastic/Glass bottles, jars, jugs, and tubs
Tin, aluminum, steel food and beverage cans
Flatten all boxex (do not bundle/tie up)

NEVER RECYCLE:

- Food
- Plastic Bags
- Food-Soiled Paper
- Snack Bags and Wrappers
- Cords/Wires
- Garden Hose
- Clothing
- Diapers
- Needles
- Broken Cups and Dishes
- Electronics and Batteries
- Household Hazardous Waste

Go to RecycleOftenRecycleRight.com to learn more.
Guests, Roommates, and Pets

Roommate Registration
All residents are required to register any roommates living with them. The leaseholder and identified roommate(s) should go to the area office with photo ID and UR Student ID numbers. Failure to register a roommate is a form of lease noncompliance and may adversely impact your ability to rent in the future. Reminder: Roommates must be University of Rochester students.

Extended Family Stay Policy
This policy only applies to leaseholders with at least one child. It allows leaseholders the opportunity to register any combination of parents/grandparents for a long-term stay (up to six months per year) in graduate and family housing. To begin the registration process, please visit your area office within regular business hours.

Guest Policy
Guests are permitted in your unit up to a maximum of 16 days per academic semester (September–December and January–May). Guests do not need to be registered. Please note that while on campus, guests are the responsibility of the leaseholder. Abuse of our guest policy is a form of lease noncompliance and may adversely impact your ability to rent in the future.

Pets
Generally speaking, small pets that are contained to a cage or small aquarium are permitted in your apartment. These pets cannot be venomous. Dogs and cats are strictly prohibited.

Residents requesting a medical accommodation, such as an ESA, can begin the process by submitting the form found at rochester.edu/disability/guidelines-for-accommodation-requests-housing-dining.html.

Noise Policy
Our expectation is that residents and guests observe quieter hours between 10 p.m. and 8 a.m. daily. If a neighbor approaches you with a reasonable request to keep the noise down at any time (24 hours a day, 7 days a week), we expect you to respect the “courtesy policy” always in effect: that is, you respond to their request in a courteous and considerate manner.
The Staff

**Area Office Staff, Rochester Management Inc.**
The area office staff are RMI employees who are specially trained to field most of your initial questions regarding leases, rent, payments, work orders, etc. They are extremely knowledgeable and can get you connected with other resources on and around campus. You can never go wrong by starting with your area offices!

**Graduate Housing Operations Manager**
The operations manager is a University of Rochester employee who is responsible for a number of functions involving applications, waiting lists, assignments, and transfers.

**Assistant Director for Graduate and Family Services**
The assistant director is a University of Rochester employee with oversight of the resident director, the GCAs, and much of the programming and special events that take place in the communities. In addition, the assistant director meets with residents regarding concerns or conduct issues in the community.

**Resident Director for Graduate and Family Services**
The resident director is a University of Rochester employee who directly supervises the GCAs and their programming efforts. The RD lives in Whipple Park and is responsible for building community and mediating regular issues that arise in each area.

**Graduate Community Assistants (GCAs)**
The GCAs are all University of Rochester graduate students. They are fantastic resources if you need information from those who have likely been in your shoes at some point. Each GCA designs programs and events for the community in which they live. If you see a GCA out and about, be sure to say hello!
Frequently Asked Questions

Where can I park?
Each residential community has parking lots directly on site. Depending on space and availability, you may have the option to secure a parking permit in a variety of locations. All questions can be directed to the Department of Transportation and Parking Management at (585) 275-4524.

Is my apartment furnished?
Though most of our apartments are unfurnished, we do offer some furnished units (Goler House only) based on availability.

When can I move in?
After receiving your assignment and scheduling an arrival date, you need to sign your lease paperwork at the area office of your community. You will receive keys to your unit promptly after signing your paperwork.

How do I find a roommate?
Roommates must be full-time, University of Rochester graduate students in order to qualify. We encourage you to utilize physical message boards in the communities and in your academic spaces, as well as our Facebook page, @URGRADHOUSING, and blog, https://blogs.rochester.edu/urgraduatehousing/news-events/roommate-search.

What is there to do around here?
Wonderful that you asked! Check out the “All About Rochester” section of this booklet for more information.

Who is eligible to live in graduate and family housing?
Leaseholders and registered roommates must be full-time University of Rochester graduate students. Partners and children are also allowed to live in housing with a qualifying leaseholder.

What are some important things to consider bringing/purchasing?
Essential items to consider are window coverings, lamps, a vacuum, broom and dustpan, extra lightbulbs, towels, and bedding.

Where can I do laundry?
Each community comes equipped with a dedicated laundry facility containing coin-operated washers and dryers.

What should I do with belongings I no longer want when I move out?
Items must be disposed of properly (see your area office for information regarding large pieces of garbage/waste). You can also consider selling items or giving them away to another resident. Remember that mattresses must ALWAYS be disposed of or taken with you upon move-out.

How do I contact Campus Safety?
The Department of Public Safety can be reached 24 hours a day, seven days a week. The phone number is (585) 275-3333.

Can I smoke inside or outside my apartment?
The University and all University owned property is mostly tobacco-free. There are a small number of designated smoking stations, where tobacco products may be used. Smoking inside is a serious fire safety concern and is never allowed.

What do I do about cable and internet?
These services are not included in your rent. You may contact an area provider. Satellite dishes are not allowed.

Am I allowed to have an air conditioner?
Permission to install air conditioners must be requested at the area office. Please note that, if granted permission, there is an annual utility charge of $100–$150 per air conditioner unit in use.

How do I use my garbage disposal?
If your kitchen sink is equipped with an electric garbage disposal unit, it will dispose of most food scraps quickly and efficiently, but it must not be used for bones, corn husks, hard or stringy materials such as celery or broccoli stalks. Always remember to run cold water when the disposal unit is in use.

Can I have my own washing machine?
No. In-apartment washing machines or washer/dryer combos that tap into a water line are strictly prohibited.
All about Rochester

The city of Rochester is situated on the southern shore of Lake Ontario. It is part of New York’s breathtaking Finger Lakes region. Known for its vast selection of family-oriented activities and attractions, Rochester hosts nearly two million visitors each year. It is the third-largest city in New York State, and a little more than one million people live in the Rochester metropolitan area. In 2010, USA Today named Rochester one of the top-ten college towns among midsized metropolitan areas.

Rochester is home to two national historic landmarks open to the public, the National Susan B. Anthony Museum and House and the George Eastman Museum. Adults and children are entertained in one of the largest children’s museum in the US at the National Museum of Play at the Strong, also home to the National Toy Hall of Fame.

Getting Around

- Greater Rochester International Airport (www2.monroecounty.gov/airport-information.php)
- Amtrak Train Service (www.amtrak.com/home.html)
- Regional Transit Service (www.myrts.com)
- Uber and Lyft rideshare programs

Weather

In general, Rochester, gets 34 inches of rain per year. The US average is 39. Average snowfall is 84 inches. The average US city gets 26 inches of snow per year. The number of days with any measurable precipitation is 81. On average, there are 165 sunny days per year. The July high is around 81 degrees. The January low averages 18 degrees Fahrenheit.

Sperling’s comfort index for Rochester is a 46 out of 100, where a higher score indicates a more comfortable year-around climate. The US average for the comfort index is 54. The index is based on the total number of days annually within the comfort range of 70–80 degrees and includes a penalty for days of excessive humidity. (Courtesy of www.bestplaces.net/climate/city/new_york/Rochester.)

Nearby and Specialty Grocery Stores

- African Caribbean Market: 1415 N. Clinton Ave., (585) 266-8610
- Brighton Farmers’ Market: 1150 Winton Rd. S. (Brighton High School parking lot); open Sundays 9 a.m.–1 p.m., May–October; www.brightonfarmersmarket.org/
- Namaste Indian Grocery: 3047 W. Henrietta Rd., (585) 424-2980
- Tops Friendly Markets: 1900 Clinton Ave. (Tops Brighton Plaza), (585) 442-2990, www.topsmarkets.com
- Wegmans: 650 Hylan Dr. (across from Marketplace Mall), (585) 424-7255; 3195 Monroe Ave. (Pittsford Plaza), (585) 586-6680; www.wegmans.com
25 (plus) things to do before you graduate

1. Attend the Rochester International Jazz Festival in late June. Or, better yet, go to a few festivals, including Park Ave., Corn Hill, Fringe, Lilac, and so many more fantastic options.

2. Buy groceries at one of the many Wegmans.

3. Visit the Memorial Art Gallery—bring your student I.D. badge to get in for free (pay extra for visiting exhibits).

4. Check out the University’s Eastman School of Music, which *Newsweek* magazine has declared to be the “hottest music school in America,” and listen to hundreds of free concerts.

5. Visit the Finger Lakes region to try some of the best wines in the US and explore some of New York State’s quaintest small towns and most scenic natural beauty; the spectacular gorges, waterfalls, and long lakes are products of the Ice Age.

6. Tour the Erie Canal locks in Pittsford. Take the boat from Schoen Place; after the cruise, dine on the deck at Aladdin’s Natural Eatery. Make sure you save room for ice cream at nearby Pittsford Farms Dairy.

7. Kayak Irondequoit Creek downstream from Ellison Park to Irondequoit Bay.

8. Great Lakes Seaway Trail shoreline is home to a fascinating collection of 28 historic lighthouses and two modern replicas. Several of these lighthouses are nearby, including the Charlotte-Genesee Lighthouse.

9. Take a trip to Letchworth State Park. (Letchworth looks like a mini Grand Canyon!)

10. Go out to eat at Good Luck Restaurant.

11. Order a craft cocktail at Cheshire (.. if you can find it!).

12. Go camping in the Adirondacks when you have a free weekend.

13. Take a road trip south to the Corning Museum of Glass. (If you like sports, add the nearby Baseball Hall of Fame to your itinerary.)

14. Speaking of sports, if you’re a fan of... soccer—Rhinos (men) or Ravens (women); baseball—Red Wings; hockey—Amerks; lacrosse—Knighthawks; football—Buffalo Bills.

15. Visit the Public Market every Saturday—grab some coffee at Java’s and take in all the fresh food vendors.

16. If you are itching to go to the beach, take a 30-minute drive west to Hamlin Beach State Park (it’s the closest thing around to what we think of when we think “beach”). You can even reserve pavilions for a cookout. (Both Charlotte and Durand Eastman Beaches are closer to the University at only about a 15-minute drive north.)

17. Fill up at Food Truck Rodeos in the summer.

18. Take a stroll through Highland Park and smell the lilacs (best seen during the Lilac Festival).

19. Subscribe to a season of shows at one of many local performing arts venues: the Auditorium Theatre is home to the Rochester Broadway Theatre League (RBTL); Kodak Hall at Eastman Theatre hosts the Rochester Philharmonic Orchestra (RPO), and the Geva Theatre Center offers a broad range of productions on its two stages.

20. For awesome views of the city, watch a sunset or sunrise from beside the reservoir at Cobbs Hill Park.

21. See a movie at the historic Little Theatre, which dates back to 1929 and whose five intimate theaters feature independent and foreign films; the Cinema Theater, built in 1914 and one of the oldest continuously operated motion picture theaters in the US; or the Dryden Theatre at the George Eastman Museum, one of the very few theaters in the world that can project original 35mm nitrate film (from its own vaults and other archives).

22. Visit Monroe County’s Seneca Park Zoo, which first opened in 1894 and has grown to include 20 acres and more than 90 species.

23. Visit the Dancing Wings Butterfly Garden at the National Museum of Play at the Strong museum, which also houses the world’s largest and most comprehensive collection of historical materials related to play and is home to the International Center for the History of Electronic Games, the National Toy Hall of Fame, and the World Video Game Hall of Fame.

24. See a laser show at the Rochester Museum & Science Center’s Strasenburgh Planetarium.

25. For a weekend excursion, stay in Niagara-on-the-Lake (not to be confused with Niagara Falls), where you can shop small boutiques and stroll picturesque streets.

26. Chow down on delicious barbeque at Dinosaur Bar-B-Que or Sticky Lips BBQ Juke Joint—you decide which one has the best barbeque!

27. Take a summertime drive to Canandaigua’s Sonnenberg Gardens and Mansion State Historic Park and saunter through the serene 50-acre late-19th-century Victorian estate with Queen Anne–style mansion and nine formal gardens of the world.

28. Go ice skating outdoors at Dr. Martin Luther King Jr. Memorial Park at Manhattan Square (in the city) or Highland or Genesee Valley Parks close to River Campus.

29. Head off to Bristol Mountain—a drive of less than 40 miles—to ski all winter on its 35 slopes and trails; most are lit at night, and all have state-of-the-art snowmaking equipment.
Office of Residential Life and Housing Services
020 Gates Wing, Box 270468
Rochester, NY 14627-0468
(585) 275-3166
Fax: (585) 276-1886

Office Hours: 8:30 a.m.–5 p.m.

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