Riverview & Brooks Crossing Handbook

Fraternity Quad/ Upper-class Apartments Area Office: 585-276-6839
Located in B114 Sigma Epsilon House- basement entrance off of faculty Road

Riverview (Somerset) Maintenance Offices- Building C: 585-235-2161
Brooks Maintenance issues- Area Office- 585-276-6839

Riverview/ Brooks Crossing CAs
Emily Dorian - Brooks Crossing
Ian Gabalski - Brooks Crossing
Matthew Dalzell - RVA
Will O’Brien - RVB
Karen Fu - RVB
Chee Kong - RVC
Cleopatra Saira - RVC
Shivali Mukerji - RVD + RVE
Emergency Information
In case of an emergency, call Security at (585) 275-3333 or DIAL 911 and let the dispatcher know you are on UR Campus.

Illness or Injury
In the event that you become ill or injured and need help, notify your CA. In case of an emergency, call Security (585) 275-3333. The Medical Emergency Response Team (MERT) and a Security 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. NEVER USE AN ELEVATOR IN THE EVENT OF A FIRE! 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 Security.

Lockouts
Carry your keys, access card, and ID with you at all times. If you are locked out and your suitemates are not around, then you may borrow a loaner key for up to 24 hours from the Area Office. 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. Security 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 Security. Note the location of the Blue Light Emergency Phones which give you direct access to UR Security. If you are ever the victim or witness of a crime, call Security.

Room Changes
All room changes require prior approval from the ResLife Office located in Gates 020, 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/Apartment-mates/Suitemates
Please speak with your CA the RD 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). UHS, (585) 275-2662.

Storage
There is no student storage available. All student 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 on the overall condition of the vacated room/suite.

Telephones
University telephones are no longer installed in every room. Due to increased use of mobile phones, they have been removed. 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 Brooks Crossing, 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. Be responsible and take care of your own garbage. Take large items to appropriate areas for disposal.

**Recycling**
Residents are asked to be responsible for their own recyclables and garbage disposal in each Area.

**Bike Storage:**
Bike racks are available outside of Riverview Apartments at various locations, as well as outside of Brooks Crossing. Brooks Crossing additionally will have a bike room for indoor storage. Bike storage is only available during the Academic Year. 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.

**Hall Government**
The Hall Councils plan events and hold regular meetings that are open to our residents. Events often include festivals and celebrations. All residents are encouraged to be involved in the planning.

**Laundry**
Coin operated laundry facilities are available in the basement of Riverview with the exception of Building F. The cost is $2.50 to wash (drying is free). Share these spaces and respect each others’ items. *Note - Please see individual machines for proper usage.

**Lost/Stolen ID Cards**
Lost/Stolen ID cards must be replaced at the Customer Service Center located in Susan B. Anthony Hall. The cost for a replacement card is $10.00.

**Packages**
The Area Office cannot (and will not) accept personal packages. All packages sent to you on campus must be addressed to your CMC box number. A photo ID is needed to pick up a package from the Todd Union Post Office.

**Multiple Locations for Reservations:**
The Area Office will be happy to assist you with the planning of your events by reserving a location. The only space open for reservation is building F in Riverview. Please stop by the office during normal business hours to do so.

**The Area Office can help you with:**
- Lost Keys/ Loaner Keys (Brooks Crossing)
- Room/Location Reservations
- Hall Council Information
- Program and Event Planning Information
- Special Interest Housing Information
- Greek Housing Information
- Check-In and Out Procedures

**Riverview Maintenance**
If you experience a water leak, loss of power, or other disruption of services, then please notify a Somerset Employee on the first floor of Building C. The Somerset office will be staffed on site between 8:30am – 5:00pm, Monday – Friday. Their office number is 585-235-2161. After business hours, call Somerset Customer Service at 585-474-1792. Please remove personal belongings from the area that needs repair. In the event of an emergency staff may enter your room.

**Brooks Crossing Maintenance**
Brooks Crossing maintenance requests will go directly through the area office located in the basement of Sig Ep. For maintenance request during the day please contact 585-276-6839. For after-hours call please contact the CA on duty or Public Safety.

**Other Available Services:**
- For Cable problems, call (585) 756-5000
For room changes, call the ResLife office at 020 Gates, SBA Hall (585) 275-3166.

Riverview/Brooks Crossing CA on Duty:
The Riverview CAs are on duty nightly. If you need to contact the CA on duty, look for signs posted.

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 Office (585) 275-3166
Security 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
The following is a partial listing of the policies of most day-to-day concern for residents:

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 with other of age peers.
- 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 time. Please consult the Alcohol Policy for these standards.
- All illegal substances (any drug not prescribed to you) and all drug paraphernalia are PROHIBITED.

Social Gatherings:
Parties are NOT PERMITTED in the apartments. 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.

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 several locations. Respect them and use them to make local calls.

Visitation
With the advanced permission of the roommate/suitmates residents are allowed to have overnight guest 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

Bar-be-cues
Charcoal grills and gas grills are permitted but MUST be used 30 ft. away from the buildings. 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. For more information please review our Environmental Health and Safety guidelines: www.safety.rochester.edu

NEW!! Posting Policy!- Hanging items on room and apartment walls:
Residential Life and Housing asks that students residing in Riverview Apartments and Brooks Crossing use only the following:
- 1 inch penny nails
- thumb tacks
- Poster putty
to hang posters or pictures in their rooms. The use of tape and 3m hooks could result in damage to the walls. Students are responsible for any damages that occur in their room during the time of occupancy.