



Housing & Dining



CU Denver Housing & Dining Resident Handbook 2022 – 2023

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Welcome to CU Denver Housing & Dining

CU Denver Housing & Dining is dedicated to serving students attending all institutions on the Auraria Campus, including the University of Colorado Denver, Metropolitan State University of Denver, and the Community College of Denver. CU Denver Housing & Dining currently offers two on-campus living options: City Heights Residence Hall (reserved for first-year CU Denver students) and Lynx Crossing Residence Hall (reserved for all other residential students). In addition, Housing & Dining runs two on-campus dining options: City Heights Dining Hall and Eat Food Market at Lynx Crossing.

By focusing on the holistic student experience, life through Housing & Dining reinforces each student's academic pursuits, as well as our commitment to meaningful connections, leadership development, intercultural competency, and community responsibility. Living on-campus allows students to participate in a wide variety of activities, programs, and living-learning communities designed to enhance students' personal development throughout their college experience. The procedures, policies, and

Lynx Community Living

PHILOSOPHY

The CU Denver Office of Housing & Dining (“Housing & Dining”) strives to provide a home away from home where students can be a part of a safe and inclusive community in an urban environment that fosters student engagement, academic achievement, leadership, and personal development. Part of each student resident’s developmental journey includes learning to live with others and contribute to a community’s development. It is Housing & Dining’s belief that residents have the capacity and desire to be self-directed and responsible members of their community. Residents have the right to influence their community and environment in ways that support their student experience, coupled with the responsibility to keep the community and environment supportive of their student experience.



SMOKE DETECTORS & FIRE EXTINGUISHERS

Please note that the smoke detectors in your bedroom/suite are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan on your microwave; ~~the~~

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equipment themselves. Anyone beginning an exercise program should consult a physician prior to using the fitness center. For the safety of all residents, residents must use the equipment provided in the fitness center.



Laundry Services

Free laundry facilities are provided for resident use in each residence hall. In City Heights, laundry facilities are located on the second, fourth, and sixth floor. In Lynx Crossing, laundry facilities are located on the first floor in the southwest corner of the building. Each resident must provide their own detergent, fabric softener and dryer sheets.

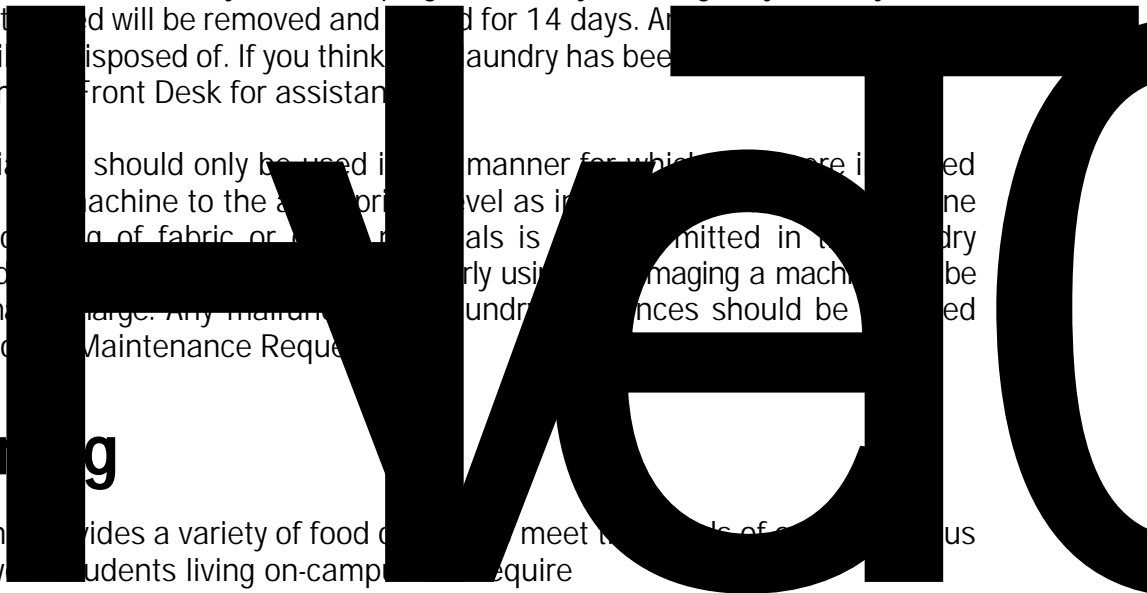
Laundry facilities are checked by housekeeping staff every morning. Any laundry left in the laundry unattended will be removed and held for 14 days. Any laundry not picked up after 14 days will be disposed of. If you think your laundry has been removed from your residence hall, contact the Front Desk for assistance.

All laundry appliances should only be used in the manner for which they are intended (e.g., only filling a machine to the appropriate level as indicated on the machine, if indicated). No use of fabric or other materials is permitted in the laundry machines. Residents are responsible for the proper use of the laundry facilities. Damage to machines assessed a damage charge. Any maintenance or laundry services should be reported immediately through the Maintenance Request system.



Lynx Dining

Housing & Dining provides a variety of food options to meet the needs of our students. First-year students living on-campus are required to purchase a meal plan.



if they are utilizing an established carry-out program (see the front register for more information). When dining at City Heights Dining Hall, diners are required to clean up after themselves, which includes removing dishes to the dish return area. Diners may not re-enter the dining hall once they have exited without paying for another entry. No individual may enter the dining hall without payment.

EAT FOOD MARKET @ LYNX CROSSING

The Eat Market @ Lynx Crossing is a retail location where diners may purchase items with cash, credit card, and flex cash; the facility also offers meal swipe exchange combos. This is not an all-you-care-to-eat facility, but does offer a Starbucks coffee bar, a Natural! Smoothie/juice bar, deli, and rotating à la carte food options. Eat Market @ Lynx Crossing offers both dine-in or carry-out options.

ADDITIONAL FOOD OPTIONS

Lynx Dining oversees additional food options on campus that are open to the public and also accept payment through meal plan and Flex cash. These restaurants currently include Qdoba Mexican Eats and Einstein Bros Bagels. See the Lynx Dining website at <https://lynxdining.sodexomyway.com/> for more information.



Meal Plans

Meal plans are loaded onto each individual resident's CU Denver/school ID card. ID cards can be obtained through the [Auraria Campus ID Station](#) located in the Tivoli Student Union. ID cards must be in working order with the swipe function working and a clear student photo displayed in order for meal swipes to be utilized. Damaged or lost ID cards must be obtained directly through the ID Station. The Office of Housing & Dining will not be able to replace any CU Denver/school ID cards.

Meal plans are strictly to be used by the resident holding the meal plan. Residents are not permitted to use their meal cards swipes to pay for guests to eat in any Lynx Dining

these credits will be forfeited and not refunded to the resident. Flex cash credits are uploaded on a monthly basis and meal swipes on a weekly basis. Please note that you may not spend more than your monthly flex deposit in a single day; exceptions will not be made during move out period in May.

MEAL PLAN DURATION

Residents who cancel their meal plan will lose all meals and flex cash balances at the time

visible in the front windshield of the vehicle, the vehicle could be subject to warning stickers and/or towing at the owner's expense. The deadline for displaying permits is the first day of classes each semester. Residents will be charged a replacement fee for any lost, stolen, or damaged parking permits.

In the event that your vehicle registration changes after the census date, you must contact the Housing & Dining at housing@ucdenver.edu to make Housing staff aware of any and all changes prior to parking the new or updated vehicle in the Lynx Crossing parking lot. Failure to provide a valid (up-to-date) vehicle title (tag) and (no) ID (5) 9

General Housing & Dining Procedures



Move-In & Move-Out Procedures

MOVE-IN

Prior to moving into CU Denver Housing & Dining, all residents will be provided an electronic copy of all required move-in paperwork. All residents must complete this paperwork and have their school ID in hand before checking into their assigned residence hall. Upon moving into CU Denver

Any resident who would like to extend their move-out date past the date specified in their contract must receive written approval from the Associate Director of Residence Life or designee. Typically, only residents who are graduating or have a final exam on the last day of the contract will be provided with extension approval; however, all extension requests received by the provided deadline will be evaluated on a case-by-case basis.

WINTER BREAK HOUSING

City Heights Residence Hall is closed over the Winter Break period, and City Heights residents will not be permitted to stay in City Heights over this break period. City Heights residents **(b)** have to fully move-out of City Heights for Winter Break. They will be provided information on how to prepare their room (o)1 (/1)-8.9 Tc 0.0TD(H)3a(i)-1 (n)3a(Td(



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Moving rooms/suites is not the norm. Since our philosophy encourages students to be an active part of their community, each room/suite change request is assessed on a case-by-case basis.

During the year, if you wish to move to another room/suite, the first step is to contact the

- x When residents of legal drinking age are transporting alcohol in and out of the residence hall, the containers may not be visible or opened.
- x Residents of legal drinking age who live in suites with underage residents must keep all alcohol in their personal bedroom behind a locked door at all times.
- x Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance.
- x Alcohol is not permitted in any areas outside of bedrooms or suites.

ALCOHOL BEVERAGE CONTAINERS

To promote healthy, legal consumption of alcohol, full or empty bulk dispensers (kegs, taps, beer bong, beer funnels, shot skis, etc..) and alcohol related paraphernalia (beer pong tables, etc.) may not be brought into the residence halls, regardless of resident's age. In addition, collecting and/or displaying empty alcohol containers or packaging is not permitted, regardless of resident's age.



Appliances

Residents are permitted to bring mini fridges for their personal bedroom. Mini fridges must be no larger than 3.3 cubic feet. Each resident is permitted to bring their own mini fridge; however, due to space limitations, we strongly encourage residents to coordinate with their roommate(s) regarding sharing one mini fridge. Due to electrical and fire safety concerns, microwaves are not permitted in any bedroom for any reason.

There are a number of additional appliances not permitted in the residence halls due to the fire, electrical, or life safety concern they present; please see the Prohibited Items policy for a list of these items. Other small appliances, such as coffee pots, tea kettles, etc., may be brought into the residence hall as long as they are UL-approved and have an automatic shut-off function.



Assault, Abuse, & Harassment

Physical, verbal, and other abusive behavior and threats of any kind toward resident(s) or Housing & Dining staff are strictly prohibited. Displays of any abusive behavior will result in a referral to the University conduct process and violations may result in termination of the housing contract. Refer the [University of Colorado Denver's Sexual Misconduct, Intimate Partner Abuse, and Stalking Policy](#) and the [Student Code of Conduct](#) for more information on prohibited behaviors that fall within this category.



Animals in the Residence Halls

No pets or other animals may be brought into the residence halls. The only exception is aquarium-bound fish (up to a 5-gallon capacity) that are capable of living underwater 24 hours a day. Residents found to have any unapproved pet or animal within the residence hall will be asked to remove the animal immediately. Residents may not feed/shelter stray animals. Residents are obligated to inform Housing & Dining staff of stray animals so action can be taken to remove and protect the animal(s).

Approval for an emotional support animal or service animal must be requested at least ***14 business days before*** a resident brings an animal into the residence halls. Any resident with an unapproved animal will be asked to remove the animal immediately.

Requests for reasonable accommodations, including having a service animal, can be submitted through the CU Denver Disability Resources and Services (DRS) Office. The DRS Office is committed to providing assistance to students with disabilities and coordinate reasonable accommodations in order to provide students equal access to the institution's programs, activities, and services. More information on DRS, including contact information and location, can be found at <https://www.ucdenver.edu/offices/disability-resources-and-services>

For more information on how to request approval for an emotional support animal or notify



Ball Playing

Ball playing (including, but not limited to: b



Disruptive Behavior

According to the University of Colorado Denver Code of Conduct, residents may not interfere with, obstruct, or disrupt a normal university activity. This includes, but is not limited to, behavior that results in injury; damages property; and/or interferes with, obstructs, or disrupts the free movement of any member of the residential community or their guests. Many pranks may be considered disruptive behavior.



Drugs & Marijuana

The use, possession, manufacturing, or sale of marijuana, including medical marijuana or related paraphernalia, used or possessed under Colorado Constitution Article 18, section 14, is strictly prohibited on campus, including in and around the residence halls. The Colorado state constitutional amen



Elevators

If an elevator malfunctions, residents and guests must press the alarm and stay inside until help arrives. Occupants must not attempt to pry open doors or climb out. Residents will be charged the cost of labor and repair needed due to their misuse of elevators. Residents will also be charged the cost to retrieve items dropped down shafts.



Fire & Life

Refer to the [CU Denver Student Code of Conduct](#) for additional university policies on fire and life safety.

"Guests" are defined as any individual who is not checked-in as a resident of the residence hall and/or not assigned to the room or suite they are visiting. This includes, but is not limited to, family members, residents of another residence hall, friends, other Auraria campus students, etc. ~~Other~~

~~Other~~

Residents may only host guests in their bedrooms/suites with the permission of roommates or suitemates. In turn, residents are expected to provide reasonable



Hammocks

Hammocks are not permitted to be hung from any tree, post, or other outdoor space in or around the residents halls unless otherwise indicated (there are posts in the City Heights courtyard for this express purpose). This includes courtyard spaces, parking lots, etc. Furthermore, hammocks should not be hung within the interior of the building, including in any suite, bedroom, common space, etc. Hammocks are intended for temporary use and must be removed immediately after use.

Health, Cleanliness, & Trash Removal



Identification & Visible Badging

All residents, guests and persons on the property are expected to carry identification at all times. Residents and guests must carry a Auraria Campus ID (i.e., CU Denver, MSU Denver, CCD) or guest wristband, respectively. Other persons must carry a form of government-issued identification. All residents and staff must have their campus ID visible on their person when not in their assigned bedroom, suite, or office.

If a person is unable to produce identification, staff will document this and escort them off the property. If a person refuses to leave the property, they will be deemed as trespassing and will be reported to AHEC police.



Noise & Quiet Hours

Residents must be aware of their noise level and demonstrate respect for other residents. To promote an academically focused community, the following hours have been designated in all residence halls:

COURTESY HOURS

Courtesy hours are in effect 24 hours a day, seven days a week.
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Residents may be asked to reduce occupancy in certain lounges and other common areas during this time to reduce noise levels.

If any noise from a room can be heard from a door next door or further away, it is too loud.

EXAM WEEK QUIET HOURS

Quiet hours are enacted 24-hours a day during exam weeks, starting with the General Quiet Hours period prior to the first day of exams.



Personal Responsibility

Residents are responsible and accountable for their behavior and for the choices they make as a member of the residence hall community. Residents may not engage in any behaviors that are illegal or endanger themselves or others in the community.



Prohibited Items

The following items are prohibited in the residence halls for fire, electrical, and/or life safety reasons:

- x Bulk alcohol dispensers (kegs, taps, beer bongs, beer funnels, etc.)
- x Alcohol-related paraphernalia (beer pong tables, etc.), real or simulated
- x Empty alcohol containers used as decoration
- x Marijuana, illicit drugs, and related paraphernalia
- x Microwaves (other than those provided by Housing)
- x Deep fryers
- x Hot plates
- x Air Fryers
- x Toasters & Toaster ovens
- x Pressure cookers
- x Portable or window-unit air conditioners
- x Portable or countertop dishwasher, washers, or dryers
- x Radiators and space heaters
- x Grills
- x Combustible or highly flammable materials (e.g., gasoline, spray paint, butane, kerosene, etc.)
- x Burning materials (e.g., incense, candles, sage, etc.)
- x Smoking devices (e.g., e-cigarettes, vaporizers, hookahs, bongs, etc.)
- x Explosives
- x Fireworks
- x Ammunition

- x Any item with an exposed heating coil/element
- x Any item using an open flame (e.g., candles with wicks)

Any items restricted or prohibited by other policies should also be considered part of this list. Housing & Dining staff may add to this list as the year progresses. Residents will be informed of any additions at minimum via e-mail from the Associate Director of Residence Life or designee.

Public Posting

All signs and posters in common areas must be pre-approved by the Residence Life Coordinator prior to posting and must be displayed in designated posting areas. For information about publicly posting information in the residence halls, please contact your Resident Assistant.



Responsibility to Assigned Suite/Room

SUITE/ROOM ASSIGNMENT

Residents are assigned to their specific suite, room, and bedspace in the residence hall. They may not enter any other room without being a permitted guest of that room. Residents cannot refuse a new roommate or suitemate or tell a potential roommate that they do not have a vacant space in their suite/room when in fact one or more spaces are unoccupied.

In addition, residents may not occupy or modify furniture in vacant bed spaces in their suite/room. All furniture in vacant spaces must remain open for newly assigned residents to use at any time.

SUITE/ROOM DECORATIONS

Residents are encouraged to personalize their bedroom/suite to make it feel more like home. No items may be attached to the ceiling or to any fire sprinkler heads. All decorations must be temporary so as not to permanently deface or damage doors, windows, and suite furnishings. Tape of any kind on the windows, carpet, or flooring is not permitted. Any damage to ceilings, walls, floor, or furniture will result in a damage charge.

Housing & Dining recommends that residents avoid material that a reasonable person might find offensive. The posting of material that "attacks," demeans or otherwise exploits an individual or a group of individuals is not permitted. No materials are permitted to be permanently adhered to doors, windows, or other suite furnishings. Residents should not use materials that cannot be readily removed from any surface. Materials affixed to the door must not cover the peephole. Housing & Dining staff reserve the right to ask students to remove any decorations. Covering an entire wall or door with flammable items is a fire hazard and not permitted.

Residents may not paint any walls or furnishings in their room or suite.

SUITE/ROOM FURNITURE

All suites/bedrooms are to remain furnished with the furniture provided upon check-in. In other words, beds must remain on their frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). Furniture may be rearranged in your suite/bedroom as long as it is returned to its original position prior to check-out. No bunk beds or waterbeds are permitted. No construction, wall partitions, bed risers or any similar structures are permitted. All existing furniture must remain intact in each room/suite and cannot be deconstructed or removed.

Housing & Dining does not permit beds to be raised or lofted. All twin XL beds are a



Missing Persons

As required by federal law, every resident will be given the option of providing confidential contact information which will be used in the event that the resident is reported to be missing. The confidential contact is not required to be a parent or guardian if the resident is 18 years of age or older. If the resident is non-emancipated and under the age of 18, parents or guardians will be called upon determination that the resident is missing. Regardless of the student's age, law enforcement will be notified upon determination that the resident is missing. During the housing application process, every student will be asked to identify that confidential contact.



Personal Property Insurance

Housing & Dining takes many precautionary measures in attempting to aid the well-being of residents and to create the safest possible living environment. These measures include strongly urging residents to keep their suite and bedroom locked at all times and having an extensive preventive maintenance program designed to detect and cure problem areas throughout the physical facility.

Housing & Dining is not liable for any losses or damages that may occur to your personal property. As stated in the Housing & Dining Services Contract, Housing & Dining does not assume any responsibility for the theft, destruction, or loss of money, valuables, or other personal property belonging to or in the custody of the residents, regardless of cause. This includes losses that occur in the resident's room, storage room, laundry areas, public areas, or other areas of the residence and dining hall.

Housing & Dining strongly recommends that residents obtain renter's insurance and/or personal property insurance.

In the situation that a tornado warning is in effect, the safest place for you to stay is in your bathroom. Housing & Dining suggests you take a portable, battery operated



unsure of your payment status or account balance, please contact, in writing, the Student Accounts Manager at any tim

Appendix A: Charge Sheets

See **General Housing & Dining Procedures > Damages & Related Charges** for more on how, when, and why a resident would be assessed these charges.

General Damage & Labor Charges



BATHROOM CLEANING				Forest Replacement			
WINDOWS AND WALL DAMAGES				Sink/Vanity/Counter			
25.00	Blinds	\$	100.00	Floor	\$	30.00	
	Paint Replacement	\$	60.00	Walls	\$	20.00	Window Screens
	Shen a quarter(per hole)	\$	75.00	Shower, towel, TP, bars (each)	\$	5.00	Holes- Larger t
75.00	Door in/out	\$	10.00	Paint- Bedroom (per wall)	\$		
100.00	Baseboards	\$	15.00	Paint- Living Room (per wall)	\$		
	Smoke Detectors- Replacement (Each)	\$	75.00	SALTO Entrance Door Lock- Replacement	\$		
		\$	25.00	Interior Door- Replacement	\$		
		\$	25.00	Interior Door Lock- Replacement	\$		
KITCHEN DAMAGES							
	Peep Holes Missing	\$	50.00	Ice Cube Tray- Replacement	\$	20.00	
	Stickers/Adhesives/Remnant	\$	450.00	Refrigerator Replacement	\$		
	Ceiling Stickers (Includes Stairs)	\$	200.00	Stove/Oven Replacement	\$	50.00	
	Stickers/Adhesives (includes walls and ceiling)	\$	200.00	Refrigerator Replacement	\$	200.00	
KEY REPLACEMENT							
	Broken Pan/Rack Replacement	\$	20.00		\$		
	Oven Rack- Replacement (each)	\$	20.00		\$		
	Cabinet Shelf- Replacement (each)	\$	30.00		\$		
	Cabinet Door- Replacement (each)	\$	50.00		\$		

Appendix B: Room/Suite Change FAQ

WHY IS IT IMPORTANT THAT I STAY IN MY ROOM/SUITE?

- x Stability. An essential component of a student's personal development is the ability to form stable and productive interpersonal relationships. Living in your room/suite for the entire year contributes to the stability of these relationships and encourages all residents to rely on each other, solve problems, and contribute to ongoing community development.
- x Problem Solving. Working through challenging situations is a valuable life experience and learning to compromise and communicate are essential life skills. We encourage students to put substantial effort into the success of their living situation, which can include navigating conflict and setting appropriate personal and interpersonal boundaries.
- x Diversity. Learning to live with others who are different from yourself is an important life skill and contributes to both an individual's and community's overall development. CU Denver is proud to be an incredibly diverse, urban institution, and the positive impacts of having a diverse student body are evident in the residence hall.

WHEN CAN I REQUEST A ROOM/SUITE CHANGE?

We do not accept room/suite change requests within the first 2 weeks of classes. If you feel you are experiencing extenuating circumstances that would warrant a room/suite change before the room/suite change request period opens, contact the Residence Life Coordinator ASAP. Room/Suite change requests can be made until 2 weeks before the end of the semester.

- b. Instructing you to approach your suitemate directly about the issues you are facing. Guidance and instruction will be provided to you on how to best prepare for a successful interaction.
- c. Instructing an RA to facilitate a conversation or mediation between you and your suitemate(s).
- d. Formally mediating a conversation involving you and all other suitemates.
- e. Referring you to on-campus resources.
- f. Following