Welcome!

Hill Court
Area Office
112 Gale House
PO Box 270462
(585) 273-5853
Office Hours:
Monday – Friday
8:30am- 5:00pm

www.rochester.edu/reslife
hillcourt@reslife.rochester.edu

Like us on Facebook
https://www.facebook.com/pages/University-of-Rochester-Hill-Court/285099148301193

Public Safety is available 24 hours a day:
(585) 275-3333
Emergency Information
In case of an emergency, call Public Safety at (585) 275-3333 and let the dispatcher know you are on UR Campus.

Maintenance
If you experience a water leak, loss of power, or other disruption of services, then please notify your CA or call the Area Office. If this occurs after hours, call Facilities Customer Service Center at (585) 273-4567. Please remove personal belongings from the area that needs repair. In the event of an emergency staff may need to enter your room.

Illness or Injury
In the event that you become ill or injured and need help, notify your CA. In case of an emergency, call Public Safety (585) 275-3333. The Medical Emergency Response Team (MERT) and a Public Safety officer will respond. They will dispatch an ambulance as needed.

In the Event of a Fire
Safely evacuate the building when you hear the building fire alarm or the smoke detector in your room. Use the stairwells. Be sure that you know their location. If you see smoke, then pull the building fire alarm, safely evacuate the building, stand at least 30 feet from the building and then call to notify Public Safety.

Lockouts
Carry your keys and ID with you at all times. If you are locked out and your suitemates are not around, you may borrow a loaner key for up to 24 hours from the Area Office during office hours. Otherwise the CA on duty will let you in during standard duty shifts. Our staff will only let in the resident(s) officially assigned to the room/suite regardless of the circumstances. Public Safety will only respond to lockouts in an emergency. Do not attach your ID card to your keys.

Personal Safety
Always lock your room and apartment/suite door and carry your ID card with you. Do not prop doors. Propping doors endangers everyone who lives in the area. When walking on campus, it is good to use the “buddy system.” Additionally, a campus escort service is available evenings by contacting Public Safety. Note the location of the Blue Light Emergency Phones which give you direct access to UR Public Safety. If you are ever the victim or witness of a crime, call Public Safety.

Room Changes
All room changes require prior approval from the ResLife Office located in 020 Gates, in order to assure proper billing and accurate housing files. Once permission is granted, please complete the room change within 48-hours, return all keys, and paperwork to the Area office.

Roommates/Suitemates
Please speak with your CA if you need assistance mediating a dispute or any problems between the people with whom you live.

Student Furnishing
Do not remove furniture from your room and/or living area. Do not take furniture out of the lounges or other public spaces. Personal mattresses are not permitted unless approved by the Area Office and University Health Services (UHS): (585) 275-2662.

Hanging Items on Walls
Residential Life and Housing Services has a firm and uniform policy prohibiting the use of nails or thumb tacks to hang posters or pictures in student rooms. Please use 3M command strips, poster putty or blue masking tape (commonly known as painters making tape).

Storage
There is no student storage available. All students’ possessions must be removed from all areas at the time of your check-out. Failure to remove items from your area will result in an Abandoned Property charge along with other possible charges based on the overall condition of the vacated room/suite.

Telephones
University telephones are no longer installed in every room, due to in the creased use of mobile phones. These phones are available upon request. If you are interested, you may obtain additional information from Telecommunications at (585) 274-HELP.

Trash
All residents are responsible for removing their own garbage from their rooms, apartments, and suites. In Hill Court, trash chutes are located on each floor for garbage disposal. Pizza boxes and other large items should not go down the chutes or placed in hallways. Take large items to appropriate areas for disposal. Be responsible and take care of your own garbage.

Bike Storage:
Limited bike storage will be available. You are responsible for removing your bike upon check-out at the end of each semester. Bikes left after you have departed for the semester will be considered abandoned property.

Transit:
Below is a list of several local Taxi Services:
All Around Town (585) 232-2300
Associate (585) 232-3232
Checker Cab (585) 325-2460
Marketplace Cab (585) 274-2222
Buses and Shuttles:
For more information about buses and shuttles, go to http://rochester.edu/parking/options/busesandshuttles.html

Miscellaneous Tips and Information
Cooking
Cooking is permitted in designated cooking areas (i.e. kitchens). Residents are responsible for cleaning the kitchen and their dishes immediately after use. Kitchens may be closed due to improper use.

Hall Government
The Hall Council plans events and hold regular meetings that are open to all residents. Events often include activities and celebrations. All residents are encouraged to be involved in the planning.

Laundry
Coin operated laundry facilities are available in the basements of Fairchild and Munro. The cost is $2.50 to wash, drying is free. Share these spaces and respect each others’ items. Do not steal. Machines that are out of order should be reported to (585)503-2361. Please see individual machines for proper usage.

Lost/Stolen ID Cards
Lost/Stolen ID cards must be replaced at the ID Office located in Susan B. Anthony Hall. The cost for a replacement card is $15.00.

Packages
The Area Office CANNOT accept personal packages. All packages sent to you on campus must be addressed to your CMC box number. Packages can be picked up from the Todd Union Post Office using a photo ID.

Multiple Locations for Reservations:
The Area Office will be happy to assist you with the planning of your events by reserving a location. These spaces are available for reservations:
- Munro Practice Room
- Gale Seminar Room
- Chambers Video Room
- Kendrick Multipurpose Room
- Slater Conference Room
- Slater Game Room

* We have multiple rooms available for residents to use. Be sure to reserve the rooms through the Area Office during business hours (Mon. – Fri. 8:30am – 5pm). Rooms can ONLY be reserved for 24 hours.

The Area Office can help you with:

Lost Keys/Loaner Keys
Room/Location Reservations
Hall Council Information
Program and Event Planning Information
Special Interest Housing Information
Greek Housing Information
Check-In and Out Procedures

Other Available Services:
- For Room Repairs, call (585) 273 – 4567 or Online: http://www.facilities.rochester.edu/service_request.phpn
- Washer/Dryer Repairs call (585) 503-2361
- For Cable problems, call (585) 756-5000
- For room changes, call the main ResLife office located in 020 Gates, SBA Hall (585) 275-3166.
- Vending Machine Repairs or Refunds (888) 361-9074

Hill Court Service Desk:
The Hill Court Service desk is located in the tunnel of Gale House. Hours of operation and services will be posted. General services include cleaning equipment sign-out, garbage bags, games, phone books, light bulbs, and check-in/check-out assistance. Direct line to the service desk: (585) 273-5855.

Hill Court CA on Duty:
The Hill Court CAs are on duty nightly. If you need to contact the CA on duty, look for their number posted on multiple floors or stop by the service desk and say hello. CAs will be at the service desk between 9PM and 11PM.

Useful Campus Numbers:
College Center for Academic Support (585) 275-2354
Bursar's Office (585) 275-3931
Campus Bookstore (585) 275-4012
Center for Excellence in Teaching and Learning (585) 275-9049
Facilities (585) 273-4567
Financial Aid (585) 275-3226
ID Office (585) 275-3975
Interfaith Chapel (585) 275-4321
Library – Circulation Desk (585) 275-4471
Parking Office (585) 275-3983
Pest Control (585) 275-3241
Post Office (Todd Union) (585) 275-3991
Residential Life (main office) (585) 275-3166
Public Safety non-emergency (585) 275-3333
Time Warner Cable/Internet (585) 756-5000
Time and Temperature (585) 274-TEMP
Registrar (585) 275-8131
University Health Services (585) 275-2662
University Counseling Center (585) 275-3113
University IT (585) 275-2000

Residential Life Policy Information
Fire Safety
Candles, incense, propane, charcoal, lighter fluid, fireworks, or any open-coil and open-flame devices are not allowed in our halls. Please be aware of everyone’s safety. If you cover a smoke detector you are endangering the lives of everyone else. Violations of this kind may lead to removal from housing.

Quiet and Courtesy Hours
Quiet hours are in effect Sun – Thurs, 12am to 8am. Fri and Sat quiet hours are 2am to 10am. Courtesy hours are 24 hrs a day. Please note: A resident’s right to study or sleep takes precedence over another’s right to make noise.

Alcohol and Drugs
The legal drinking age in New York State is 21 years of age. Residents of legal drinking age may consume alcohol in the privacy of their room and/or in their suite unless they are with students who are not of age.
- Underage drinking is a violation of State law and University policy. Residents who violate the law and the policy will be subject to disciplinary action.
- Funnels, beer-pong (Beirut) tables, other drinking game paraphernalia, kegs, mini-kegs, beer balls, boxed wine, and other multi-serving containers are also PROHIBITED.
- Hosts are responsible for the behavior of their guests at all times. Please consult the Alcohol Policy for these standards.
- All illegal substances (any drug not prescribed to you and all drug paraphernalia) are PROHIBITED.

Roofs:
Residents are prohibited from being on the roof of any building.

Balconies:
Balconies are both a privilege and responsibility:
* NY State Fire Safety Law states: smoking and the use of grills is PROHIBITED on balconies.
* Do NOT leave University furniture on the balconies. Furniture left on the balconies, and damaged by weather, will be replaced and the members of the suite will split the cost of the replacement.
* Bikes are not allowed to be stored on balconies as they could inhibit egress during a fire
* Throwing garbage, bottles, personal items, or furniture from the balconies will not be tolerated.
All suites on the side of the building where garbage has been thrown will be subject to billing for the maintenance of the area by the Grounds crew.

Social Gatherings:
Parties are NOT PERMITTED in the residence halls. Parties are defined by behavior and atmosphere, as well as excess of room occupancy. While we encourage our residents to be social, they should do so without breaking any University, State, or Local laws (including, but not limited to underage drinking, drinking games, and/or noise policies). Social gatherings will be asked to disband if there are any disturbances to the community.

Barbecues
Charcoal grills are permitted but MUST be used outside the halls and 30 ft. / 10 meters away from the buildings. Feel free to use the BBQ grill in front of Gale, or to set up a charcoal grill away from the building. Coals should be emptied into exterior (metal) trash containers. Call Facilities for charcoal removal.
Please store all flammable material off campus or buy and use immediately. The owner of the grill may be subject to disciplinary action if not in compliance with UR policies.

Fire Equipment
Every room/suite/apartment has a smoke detector and every floor is equipped with a pull station. Tampering with any of this equipment endangers all residents. Do not cover the smoke detector, hang things from it, or in any way hinder the unit from working. Penalties for tampering with or for pulling a false alarm may include REMOVAL FROM HOUSING and/or CRIMINAL CHARGES. This includes failure to evacuate the building during an alarm.

Pets (Fish ONLY)
No air-breathing pets allowed. The only pets allowed will be fish in a small aquarium (no larger than a 5 gallon tank). Dogs, cats, rabbits, ferrets, insects, spiders, and snakes are strictly prohibited in student housing. Consequences for breaking this policy could include REMOVAL FROM HOUSING.

Smoking
All UR undergraduate housing is smoke-free. You may NOT smoke in your room, suite, or bathroom. If you choose to smoke outside you must be 30-feet from the entrance of any building.

Vandalism
Replacement/repair costs for damage in community building areas (hallways, stairwells, foyers, etc.) may be divided among the residents of the building if the responsible parties cannot be identified. This billing includes removal of trash left after check out. Vandalism is preventable.

Courtesy Phones
Phones have been installed in suites and several locations. Respect them and use them to make local calls.

Visitor Policy
With the advanced permission of the roommate/suitemates, residents are allowed to have overnight guests up to 3 consecutive nights and NO more than 4 nights in a calendar month.

Additional information about policies and procedures can be found in UR Here, Student Handbook, your housing contract or visit: www.rochester.edu/reslife/