

Welcome to Apartment Living at the University of Rochester.

We are so glad **UR** here!



**Hill Court  
Area Handbook  
2022/2023 Academic Year**

## Office Information

### Hill Court and Southside area office:

Contact: 585-273-5866

Email: hillcourt@reslife.rochester.edu

Located in Hill Court Gale House.

Office Hours: Monday-Friday, 8:30am-5:00pm

## Staff Information

### Area Coordinator, Hill Court and Southside Areas

The Area Coordinator is a full time, master's level professional who is responsible for the day-to-day operations of the Hill Court and Southside areas. The Area Coordinator supervises the Graduate Head Resident, and indirectly supervises the Resident Advisors. The Area Coordinator also serves in the on-call crisis response rotation, as a student conduct-hearing officer, and a general support system for the students living in the community.

#### Contact Information:

Courtney Enderline, M.Ed. (she/they)

112 Gale House

Hill Court RD

585-273-5866

cenderli@ur.rochester.edu

### Other staff available to help you:

#### Graduate Head Resident (GHR)

The Graduate Head Resident is a current graduate student at the University of Rochester. They supervise the Resident Advisor staff, as well as serve as a resource for students living in the community.

#### Resident Advisors (RAs)

The Resident Advisors are a team of undergraduate students who go through extensive training to be able to support students living in the community. Specific contact information will be posted throughout your building, as well as communicated to you electronically.

**RA Duty hours are 8:00pm-8:00am. The RA on duty phone number is 585-354-6306.**

In case of an emergency, call Public Safety at (585) 275-3333 or DIAL 911 and let the dispatcher know you are on UR Campus.

### Leadership Ambassadors

Hill Court is served by the Hill Court Leadership Ambassadors. Leadership Ambassadors organize activities, allocate funds to various building activities, and advise the administrative staff and Area Coordinator on any issues. They function as a component of the Residence Hall Association (RHA). Their budgets are a portion of the student residential activities fee. Interested in becoming a Leadership Ambassador? Contact your Resident Advisor for more information.

### Illness or Injury

- In the event that you become ill or injured and need help, notify your RA/ the RA on duty.
- In case of an emergency, call Public Safety (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 Public Safety.

### Lockouts

- Carry your keys, and UR 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 (112 Gale House).
  - Lost keys will result in a lock change, and you will be charged \$54.50 for a room key and \$79.50 for a suite key or
  - \$97.50 for both keys. After the last day of class the lock change fee is \$125.
- The RA on duty will let you in during duty shifts (8pm-2am).
  - Our staff will only let in the resident(s) officially assigned to the room/suite regardless of the circumstances.
  - After 2am please call Public Safety for lock outs.

### Personal Safety

- Always lock your room and apartment/suite door and carry your ID card with you.
- Do not prop main doors. Propping main 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.

## Balconies

Balconies are both a privilege and responsibility:

- NY State Fire Safety Law states: smoking of any kind and the use of grills is PROHIBITED on balconies.
- Do NOT put University-owned 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.
- Do not hang corporate signage or paper signs from the balcony.

## Room Changes

- All room changes require prior approval from the Central Residential Life Office located in 020 Gates (Susan B. Anthony Hall), 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 in order to avoid additional charges.

## Roommates/ Suitemates

- Please speak with your RA if you need assistance mediating a dispute or any problems between the people with whom you live.
  - Disputes such as but not limited to: cleanliness, guest policy, noise etc.
- It is encouraged that you have a conversation with your roommate(s) about what is bothering you. People are not mind readers and, therefore, cannot know you are upset with them if you do not talk about it.
- If you believe that completing a “shared living agreement” form would benefit you and your roommate(s), please ask your RA for one.

## Cooking

- There are kitchens located in the tunnels of Kendrick and Gale. Residents are responsible for cleaning the kitchen after each use; failure to do so will result in the closing of the kitchens.

### Student Furnishing

- Do not remove furniture from your room and/or living area.
  - If you are missing furniture at the end of the year and it was not originally documented as missing, you will be charged for the replacement.
- Do not take furniture out of the lounges or other public spaces.
- Do not put university owned furniture on the balconies.
- Personal mattresses are not permitted unless approved by O20 Gates and Disability Services and Support, (585) 876-5075.

### 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.

### Trash & Recycling

- All residents are responsible for removing their own garbage and recycling from their rooms, apartments, and suites.
- Trash chutes are located on each floor for garbage disposal.
  - Pizza boxes and other large items must **not** go down the chutes or placed in hallways. Putting boxes in the trash chutes will cause the trash to become stuck in the chute.
  - Take large items to appropriate areas for disposal.
    - Place all broken down cardboard in the loading dock.
  - Do **not** leave bags of trash on the floor in the trash chute room; doing so will not only make the building smell like trash, but will also attract mice.

### Facilities

- The Environmental Service Worker (ESW) staff works to keep our residence halls safe, clean, and attractive.
  - A staff clean your bathrooms, hallways, lounges, and public areas.
  - They do not clean student rooms, and they are not responsible for cleaning areas that are excessively dirty or have been disrespectfully vandalized.
- The ESWs are in your hall every morning until early afternoon and will typically enter your suite weekly on the same day each week. We encourage you to get to know and appreciate these wonderful, hardworking people.
- For other maintenance requests, there are two ways to process a work order:
  - 1) call (585) 273-4567, or
  - 2) place a work order online at [www.facilities.rochester.edu](http://www.facilities.rochester.edu).
- If you experience a water leak, loss of power, or other urgent disruption of services, call the facilities number and the RA on duty. If this occurs after hours, the facilities customer service representative will still submit a work order and help determine if on-call personnel should be alerted. Please remove personal belongings from the area that

needs repair. In the event of an emergency, staff may need to enter your room.

### **Pest Control**

- For routine or priority concerns, call EHS at (585) 275-3241.
- Complaints of roaches, mice, ants, flies, bees (outside), and most other pests, especially if outside, can generally be considered a routine call and can be called into the EH&S phone mail for service the next working day.
  - Also they do not provide the service of removing dead mice from traps after normal working hours.
  - The complainants can throw away the entire trap and they will set a new one the next working morning.
- Priority pest problems include: a bat in an unoccupied space or hallway, bees confined to a room that can stay unoccupied for a period of time, birds inside occupied space (however, where there are very high ceilings there may be little they can do about it), wild animals outside acting strangely, and bed bugs.
- For emergency pest control issues, call DPS at (585) 275-3333. Emergency pest control issues include: a confirmed raccoon, squirrel or skunk inside a habitable space, a bird or bat in any enclosed and occupied space where the occupant must remain, a rat (confirmed rat, not a mouse) in an occupied space, or a swarm of bees inside an occupied room where the occupant must remain.

### **Bike Storage**

- Bike racks are available outside of Hill Court at various locations.
  - Bikes left after you have departed for the semester will be considered abandoned property.

### **Laundry**

- Laundry facilities are available in the tunnels of Fairchild and Munro.
  - Laundry is pre-paid and included in your housing fee.
- Machines that are out of order should be reported directly to the Services Division (x5 VEND).

### **Reservable Rooms**

- Hill Court has several rooms located in the Ground Level (also called the tunnel) which can be reserved for use by groups and organizations who live in Hill Court. Please note that only a Hill Court resident can reserve a room. The rooms are:
  - Chambers Media Room
  - Gale Seminar Room
  - Kenrick Community Room
  - Munro Practice Room
  - Slater Community Room
- Please contact the Area Office during business hours to reserve a room or get more details.

**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 CPU box number.
  - A photo ID is needed to pick up a package from the Todd Union Post Office.

**The Area Office can help you with:**

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

**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  
Public Safety (585) 275-3333  
Time and Temperature- (585) 274-TEMP  
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. For more information please refer to the [University Residential Life](#) and [Center for Student Conflict Management](#) Websites.

### 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**.

### 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, fees, and/or criminal charges**.
  - This includes failure to evacuate the building during an alarm.

### 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.
  - While marijuana is legal in NY state, it is still federally illegal; therefore, marijuana is a prohibited drug.



### 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.
- The amount of people in your apartment at one time can never be greater than double your apartment size plus one.
  - For example, a three-person apartment cannot have more than seven people at one time.

### 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

- University of Rochester is a smoke free campus including the undergraduate residence halls and apartments.
- You may NOT smoke in your room, suite, or bathroom.
- If you choose to smoke outside, please use the designated smoking areas <http://www.rochester.edu/tobaccofree/>

### 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.
- Vandalism is preventable. If you see a community member vandalizing property, address them and report it to your RA/the RA on duty.

### Damages/Cleaning

- To maintain proper health and sanitation requirements please make sure to clean your apartment and your room.
  - Failure to do so may result in additional cleaning fees.
  - This billing includes removal of trash left after check out.
- Your apartment should be left in move-in ready condition (thoroughly cleaned and vacuumed) when you move out. Failure to do so may result in cleaning fees.

**Visitation**

- Guests may visit for up to 72 hours at a time with PRIOR approval from all roommates/suitemates.
  - Please note: A resident's right to privacy (be it a roommate or a suitemate) takes precedence over another's right to visitors.
  - Visitors may be asked to leave immediately if policies are being broken.
  - Please communicate with your room/suitemates before inviting guests into your room/suite.
  - Cohabitation is prohibited.

**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](http://www.safety.rochester.edu)

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