Our community is composed of people from diverse racial, ethnic, and class backgrounds, national origins, religious and political beliefs, physical abilities, and sexual orientations. Our activities, programs, classes, workshops, lectures, and everyday interactions are enriched by our acceptance of one another. We strive to learn in an atmosphere of positive interaction and mutual respect.

As adults, we are responsible for our behavior and are fully accountable for our actions. We take responsibility for our own awareness and actions surrounding all our campus community members.
FACE COVERINGS
In light of health updates issued by the city of San Francisco, members of the San Francisco State University community are required to wear something that covers their nose and mouth when on campus.
In addition, residents must wear a face covering when entering and traversing buildings in the housing community and must follow guidelines provided by the City and County of San Francisco and the CDC.

COVID-19 REGULATIONS

WHAT TO DO IF YOU’RE SICK
STAY HOME IF YOU’RE SICK
To minimize the risk of exposure to others, do not leave your home if you are sick (except to get medical care). If you are feeling symptoms related to COVID-19, reach out to Student Health Services or contact your primary care provider or urgent care.

QUARANTINE PROTOCOL
Any resident who tests positive or becomes exposed to COVID-19 will need to notify Student Health Services and the Student Housing Office immediately. To ensure the safety of the residential community, the affected resident may be moved to an apartment designated for quarantine.
For more information on COVID-19, visit the San Francisco Department of Public Health’s website or the CDC website.

STUDENT HEALTH SERVICES
PHONE | 415-338-1251
WEB | health.sfsu.edu
OFFICE HOURS
• MON, TUE, THUR, FRI 9 AM-Noon & 1 PM-4 PM
• WED | CLOSED
*In-person appointments are temporarily suspended.

Residents who violate the COVID-19 Regulations outlined in this guide and in the Addendum to the License Agreement will be sent through the Residential Life Conduct Process.

DAILY HEALTH SCREENING
During Stay-at-Home or Shelter-in-Place orders, residents are expected to be engaged daily with the University’s health declaration process and must demonstrate a health “green badge” to gain access to University facilities outside of their own residence.

PHYSICAL DISTANCING
Shelter-in-Place and do not go outside except for essential activities like going to work, to the grocery store, or other activities allowed in your area. When in public spaces, stay at least 6 feet away from anyone who doesn’t live in your household.

WASH YOUR HANDS
Wash your hands often with soap and warm water for at least 20 seconds or use a hand sanitizer that contains at least 60% alcohol.

San Francisco State University has taken and will continue to take various measures to protect against exposure; however, those measures will not eliminate all risks of exposure to COVID-19.
To further minimize risk, all residents are required to review and comply with the prevention and screening protocols outlined in this guide.
The residential community is staffed with people who work to serve you in a variety of ways.

STUDENT LEADERSHIP

RESIDENT ASSISTANTS
Resident Assistants (RA) are students who have experience living in residential communities and are familiar with what it takes to make the most of your experience here. Each RA has been carefully selected based on their ability to show concern for students and to help make your living environment positive and educationally enriching. RAs are trained to serve as community builders, activity advisors, group facilitators, referral agents and to answer questions. Remember, our program exists so you, the resident, will be challenged and supported to learn and grow.

LEAD DESK ASSISTANTS
The Lead Desk Assistant (LDA) position assists with the daily operations of their respective community desk and provides quality customer service to the residential community. While directly supervising Community Desk Assistants (DA), the LDA is expected to understand and perform all DA tasks and procedures in addition to administrative and supervisory responsibilities.

PROJECT ASSISTANTS
Project Assistants (PA) are students who are specifically selected to facilitate learning, programming, and outreach in designated learning topics such as: Social Justice, Social Media, Staff Development, Virtual Engagement, and Wellness. They collaborate with RAs to meet residents needs around their assigned focus area. PAs are trained to provide resources, support residents, and collaborate with campus partners to bring different education opportunities to their respective residential communities.

PROFESSIONAL STAFF LEADERSHIP

AREA COORDINATORS
A full-time professional Area Coordinator (AC) oversees each Residential Community and can be contacted through your community front desk. These professionals are skilled in conflict resolution, advising, crisis intervention, resource referral, and administrative management. ACs supervise Residential Coordinators and a staff of student Resident Assistants. Area Coordinators also facilitate the development of the Living Learning Communities within their area.

RESIDENTIAL COORDINATORS
Resident Coordinators (RC) directly supervise student leaders, aid in supervision of over 100 student assistants, and oversee the daily operations of the community front desks.

CONNECT WITH US
STUDENT LEADERS ON DUTY
MSQ | (415) 840-5856
TCS | (415) 840-5672
UPN | (415) 840-5959

AREA COORDINATORS
MSQ | Erin Fischer | fischere@sfsu.edu
TCS & UPN | Shawn McCoy | smccoy@sfsu.edu

RESIDENTIAL COORDINATORS
MSQ | Valerie St Juste | vstjuste@sfsu.edu
TCS & UPN | Jordan Murray | jomurray@sfsu.edu

There are a variety of students and full-time staff members within Housing and Residential Life that are dedicated to helping you be successful outside of the classroom.
YOUR LIVING SPACE

The University is respectful of your privacy and will limit entering your room or apartment to the occasions listed below:

- Your request or agreement
- Emergencies where there is a concern for your well-being or that of others
- Health & safety inspections
- For the management of applicable rules and regulations
- Inspection and cleaning when your or your roommate moves out
- Any lawful purpose

DECORATING YOUR LIVING SPACE

You have the freedom to arrange your room and apartment furniture to your liking (with the exception of furniture that is bolted down or to the wall). Since you and your apartment-mates will likely be sharing an apartment for the entire year, you should talk about how you want to arrange and decorate. Together, you should be able to set up your living space so you can live in it comfortably. Please Note: The University does not store or remove furniture provided in unit.

When decorating, please keep in mind the following:

WALLS
Just about any method you use to attach something to the wall will cause some damage. The cost of repairing damaged walls will be billed to the resident(s). University Housing recommends the use of blue painter’s tape, or 3M “Command” Strips for hanging; however, none of these methods are guaranteed to not damage the walls.

DOORS
Mounting posters, signs, or other items on your door can invite vandalism and is a fire hazard. Door damage charges are the responsibility of the resident(s).

KEEPING YOUR LIVING SPACE CLEAN

When living with roommates, it’s necessary for everyone to do their part to ensure a clean living space. We strongly recommend that you decide on general cleanliness standards with everyone in your living space as well as how the larger cleaning tasks will be divided.

Remember, at the end of each semester, you and your roommate(s) are responsible for a thorough cleaning of your living space. At move-out, your living space will be inspected and you will be billed for any missing items or damages beyond “normal wear-and-tear.” Failure to return your room condition form during check-out may result in a charge.

CLEANING TIPS

- Sweep, mop or vacuum floors and clean all surfaces and frequently touched objects on a regular basis.
- Do not use chlorine bleach or abrasive powdered cleansers when cleaning surfaces of any kind. Use a mild detergent and soft scrubbing sponge.
- Do not let trash build up to the last day. Sort and dispose of your recyclables on an ongoing basis.
- Do not use any sharp or pointed objects when cleaning the refrigerator, freezer, or stove. Defrost freezer as necessary.
One of the most important relationships you’ll have this year is the one you cultivate with your roommate(s).

### KEYS TO SUCCESSFUL ROOMMATE RELATIONSHIPS

#### EXPECTATIONS
Each person may have a different view of what sharing space means.

#### COMMUNICATION
Open lines of communication; talk to each other about needs and concerns.

#### FLEXIBILITY
Remain open to doing things differently than what you are used to.

#### RESPECT
Respect each other’s differences, needs and priorities.

Communication is key when forming and maintaining new relationships. Understand that people come from their own personal experiences, some of which you may not understand, which makes it important to stay respectful and flexible with each other. Your room and apartment will serve as a second home to each of you, so it is vital you all feel welcome and respected in your own home environment.

### ROOMMATE COMPLAINTS

In SF State Housing, reports of unjust behavior can be made to any staff member. The staff member will assist or direct you to the appropriate resources to support you with your concern. If you are not comfortable on your floor or in your room or apartment, speak with your Resident Assistant or Area Coordinator. Staff is available to assist if you wish to have a mediation or conversation with your roommate(s) about expectations in your living space.

### RESOLVING ISSUES

If you encounter problems with your roommate, we strongly encourage you to go through the mediation process with the Resident Assistant to begin creating an environment that fosters open dialogue in an effort to resolve room/apartment concerns. We believe sharing space and learning to respectfully co-exist despite our differences, are the hallmarks of a person’s development into adulthood. During mediation, all residents involved in the situation will be asked to discuss their concerns and attempt to find a mutually agreeable resolution with assistance from the staff member present.

### ROOM CHANGES

For health and safety reasons due to COVID-19, room changes will be minimized. Every effort should be made to resolve any conflicts with your roommate and avoid changing rooms.

If you feel that the differences are too extreme or that your safety or security are a concern, speak with your Area Coordinator about options that may be available. If a room change is necessary, you will be instructed to fill out a Room Change Request form on the housing portal. The Room Change Request form will be available two weeks after move-in.

### VACANCIES IN YOUR APARTMENT

If a vacancy occurs in your apartment, you should expect to receive a new roommate. This means you should be prepared for a roommate at all times by using only your assigned bedscape and keeping your apartment clean.

If you will be receiving a new roommate, the Student Housing Office staff will notify you of their arrival. Residents who fail to have their room prepared for a new roommate at the time of his/her arrival may be assessed an administrative charge of $50.00 and may be required to participate in an Administrative Review (for information on Administrative Reviews see the section on “Your Conduct System”).

Depending upon the time of year that a room vacancy occurs, if you do not have a roommate, the Student Housing Office reserves the right to consolidate you with another person who also does not have a roommate. This means that you may be required to change rooms. Please consult the “Terms and Conditions Student Housing License Agreement Section IV B”.

### RESIDENT LIVING AGREEMENTS

While living within the residential community at SF State, you and your roommate(s) will be required to complete a Resident Living Agreement (RLA). The RLA will be facilitated by the Residential Life staff during the first few weeks of the semester.
PARKING

VEHICLES
Due to limited parking on campus, we strongly encourage students to use a bike or public transportation. Any vehicle parked on campus must display a valid permit. For more information, visit parking.sfsu.edu.

BICYCLES
Be sure to properly lock all parts of your bicycle to the bike rack.

TCS & UPN | Located near the front entrance of each building.
MSQ | Ground level near the parking garage. Access: iButton needed.

TRASH & RECYCLING

TCS & UPN | Located on every floor near the elevators.
MSQ | Near elevators (floors 3-8), halfway down the hall (floor 2).

ACCESS TO YOUR BUILDING

Your Student ID provides access to the main doors of your building. If you lose this card, go to One-Stop Student Services Center located across from Village Building C to replace it.

In order to maintain the security of our residential communities, residents are required to show their SF State Student ID to the Desk Assistant (DA) every time they enter their building.

Please Note: The DA must be able to clearly see the photo identification on your Student ID. If you refuse to show your Student ID, you may be documented and undergo the Residential Life conduct process.

RESIDENCE COMMUNITY CONSERVATION

The following controls have been installed to help the University meet our conservation responsibilities:

- Aerators are installed in showers and sinks to reduce the amount of water used without reducing water pressure.
- Water temperatures are reduced to 120°-130° Fahrenheit.
- Toilets have been reduced to a 1.6-gallon flush.

DO YOUR PART TO CONSERVE

- Regulate the use of window blinds to take full advantage of the sunlight to warm your room.
- Reduce the length of your showers to save water and the energy used in heating it.
- Don’t leave the water running while shaving or brushing your teeth.
- Close faucets tightly and report leaky faucets.
- When possible wash full loads of laundry and use the cold water cycle.

LAUNDRY ROOMS

$1.75/wash and $1.25/dry. Support information and instructions available in each laundry room.

TCS | 1st floor

All laundry machines require a credit or debit card to operate.

All laundry machines are coin operated. A credit or debit card can be used through the Wash Connect app.

COMMUNITY SHARED SPACES

TCS | Due to COVID-19, all community shared spaces are closed until further notice.

MSQ | The Academic Success Center is open with limited capacity. All other shared spaces are closed until further notice.

COMMUNITY DESKS | CONTACT INFORMATION & HOURS OF OPERATION

<table>
<thead>
<tr>
<th>Community Desk</th>
<th>Contact Information</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCS</td>
<td>796 Font Blvd.</td>
<td>(415) 405-9360</td>
</tr>
<tr>
<td>UPN</td>
<td>295 Buckingham Way</td>
<td>(415) 566-1556</td>
</tr>
<tr>
<td>MSQ</td>
<td>2 Varela</td>
<td>(415) 338-0510</td>
</tr>
</tbody>
</table>
For any facilities-related issues in your living space, you will need to put in a service request. Unless it is an emergency, service requests will be processed the next business day.

For facilities-related emergencies, contact the on-duty Resident Assistant by going to your community desk. For all other emergencies, contact:

University Police Department (UPD)
(415) 338-2222

PEST CONTROL
Keeping your room or apartment clean and storing food properly will keep pests away. Please take the following precautions to help ensure that your living space is free of pests:

- Do not leave food out overnight.
- Rinse all cans and food debris before placing them in your recycle bin.
- Do not leave damp items out (ex. wet towels, wash cloths, laundry, etc.).

If you have pest control issues or notice abnormal cracks or crevices that pests may be able to exploit in your room or apartment, please submit a service request.

SERVICES & AMENITIES
FOR YOUR SAFETY, LOCK YOUR DOOR AT ALL TIMES.

LOST KEYS & LOCKOUTS
Your keys are valuable and you should make every effort to keep them secure and in your possession at all times.

LOCKOUTS
If you lock yourself out of your apartment you may check out a temporary key from your community front desk for up to 30 minutes. If the temporary key is not returned to the desk within this timeframe, an automatic lock change may be initiated for security purposes and you will be charged a lock change fee. Resident Services staff must verify your identification and bedspace prior to providing you access to your space.

Please Note:
- Residents are provided ONE [1] courtesy lockout per academic year.
- If you have requested an excessive number of temporary keys, you and your roommate may be required to verify possession of your keys and a meeting with an Area/Residential Coordinator may be necessary due to the increased security risk.
- When locked out, you will be assisted within a timeframe that is reasonably possible, but you may need to wait for available staff.

LOST KEYS & LOCK CHANGES
If you lose your key(s), visit your community front desk to request a lock change. This is a mandatory action that will ensure the security of our community.

Lock change fee $50 | Additional key $5

It is a violation of your License Agreement to duplicate and/or distribute your keys to others.

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Keep your computer free of viruses and other forms of computer compromise. Install the free SF State licensed McAfee antivirus or similar software on your computer before you connect to ResNet. A free copy of McAfee is available at its.sfsu.edu.

INTERNET & CABLE TV

Internet and cable TV is provided by either Apogee or MyCampusNet, depending on the building you live in. Detailed connection directions will be emailed to your SF State email account at check-in.

Not all smart devices are compatible in our environment. If you have trouble setting up a device, contact your provider for assistance.

IMPORTANT NETWORK REQUIREMENTS

- Do not set up a router or wireless access point. Doing so will cause interference for your neighbors and may slow them down or cause them to lose access all together. Your services may be suspended if you are found to be interfering services.
- Do not share copyrighted materials illegally. Illegal file sharing on campus is tracked and legal action will be pursued. View Acceptable Use Policies at myresnet.com/pdf/eua.pdf.

PACKAGE DELIVERY

To ensure proper delivery, please be sure that your packages are addressed as follows:

[Full Name] [Last 5 digits of SFSU ID] [Building address and apartment/unit number & space letter/number (if applicable)]
San Francisco, CA 94132

BUILDING ADDRESSES

MSQ | 2 Varela Avenue
UPN | 225 or 235 Buckingham Way
TCS | 796 Font Boulevard

PACKAGE PICK-UP

Once your package is ready for pick up, you will be notified via your SF State email address. Packages are generally processed within 72 hours of receipt and must be retrieved within two weeks of processing. Please allow for longer processing time during high volume package times, such as the beginning of each semester and holidays.

PICK-UP LOCATIONS & REQUIRED IDENTIFICATION

TCS & UPN

Resident Services mail room located at the Towers Community Desk. Your SF State ID is needed for pick-up.

Please Note: UPN residents can also have their packages delivered directly to their apartment; however, some packages may be left outside the building if the package carrier isn’t able to gain access to the building.

MSQ

Package lockers on the main floor. The pick-up code from your notification email is needed for pick-up.

IMPORTANT PACKAGES

Prior to package arrival, residents may notify the mail team of an important package arrival by sending an email to the mail team (hous036@sfsu.edu) with the following information:

- Resident name
- Carrier & tracking number
- Expected arrival date
- Brief explanation for need to expedite

Please Note: Processing cannot be expedited for any packages that have already arrived.

OUTGOING MAIL

The Resident Services community desks do not offer outgoing mail services and are unable to hold packages. Outgoing mail will need to be sent by one of the following:

Mailbox | Font Blvd. between MPH & MWH & in front of UPN at 255 & 265 Buckingham Way
Post Office | 1543 Sloat Blvd.
FedEx Office | 1597 Sloat Blvd.
UPS | 1559 Sloat Blvd., Ste. B

FORWARDING MAIL

University Housing does not forward mail. Upon moving out of the community, be sure to change your address directly with the Post Office (usps.com/umove) and all agencies that you receive mail from before moving out to avoid any complications.

To update your address with the University so that University refunds or invoices reach you in a timely manner, go to sfedu.edu/student.

If you receive mail in your mailbox addressed to someone else, please return it to your community desk.
YOUR MEAL PLAN

Participation in a meal plan is mandatory for all Licensees residing in the Towers at Centennial Square and University Park North during the 2020-21 academic year. Students in Manzanita Square or that live off-campus may purchase a meal plan by going to sfstate.sodexomyway.com.

MEAL PLAN CHANGES
Students can request a change of meal plan once a semester. Requests to increase a meal plan may be made at any time during the academic year; however, request to lower a meal plan can only be made by a certain date each semester. These dates can be found on the housing website (housing.sfsu.edu).

In order to request a change of meal plan, the Licensee must submit a “Meal Plan Change Request Form” (available on the Housing Portal) before the indicated deadlines.

MEAL PICK-UP LOCATIONS & TIMES
When picking up a meal, residents are required to wear a face covering and show a “green badge” from their SF State COVID-19 Screening email. We also ask that you maintain a 6-foot distance while waiting to order or pick-up your meal.

UPN RESIDENTS
Pick-up outside 200 Buckingham Way

Weekdays
9 AM-10 AM
11AM-1 PM
6 PM-7 PM

Weekends
10 AM-2 PM
5 PM-9 PM

ALL OTHER RESIDENTS
Pick-up at City Eats

Weekdays
8 AM-10 AM
11 AM-1 PM
5 PM-9 PM

Weekends
10 AM-2 PM
5 PM-9 PM

YOUR MEAL CARD
Your meal card is also your SF State ID card and will be swiped every time to pick up a meal. If your card is lost, stolen, or damaged, go to One-Stop Student Services Center located across from Village Building C to replace it. You will not be able to use your meal plan without your Student ID.

Please Note:
Because your Student ID is also a key to many of the main doors of our facilities, it cannot be given to another resident or guest to purchase meal.

If you wish to purchase an additional meal, you can use Flex Dollars, Gator Dollars, or one of the following credit cards (Visa, MasterCard, or American Express).

ONLINE ORDERING COMING SOON!
Order your meal and schedule a pick-up time using the Transact App. More information to come.

WHAT’S INCLUDED IN A MEAL
Breakfast | An entrée, cereal, fruit, and a beverage
Lunch & Dinner | An entrée, a side tossed salad, dessert of the day, and a beverage

MEAL PLANS OPTIONS
TCS & UPN RESIDENTS
• 19 meals/week + $150 flex dollars
• 10 meals/week + $150 flex dollars

Please Note:
• Meals cannot roll over from week-to-week.
• Flex dollars can be used at the Bricks and will be disbursed in two $75 increments. One at the beginning of the fall 2020 semester and the other at the beginning of the spring 2021 semester.

VOLUNTARY
Students living in Manzanita Square are not required to purchase a meal plan. However, a 100-block voluntary meal plan can be purchased at shop.sfstate.sodexomyway.com/dining-plans

100-BLOCK PLAN | 100 meals from City Eats or Bricks. One meal will be deducted from your plan each time you pick up a meal.

Please Note: The 100-block voluntary plan does not expire and can be used from semester to semester as long as you are actively enrolled as a student at SF State.

GATOR DOLLARS
“Gator Dollars” work just like cash at residential dining facilities and can be used to buy additional meals or snack and beverage items at the Bricks for yourself or a guest. Gator Dollars may be purchased online at onecard.sfsu.edu.

2020 DINING OPERATIONS
Due to COVID-19, there will be no dine-in services until further notice. For residents with meal plans, meals will be packaged to-go and available for pick-up.

COVID-19 PRECAUTIONS
To minimize risk of exposure to COVID-19, Dining Services will:
• Clean and disinfect all surfaces every 30 minutes.
• Wear PPE, such as gloves and face coverings.
• Maintain a 6-foot distance from others.

WHAT’S INCLUDED IN A MEAL
Breakfast | An entrée, cereal, fruit, and a beverage
Lunch & Dinner | An entrée, a side tossed salad, dessert of the day, and a beverage

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GET INVOLVED IN YOUR COMMUNITY

Although COVID-19 prevents us from conducting in-person community programs this semester, there are still a number of ways you can get involved in your community. One way is through our virtual learning communities in the areas of Wellness, Academic Success, and Social Justice. For details, check your floor newsletter or contact your RA.

VIRTUAL GATHERINGS
Community Zooms are a chance for you to get to know other residents on your floor and “hang out”...virtually. Each month, residents can enjoy Kahoot! Trivia Nights, watch parties, and more. Look for an email from your RA on how to connect.

ORGANIZATIONS

HALL GOVERNMENT
Hall Government serves as the voice of those in a particular residential community. Through this leadership opportunity you can serve as an advocate for your peers while creating and sponsoring events/programs for the community in which you reside.

EGAY (Everything Great About You)
This student organization works to provide a sense of belonging and community for LGBTQ+ residents and their allies. This is achieved through numerous educational programs, active discussions, and by providing a space for camaraderie and personal development.

NRHH (National Residence Hall Honorary)
NRHH is dedicated to serving all communities through service, recognition, leadership and scholastics. NRHH gives residents the ability to grow personally, academically and professionally through providing community service and hands-on leadership opportunities, as well as academic and social programing. Membership in NRHH requires a written application and formal review process.

EcoLife
EcoLife provides advocacy for sustainability initiatives by participating in on/off campus events such as bringing leftover food to local food pantries, and implementing energy saving competitions.

The Academy
The Academy provides a place for gamers to meet and form connections. This organization typically runs three event types: tabletop games, video games, and anime media nights. The Academy also collaborates with other student organizations on campus.

WAVES
Waves aims to create a safe and inclusive environment for AAPI residents. This organization plans to bring awareness to the AAPI community and the issues they face through both social and educational programming. Waves aspires to connect the AAPI community together, amplify their voices, and advocate for their needs.

HOLA (Housing Organization for LatinX Ancestry)
HOLA aims to create a welcoming and empowering space for learning about LatinX culture in a community-oriented manner. This is accomplished by focusing on its core values: social justice, equity, and cultural humility.

BRUH (Black Residents United in Housing)
BRUH is a student-led, student-run organization within Residential Life that provides a fun and engaging space for residents who identify with this group by origin as well as for resident-allies who want to gain a deeper understanding of the Black community.

RESIDENTIAL HOUSING ASSOCIATION (RHA)
RHA sponsors numerous activities to enhance your living/learning experience on campus. In addition to providing great activities and events for you to participate in, RHA represents the student voice.

RHA’s mission is to represent the views of undergraduate/graduate residents to Residential Life, Housing, Dining & Conference Services, Associated Students, and the University. If you are interested in joining any of these groups, contact rhaboard@sfsu.edu or check with your RA.
**YOUR LICENSE AGREEMENT**

**PAYMENTS**
Payments are due on the payment date outlined in Part 2 of the License Agreement. Failure to meet the appropriate payment date will result in a late charge of $20.00 and possible legal action to collect delinquent housing fees. For details on how to pay, visit housing.sfsu.edu/payments.

**RETURNED CHECKS**
If a check is returned on your account (whether it is your check or someone else’s check) it remains your responsibility to clear the obligation. If you are aware the check with which you made your Housing payment is going to be returned by the bank, contact University Housing so we may advise you as to the proper procedure to clear the check.

Please Note:
- Your Housing fees are payments to the State of California. Therefore, if your check bounces you could be liable for three times the amount of the check, or $100.00, whichever is more, plus any court costs. For each returned check there is an immediate “Returned Check Fee” of $20.00 that must be paid in addition to the amount of the returned check or declined credit card payment.
- A returned check places you in violation of your Student Housing License Agreement and must be cleared immediately to prevent termination of your License Agreement and subsequently eviction.
- Until the financial obligation is cleared, a hold will be placed on your University record, which restricts you from University services including registration, grades, and transcripts.
- Payment for returned checks can only be in the form of a cashier’s check, money order or cash.
- Residents who have more than two (2) returned checks during their stay in the campus Residential Community will be placed on a “cash only basis” and will not be allowed to use personal checks when making future payments.

**CANCELLATION DURING THE FEE PERIOD**
Your student Housing License Agreement is for the entire academic year. It is a signed legal agreement between you and the Trustees of the California State University. It is expected and agreed that you will remain in the Residence Community for the entire academic year. In order to gain approval for a license cancellation, you must provide 30 days’ notice AND meet one of the following criteria to be approved for cancellation:

- **End of Student Status** | Certification from Registrar’s Office is required. Failure to provide proof of withdrawal from the University, or continued enrollment at SFSU may result in your student account being assessed for the full financial term of the contract.
- **Marriage or domestic partnership** | Official marriage or domestic partner certificate is required. Marriage license applications which expire and become void after 90 days are not acceptable.
- **Hardship or extraordinary circumstances** | When occurring after you signed the License Agreement or enrolled in the University as not being within the scope of your control to avoid or resolve. You must provide verifiable documentation supporting your case.
- **Withdrawal from all currently enrolled classes** | If approved, you will be required to vacate within 72 hours after the decision letter is sent to you, and be subject to a 30-day notice charge.
- **Graduating or transferring at the end of the Fall semester** | If approved, you will be required to vacate no later than the last day of Fall final exams. You will not be charged 30 days’ notice if you submit your petition at least 30 days prior to the last day of Fall finals. You will be charged notice if filed after the 30-day deadline.
- **Excessive presence of alcohol** | This could affect your standing in Housing for the next academic year.

**CANCELLATION PROCESS**
If you meet the above criteria and are eligible to cancel your License Agreement, you will need to provide 30 days’ notice by submitting an Intent to Vacate form (ITV), which can be found on the housing portal. As per the ITV form, the Student Housing Office will respond within two weeks of receiving the form.

**COMMON MISCONCEPTIONS ABOUT CANCELLING**
- Do not assume that your License Agreement will be automatically cancelled because you have submitted an ITV form. You will only be allowed to move out if you have received an official written approval from the Student Housing Office. If you choose to move out even though your ITV notice has been denied, you may be required to pay full fees for the entire academic year as required by the License Agreement.
- Providing 30-days’ notice is not the only requirement for cancellation. Approval is only given if the students meet the stated criteria AND provide 30-days’ notice. Students who meet the criteria must provide verifiable documentation along with their ITV form. Documentation must be objective or verifiable and support the criteria for requesting a cancellation. For example, if a student says he or she will need to cancel their Student Housing License Agreement because they are withdrawing from school, they need to provide a copy of their withdrawal form.

**END OF YEAR CHECK-OUT**

**HOW TO CHECK OUT OF HOUSING**
- Make an appointment to have your RA complete a final inspection of your room or apartment.
- Sign and return the “Room Condition Form”.
- Return all keys.
- Submit your checkout paperwork.
- Pay any outstanding balances for Housing on your account.

Please Note:
- If you have an outstanding conduct record or violation of any License Agreement or Community Living Standards terms, you may be required to vacate your room or apartment prior to the scheduled check-out date. In some cases, this may be immediately or within 24 hours of your last final.
- Violations occurring during finals week, which are not adjudicated before the resident leaves, will be placed on hold until the resident returns to campus. This could affect your standing in Housing for the next academic year.

**IMPROPER CHECKOUT**
In order to avoid being charged for an improper checkout, please be sure to fulfill all of your responsibilities when you move out. Charges can be applied for the following (this is not an exhaustive list):
- Not returning your room or apartment to the same condition it was at move-in.
- Failing to make an appointment and meet your RA.
- Not returning key(s) at time of check out. (Mailed keys will not be accepted)
- Missing/damaged furniture
- Leaving belongings/objects in room
- Damaged walls (holes, paint, stains, etc.)
- Improper cleaning
renters insurance
As a benefit of living on campus, residents will have $100,000 in liability insurance provided for them through SF State and GradGuard. Liability coverage is now included in your housing fees and protects you financially from unintentional damage due to fire, water, and other causes of loss to University property caused by your negligence.

optional personal property insurance
In an effort to provide residents with a quality personal property insurance option, SF State has partnered with GradGuard. If you choose to obtain coverage for your personal property on an optional basis, GradGuard can provide protection from fire, water damage, theft and other causes of loss for about $11/month. For more information about GradGuard, visit their website.
The University will not be financially responsible for replacement of any damaged or stolen items or for a resident's liability unless it is a direct and proximate result of the University's negligence.

staying safe
Practice general safety precautions at all times. Familiarize yourself with the Crime Prevention and Emergency Preparedness information on the University Police Department’s website at upd.sfu.edu. If you observe any suspicious activity on campus, immediately contact University Police Department.

upd contact information

emergencies
911 (from campus phone line)
(415) 338-2222 (from cell phone)

non-emergencies
(415) 338-7200

power outages
We sometimes experience energy shortages. If the campus experiences a rolling blackout during the day, the University will remain open during business hours and regular classes will remain in session. If the blackout occurs in the evening, evening and night classes most likely will be canceled. Please confirm this with your instructors.
in the event of a power outage
1 | be prepared
• Have a flashlight with fresh batteries or light “glow” sticks on hand.
• Have a battery-operated radio with fresh batteries.

2 | take precautions
• Only use the elevator if you must. The elevator will shut down and stay where it is until the power is restored. The doors to the elevator will NOT automatically open if there is a blackout.
• Make every effort to conserve energy at all times.
• Take advantage of natural light during the day and reduce use of electric lighting.
• Turn off your computer during Stage Three Alerts.
• Frequently save any work you are doing on your computer.

3 | be aware
• During a power outage, emergency lighting will come on in the hallways and stairwells. Please be careful when using the stairs.
• When the power goes off, there will be NO street lighting. Go places in groups and take a flashlight.
• Locate Residential Life Staff if you need some extra support during the black out.

additional reminders
• During power outages, do not drink alcohol, use drugs, or have unprotected sex as a way to ward off boredom. These activities will increase your risk of compromised health and safety.

fire safety, rules & regulations
Fire alarm pull stations are located in every public area of the Residential Community.
to use a pull station
• Pull up the cover. This will set off a local alarm in the pull station, but does not activate the building alarm.
• To activate the building alarm, pull down the lever inside the protective cover.
in the event of a fire
1 | notify
• Call UPD to report the incident.

2 | take action
• Do not try to fight a fire yourself. Go to a station and pull the lever to activate the building alarm.
• After pulling the lever, immediately evacuate the building.

fire evacuation procedure
Location of Evacuation Procedures are posted on the bulletin boards in each building and on the back of some resident room or apartment doors.
• Do not assume a fire alarm is false.
• Do not stop to take valuables.
• Before passing through any door, feel the door with your hand. DO NOT touch the doorknob. If the door is hot, DO NOT open the door.
• If it appears safe to open the door, brace yourself against the door and open it slightly.
• If heat or heavy smoke is present, close the door and stay in the room.
• Leave the building immediately through the main fire exit as shown on the map on the back of your door or building bulletin board. Do not use the elevators.
• Because stairwells may also draw smoke, only use the designated fire exit stairwells. Residents of TCS should use the end stairwells.
• Remain away from the building until the Police, Fire Department, or staff member gives the all clear.
• Follow instructions of the University Police Department and University officials at all times.

please note: Residents who do not immediately evacuate the building during a fire alarm are subject to disciplinary action.

if you are trapped during a fire:
• Keep low to the floor if there is smoke in the room. The majority of oxygen is present near the floor.
• Place a towel at the base of the door to prevent smoke from entering the room.
• Attract the Fire Department’s attention by hanging an object (bed sheet, jacket, etc.) out the window.
• Call the University Police Department immediately and report your situation. Be sure to give the name of your building and your room number.

rules & regulations
• Fire codes (1988 UBC, Section 3305H1) require doors to be self-closing. The California State Fire Marshal requires that no doors be propped open with any object or dismantling of any door-closing device.
• It is against University, State, and Federal regulations to tamper with any part of a building fire alarm
system, including smoke detectors, fire hoses, or extinguishers. Any person sending a false fire alarm or violating any provision of the State fire laws is subject to University disciplinary action (revocation of his/her Housing License and/or other formal disciplinary measures) and criminal prosecution.

**FIRE DRILLS**

In accordance with the University policy, staff members will conduct a fire drill in your building each semester in order to familiarize residents with the correct procedures should an actual evacuation be necessary.

**EARTHQUAKE PROCEDURES**

**IN THE EVENT OF AN EARTHQUAKE**

1 | BE PREPARED

- Develop a plan for yourself and your roommate(s) and conduct practice drills.
- Know the evacuation routes and meeting locations.
- Keep an earthquake bag with:
  - Water
  - Extra change of clothes and shoes
  - Flashlight with fresh batteries
  - Transistor Radio with batteries
  - Medication and aspirin
  - Small first aid kit with water purifying tablets, scissors, small knife
  - Toilet paper and pre-packaged baby wipes
  - Granola bars, candy bars, protein bars
  - Liquid medications (heavier than food wrap) to seal cracks around doors and vents
  - Remember to change the water, medication, food and batteries every month to keep them fresh.
- Keep a list of emergency numbers. (Campus directory, staff roster)
- Choose an out-of-state friend or relative whom separated family members and friends can call after an earthquake to report their whereabouts and condition.
- Know the safe spots in each room: under bookcases, or wall units.
- Physically place yourself in those spots to make sure you fit.
- Keep those areas clear so you can access them when an earthquake occurs.
- Know danger spots such as windows, mirrors, hanging objects, tall bookshelves and unsecured furniture.
- Learn first aid and CPR.
- Keep breakable and heavy objects on bottom shelves.
- Secure heavy tall furniture that can topple: bookcases, or wall units.

2 | TAKE ACTION

- STAY CALM. Do not run or panic. If you take proper precautions, chances are you will not get hurt.
- STAY WHERE YOU ARE
  - If you’re in a crowded place, do not rush for the doors. Most injuries occur as people are entering or leaving buildings.
  - If you’re outside, move away from the building and utility wires. Once you are out in the open, stay there.
- TAKE COVER
  - If the earthquake strikes when you are indoors, take cover under a desk, table, and bench or against inside walls or doorways.
  - If in a high-rise, stay away from windows and outside walls. Get under a table. Do not use elevators.
  - The greatest danger is from falling debris just outside doorways and close to outer walls.

3 | ACT ACCORDINGLY

- After an earthquake, do not attempt to move seriously injured persons unless they are in immediate danger of further injury.
- Check utility lines and appliances for damage. If you smell gas:
  - Open windows and shut off main gas valve.
  - Leave the building and report gas leakage to authorities.
  - Do NOT use candles, matches, or other open flames.
  - Do NOT re-enter the building until a utility official says it is safe.

**OTHER EMERGENCIES**

**IN THE EVENT OF AN ACTIVE SHOOTER**

1 | TAKE ACTION

- **If you cannot leave the area:**
  - Close and lock the door.
  - Barricade the door with furniture if possible.
  - Turn off the lights. Block any windows that provide a view of the room to the outside.
  - Stay away from windows/doors.
  - Seek cover of some kind under or behind furniture.
  - Switch your cell phone to vibrate so it doesn’t alert someone of your presence.
  - Do NOT answer the door under any circumstances.
  - Do NOT leave the room until directed to do so by emergency personnel.
  - Remain calm and develop a plan to escape should it become necessary.

2 | NOTIFY

- Contact University Police to advise them of what is happening.
- Notify anyone you encounter as you are leaving that they must exit immediately as well. Do NOT signal the building occupants by activating any fire alarm.
- Do NOT leave the building until directed to do so by emergency personnel.
- Do NOT open any windows.
- Do NOT light candles, matches, or other open flames.
- Do NOT use the elevator.
- Do NOT re-enter the building until a utility official says it is safe.

**SHELTER-IN-PLACE**

Sheltering in place is a protective action taken inside a building to protect the building occupants from external hazards, minimize the chance of injury and/or provide the time necessary to allow for a safe evacuation. Circumstances that may warrant a shelter-in-place action could include: severe weather, civil unrest, active shooter, biological incident, radiological incidents, accidental chemical exposure. The notice to Shelter-In-Place will be issued by emergency personnel via the campus Public Address System or via text messaging, email, or phone call.

**Shelter-In-Place Guidelines:**

- Select a small interior room with no or few windows.
- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air conditioning systems, and close the fireplace damper.
- Bring your disaster supply kit and make sure the radio is working.
- Bring your pets into your shelter area.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal cracks around doors and vents during biological, radiological, chemical exposure, and pandemic outbreaks.
- Listen to your radio or television for further instructions and updates.
Part of learning to live successfully within a community of residents with diverse interests, backgrounds, and needs is becoming well acquainted with the community standards, which are in place to support a comfortable, safe, and secure living environment.

Please read the following section carefully, as it makes clear the regulations and policies that ALL community residents are expected to abide. A full list of community standards and expectations may be found in Part III of your License Agreement.

### ALCOHOLIC BEVERAGES
- In accordance with state law, no one under the age of 21 is permitted to possess, consume, or serve alcohol in any private or common space within the residential community.
- The use of alcohol within the residential community is limited to those persons 21 years of age or older and must be in compliance with California State Law.
- Residents over the age of 21 are not permitted to possess, consume or serve alcohol in their room when guests, roommates, or residents under the age of 21 are present. Any alcohol found in these circumstances by Residential Life staff will be removed and all guests will be asked to vacate the apartment.
- Kegs, other similar over-sized containers, or large stockpiles of alcohol are expressly prohibited and may result in eviction found in your possession.
- Possession of alcohol paraphernalia (empty bottles, cans, cocktail shakers, shot glasses, etc.) connotes alcohol consumption and are therefore not permitted.

### BICYCLES & SKATEBOARDS
Residents who own a bicycle will need to register it and obtain a permit from the Student Housing Office. Bicycle racks are available in many areas of the residential community. You will be required to supply your own lock.

### BICYCLES & SKATEBOARDS
- Gas-filled engines such as motorcycles or other gasoline-powered vehicles may not be parked or stored in or near the buildings.
- Highly flammable materials or open flame items are not permitted in the residential community.

### COMPUTERS & RESOURCES
Please Note:
- Your bicycle must leave with you when you move out of the Residential Community. Any bicycles left on our facility’s bike racks after move-out will be declared abandoned and donated to charity.
- University Police prohibits the use of bicycles or skateboards on campus roadways and pedestrian walkways, as well as securing a bicycle to an object, building or tree on the SF State campus at any time.

### CONDUCT OFFICE
- Use of computing facilities and resources to send obscene or intimidating and abusive messages.
- Use of computing facilities and resources that interfere with normal University operations.
- Use of computing facilities and resources to download music, videos or movies that violate copyright law.
- Violation of a campus computer use policy.
- Unauthorized distribution of copyrighted material, including peer-to-peer file sharing, may subject a student to civil and criminal liabilities, including fines of up to $250,000 per offense.

### DISCRIMINATION OR HARASSMENT
Housing, Dining and Conference Services (HDCS) and Residential Life (Res Life) value diversity and take all efforts to promote the dignity and respect for and among all residents. SF State Housing acts in concert with Federal and State law, as well as California State University (CSU) and SF State policy and practice. Under CSU policy, no student on the basis of gender may be excluded from participation in or denied the benefits of any CSU program or activity, and all students have the right to participate free from discrimination, harassment and retaliation. Additionally, gender is defined as inclusive of one’s gender identity and gender related appearance and behavior whether or not stereotypically associated with the person’s assigned sex at birth.

Within this framework, SF State Housing seeks to meet the needs of students of all gender identities/expressions in the best way possible. This includes addressing students’ needs regarding accommodation and harassment complaints.

### GENDER INCLUSIVE HOUSING
Gender inclusive housing allows same-gender roommates, opposite-gender roommates, or other gender-identity roommate pairings, regardless of biological sex. Residents who wish to request special accommodations due to gender identity or gender non-conformity should contact SF State Housing as soon as the housing application is completed and submitted to the Housing Office. Every effort will be made to honor all reasonable accommodation requests; however, accommodation requests will not circumvent the housing waitlist.

### PLEASE NOTE:
- SF State Housing will not ask for any more information than is required to meet students’ housing needs and all information is strictly confidential.
- All residents within gender inclusive housing must adhere to common standards of civility and respect regarding diverse gender identities/expressions.

### INTIMIDATION/BULLYING/HARASSMENT CONCERNS
SF State Housing supports a community where all residents are able to exist free of intimidation, bullying, and harassment. If you or someone you know is experiencing such behavior, we are available to assist and support you.

If you feel harassed, contact the:
Vice President of Student Affairs Office
Student Services Building Room 403
(415) 338-2816 | concern@sfstate.edu
For more information, visit: vpsae.sfsu.edu

HARRASSMENT

Harassment is unwelcome conduct that is found to be threatening or disturbing to an individual based on a protected status of that individual, such as race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, veteran status, physical disability, mental disability, or medical condition. "Sex" includes, but is not limited to: the victim’s actual sex; the harasser’s perception of the victim’s sex; or the harasser’s perception of the victim’s identity, appearance, or behavior, whether or not that identity, appearance, or behavior is different from that traditionally associated with victim’s sex at birth. Harassment can be written (in print or electronically), verbal, physical, or visual. The following are examples of harassment:

- **WRITTEN COMMUNICATIONS** | Sending inappropriate jokes or comments in print or by text or email.
- **VERBAL COMMUNICATIONS** | Making graphic or degrading comments about an individual and/or their body or personal characteristics, or by using epithets, derogatory comments or slurs.
- **PHYSICAL ACTS** | Unwanted touching, physical interference, or assault.
- **VISUAL ACTS OR DISPLAYS** | Derogatory cartoons, drawings, or posters, or inappropriate gestures.
- **SEXUAL ADVANCES** | Making unwelcome sexual advances or propositions, or offering employment benefits or giving preferential treatment in exchange for sexual favors.
- **THREATS** | Making a threatening reprise after a negative response to unwelcome conduct.

**BULLYING**

Bullying is abusive treatment, the use of force, or coercion to affect others, particularly when habitual and involving an imbalance of power (social and/or physical power). It may involve verbal harassment, physical assault, or coercion and may be directed persistently towards particular victims, perhaps on grounds of race, religion, sex, gender identity or expression, sexual orientation, national origin, age, or ability.

**INTIMIDATION**

Intimidation is intentional behavior "which would cause a person of ordinary sensibilities" fear of injury or harm. It is not necessary to prove that the behavior was so violent as to cause terror or that the victim was actually frightened.

**DAMAGES**

- Any damage or loss to a resident’s room, apartment, or other area within the residential community will be charged to the responsible parties. When a student room or apartment is damaged, the residents of the room or apartment share the charge.
- Administrative and legal action may be taken against any individual who defaces University property by graffiti or any other means or who is found to be damaging or destroying residential community equipment, furnishings, or any facilities. This includes group damages being applied to dining center and other residential community common areas.
- Damages to any common area will be charged to all students found responsible. In cases where the responsible parties cannot be determined, charges may be assigned to all students who have access to the shared space. This includes damage done to lounges, wings, floors, the dining center, or any other common areas.
- Food fights are dangerous and expensive. Each resident who is in the dining center at the time a food fight occurs will be assessed charges for damage and loss. Criminal charges will be pursued as well as referrals to the campus student conduct officer and holds placed on academic records for those who are found participating in a food fight.

**DRUGS & PARAPHERNALIA**

SF State is strongly committed to a drug-free environment. Residents found in possession of illegal drugs or prescription drugs belonging to another person will be:

- In direct violation of state and federal laws as well as University regulations.
- Subject to prosecution under applicable state and federal laws. Residents could lose all forms of student financial aid if convicted of an offense.
- Possession of illicit drug paraphernalia (glass pipes, drug baggies, bongs, etc.) can imply drug use and are therefore not permitted in residential community buildings. Any paraphernalia found will be confiscated.

**Please Note:** Medical marijuana is not permitted and medical marijuana cards are not recognized anywhere on campus.

**ELECTRICAL APPLIANCES**

**PERMITTED ELECTRICAL APPLIANCES:**
- UL-approved Automatic electric coffee makers.
- UL-approved irons and hair dryers.
- Microwaves (apartment community only).
- UL-approved toasters (apartment community only).
- Small (5.5 cubic feet or smaller) refrigerators with low wattage and UL approval.

**ELECTRICAL APPLIANCES NOT PERMITTED:**
- Household-size refrigerators.

**ENDANGERMENT**

Anyone who intentionally or unintentionally causes harm or imminent harm to a member of the community, including self, may be removed from the residential community immediately.

**FILMING AND PHOTOGRAPHY**

For the comfort and privacy of our residents and in accordance with your license agreement, filming and photography are prohibited in the residential community facilities unless prior approval has been granted by the Director of the Student Housing Program or the Executive Director of Housing, Dining & Conference Services. This rule covers all forms of technology (video cameras, camera phones, etc.) used in filming or photography for commercial use or publication.

**GUESTS AND VISITORS**

For health and safety reasons, the following regulations are applicable until further notice:

- External (non-affiliated) visitors and overnight guests to the University are prohibited from entering apartments. Violations of this regulation are considered a serious breach of the Rules.
- Resident students are expected to be actively supporting Centers for Disease Control (CDC) guidelines when visiting other resident students.
- No more than one resident student visitor is acceptable at any one time.

**OPEN FLAMES**

In accordance with California State Fire Codes, open flames are prohibited and therefore the burning of candles, incense or any other item requiring an open flame is also prohibited. Arrangements may be made with your AC for special purposes that may require the use of an open flame.

**PETS**

The only pets allowed in the residential communities are fish in aquariums of ten gallons or less. All other pets are prohibited. If you have a registered service animal, contact the Disability Programs Resource Center (DPRC) and notify the Student Housing Office upon DPRC approval.

**SERVICE ANIMAL GUIDELINES**

Appropriate documentation must be submitted to Disability Programs &
Resource Center (DPRC) to verify the need of the service, assistance or emotional support animal in the Residential Community. As part of this agreement, University Housing requires:

1 | GENERAL REQUIREMENTS
   - The animal must have all required vaccinations up to date.
   - The animal must be spayed or neutered at the appropriate age.
   - The animal must be licensed/registered.
   - A current photograph of the animal must be provided to the Student Housing Office for identification purposes.

2 | ANIMAL BEHAVIOR
   - An animal’s behavior, noise and waste must not exceed reasonable standards and should not create unreasonable disruptions to residents.
   - During the Licensee’s absence from their living space, the approved animal must be contained or crated.
   - An animal must be house trained and be able to use appropriate methods for waste elimination. It is the Licensee’s responsibility to immediately remove feces or any other form of waste from campus grounds, dispose of them in a sealed plastic bag, and place it directly in a dumpster.
   - University Housing reserves the right to revoke or modify approval of service or emotional assistance animals if they pose a direct threat to the health and safety of others; cause substantial damage to the property of others; pose an undue financial and administrative burden; or fundamentally alter the nature of University Housing service operations.

3 | ANIMAL HEALTH AND WELL BEING
   - Approved animals must have all veterinarian recommended vaccinations to maintain the animal’s health. Housing reserves the right to request an updated verification at any time during the animal’s residency.
   - All approved animals must wear identification tags with the owner’s contact information.

4 | RESIDENT RESPONSIBILITIES
   - Licensee shall be responsible for, indemnify and hold the University harmless from, and against any and all lost liability, expense, claim, costs, suites and damages of every kind, nature and description arising from any property damage or personal injury caused directly or indirectly by the animal.
   - Licensee is responsible for the animal well-being included, but not limited to, regular feeding, watering, bathing, grooming, flea/tick treatment and veterinary care.
   - The Licensee will maintain control of the animal at all times. This includes physical and behavioral control, which may require use of devices such as leashes for assistance animals.
   - Approved animals may not be left overnight in University Housing to be cared for by another individual. They must be taken with the Licensee if they leave campus for a prolonged period.
   - The Licensee is responsible for property damage, cleaning, and/or pest control charges that are above and beyond normal pest issues, cleaning and routine wear and tear. This includes costs while occupying the assigned residence community space/apartment and those that are assessed after vacating the residence community. The University shall have the right to bill the student’s account for these charges.
   - The Licensee must notify University Housing in writing if the animal is no longer needed or is no longer in residence.
   - If applicable, all roommates/housemates of the Licensee must sign a statement of agreement and understanding that an animal will reside in the apartment with them. In the event that one or more roommates/housemates does not approve, the Licensee possessing the animal may be relocated to a more suitable location, or released from their contract if a suitable location is not available.
   - In the event of other residents with allergies or conflict due to the animal’s presence, the Licensee and animal will relocate, if necessary, in the manner prescribed for licensees in the Student Housing License Agreement.
   - The Licensee agrees to continue to abide by all other residential policies. An exception to a policy that otherwise would prohibit having an animal does not allow other animals besides the approved animal in the apartment or is no longer in residence.

5 | EMERGENCY PROCEDURES
   - Licensee is responsible for the care of the animal in the event of an evacuation.
   - Licensee may choose to identify an emergency contact who may be called if the Licensee is incapacitated and unable to care for the animal.
   - Animal Care and Control may be contacted at the discretion of Residential Life to care for the animal at Licensee’s expense.

PHYSICAL ABUSE
Physical abuse of a person or property of any member or the University or the threat of such abuse will result in administrative or legal action and/or University discipline. Physical abuse of a member of the residential community may result in immediate eviction from the residential community and a criminal complaint filed with the University Police Department.

SAFETY OF THE SF STATE COMMUNITY IS PRIMARY
SF State’s primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim at fault for sexual discrimination, harassment or violence; therefore, victims should not be deterred from reporting incidents of sexual violence. It is the responsibility of the victim to protect themselves and seek assistance. The following information outlines possible outcomes of involvement in a violation of housing policy as specified in the License Agreement. Please read this information carefully, as it outlines your rights and responsibilities.
Begins the Friday before Final Finals Week Quiet Hours
reduced to a level that does not
televisions, and stereos should be
restricted and conversations,
which noisy activities should be
designated times each day in
QUIET HOURS
noise.
community, the right to quiet
time of day. In the residential
activity loud enough to disturb
meaning you should limit any
The buildings operate under
COURTESY HOURS
"Quiet Hours" refer to the
33-hour Quiet Hour period
Hour "Courtesy Hours,

"Quiet Hours" refer to the
time each day in
which noisy activities should be
restricted and conversations,
televisions, and stereo should be
reduced to a level that does not
disturb your neighbors.
Finals Week Quiet Hours - the
24-hour Quiet Hour period
begins the Friday before final
exams and continues throughout
the end of final exams.
Please Note:
• Quiet Hours sometimes vary
from floor to floor and can be
changed with the approval of
the Area Coordinator
• Policy violations during finals
week may result in you
being asked to vacate the
community immediately.
YOUR RIGHTS
- It is your right to understand the process and how it impacts you.
- To be aware of and have access to the University Housing policies and regulations which you are asked to uphold.
- To see any charges or allegations against you in writing.
- To be able to state your response to a University Housing official.
- To receive a written outcome of the case upon resolution.
- To appeal the outcome based on appropriate criteria for appeal.

YOUR RESPONSIBILITIES
- You are responsible for knowing and adhering to University Housing policies.
- You are responsible for reading your University Housing License Agreement and the Community Living Standards.
- You are responsible for scheduling and keeping appointments pertaining to the Resident Conduct Process.
- You are responsible for being honest and accurate when providing information to University Housing Officials.

Generally responded to on a formal basis, through an Administrative Review conducted by an Area Coordinator or the Resident Conduct Review Board. Examples of policy violations that may be handled through an Administrative Review include repeated Quiet Hours or Guest Policy violations, roommate conflicts, Party Policy violations, or failure to cooperate with staff. Outcomes of Administrative Reviews are communicated in writing and can include formal warnings, Residential Community Probation, community service projects, License cancellation, or referral to other University resources, as well as referral to an Administrative meeting.

SECOND LEVEL VIOLATIONS | ADMINISTRATIVE MEETINGS
Policy violations which may seriously affect the quality of community life and/or jeopardize the safety or well-being of others are responded to on a formal basis, through a Residential Community Administrative meeting conducted by the Residential Life Conduct Coordinator or the Associate Director of Residential Education. An Administrative meeting is scheduled when a serious question exists as to whether a resident should be permitted to continue living in the residential community. Outcomes of Administrative meetings are communicated in writing and can include formal warnings, Residential Community Probation, community service projects, License cancellation, or referral to other University resources, as well as referral to an Administrative meeting.

EVIICTION OFFENSES | CANCELLATION OF THE HOUSING LICENSE AGREEMENT
A meeting outcome which recommends cancellation of the Housing License Agreement usually initiates an automatic meeting with the Residential Life Conduct Coordinator or the Associate Director of Residential Education (or designee). Exceptions to the automatic meeting (as a second step prior to finalizing termination decisions) include compelling circumstances when the quality of community life may be in serious and immediate jeopardy; therefore, a resident may be asked to leave immediately prior to a meeting occurring and then may be re-instated if cancellation of the License is deemed to be not appropriate. Barring exceptional circumstances, the University may cancel the License Agreement for any reason indicated in the Agreement by giving at least 72 hours written notice to the resident. Notice is either served personally upon the student or posted in a suitable place within the housing facility of the resident. Cancellation of the License Agreement or the resident’s abandonment of the premises does not release the resident from paying any obligation due the University.

REFERRALS AND ADDITIONAL ACTION
Depending on the policy violation in question, referrals may be made to the University Conduct Officers and/or the University Police Department for legal action. Examples of policy violations resulting in referrals to one or both agencies listed above include (but are not limited to): destruction of state property; false fire alarms; bomb threats; use, sale, or possession of illegal drugs; assault; and violation of State, Federal, or local laws. Every member of the residential community, staff, as well as residents, has responsibilities for maintaining a living/learning environment that is safe and enhances the University’s academic experience.

RESIDENT CONDUCT PROCESS
- If you have been identified as having allegedly violated a University Housing policy, Community Living Standards, or other University policies, residential life staff will generate an incident report and forward it to appropriate professional staff for review. If the alleged violation is significant or requires the involvement of the University Police Department, both an incident report and a police report will be written.
- After initial review of the incident report, you will be provided with written documentation that outlines the alleged policy violations noted in the report. This documentation will likely be a request to meet with a hearing officer (Area Coordinator, Assistant Area Coordinator, Residential Life Conduct Coordinator, or the Resident Conduct Review Board) to discuss the incident in detail.
- During the meeting residents will have an opportunity to share information about the incident and respond to questions asked by the hearing officer. After all necessary information has been gathered, the hearing officer(s) will determine the level of your involvement, if any, and/or responsibility for the incident or policy violation(s).
- At the conclusion of all administrative meetings associated with the incident report, each resident involved in the alleged policy violation will receive a written outcome. This outcome will reflect individual instructions and sanctions (as necessary) pertaining to the alleged policy violation.

As many Housing policies are based on University policies and/or State and Federal laws, a policy violation may be considered appropriate for one or more levels of review:
- Residential Life Conduct process
- Office of Student Conduct process
- Criminal process

POSSIBLE SANCTIONS/OUTCOMES
- If it is determined you are not responsible for the incident or policy violation, no further action will be taken. You will receive a letter stating you are not being held responsible.
- If it is determined you are responsible for the incident or policy violation, the following outcomes may be employed depending on the nature of the incident and policy violation and/or previous involvement in other incidents and/or policy violations:
  - You may receive a written warning.
  - You may be asked to perform some type of community service, restitution, and/or community involvement, which may include dispute mediation.
  - You may receive probation (meaning future policy violations may result in cancellation of your University Housing License Agreement).
  - You may be relocated out of your current apartment or building.
  - You may be referred to the University Police Department for
criminal investigation.
• You may be removed from University Housing (eviction).
• You may be referred to other campus support services for intervention, education and support.
• You may be referred to the Director of Student Conduct for further conduct review.
• You will receive an official letter outlining the policy violations for which you are being held responsible and the sanctions resulting from said violations. You will also receive your appeal rights and procedures.

APPEAL PROCEDURES
Requests for an appeal must be made in writing by the resident whose actions were the subject of the initial hearing or review. The appeal request must provide justification and explanation for one or more of the following:
• The incident/activity in question was not a violation of the University Housing License Agreement.
• The resident’s rights were violated by the administrative process.
• The findings or charges were unsubstantiated.
• The sanction or outcome was inconsistent with prescribed sanctions/outcomes for similar cases.
• Additional, relevant information has become available since the Review or Meeting that is sufficient to alter the decision.

ROOM AND LOUNGE FURNITURE
Your room and apartment furniture must remain in your room and should not be placed in common areas. In turn, furnishings from lounges or other common areas may not be put in your room. Violations of this policy may result in a $50.00 charge. Violators will be expected to return furniture to its proper location and will be subject to administrative action, up to and including, Student Housing License cancellation.

SHOPPING CARTS
Removing shopping carts from a vendor’s parking lot is considered theft. Shopping carts may not be parked or stored in or near the residential community buildings.

SMOKING
The University is a smoke-free campus. SF State Housing defines “smoking” as the inhaling, exhaling, burning, or carrying a:
• Cigar, cigarette, cigarillo or pipe
• Electronic cigarette (e.g. vapes)
• Hookah
• Other tobacco products (e.g. chewing tobacco/snuff)
• Plant products (e.g. marijuana)
• Synthetic products (e.g. synthetic marijuana)
• Any component, part, or accessory of a tobacco product

Pursuant of the California State University Chancellor’s Executive Order 1108 and the California State law, residents must abide by the following guidelines:
• Smoking is prohibited in all buildings.
• Smoking is prohibited in any location (student room or common area) in or around the residential community.
• Smoking is prohibited on University owned or leased property.

SOCIAL GATHERINGS
Parties are prohibited in the residential community. At the discretion of Residential Life staff, large gatherings may be requested to disperse, and non-residents escorted out of the building or community.

STAFF REQUESTS
Residents are required to comply with requests from any staff member. If you believe a request is unreasonable, speak to your Area Coordinator or the Residential Life Conduct Coordinator immediately.

STEREO SPEAKERS
Stereo speakers may not be placed in windows or in any location that will direct sound out of the room.

THROWING OBJECTS
Because of the danger to the welfare of others, dropping or throwing any object from buildings within the residential community is not permitted. Similarly, objects must not be thrown in or around the residential community in any way that could endanger the safety of others. Violators will be subject to Student Housing License cancellation, University disciplinary action, and/or prosecution through the legal system.

USE OF PREFERRED VS. GIVEN NAME
Students wishing to request a change from the name listed in their Housing account to a different preferred name can contact the Student Housing Office. Requests must be submitted in writing either by emailing housing@sfsu.edu or coming into the Student Housing Office.

Please Note: When a student chooses to change their name regarding their Housing account, some complications (while not common) such as the following can occur:
• The SF State Student ID card (Onecard) is issued based on a student’s “legal name” used on their University application. If a student changes to a preferred name at Housing, it may contradict what is on your Onecard and/ or your government issued ID.
• Any refund from the SF State Bursar’s office related to Housing may be delayed if a student has changed from a “legal name” to a preferred name within Housing. To prevent such a delay, it is recommended that if a student using a preferred name in Housing is expecting a refund from the Bursar’s office, the student should change their name back to their legal name at Housing to ensure a timely refund.
• On occasion Housing sends mail to parents of students. Students who change to a preferred name should be aware that mail could be forwarded to their parents with the preferred name that has been changed in the Housing database.

VIOLENCE
Students who engage in or threaten to employ physical violence upon any member of the campus community or their guests will be subject to disciplinary and/or criminal action, including eviction.

WINDOW USE
Falling objects, whether thrown out the window or blown from the ledge by the wind, can cause severe injuries and/ or damage. Expelling objects in or out of a window are subject to administrative action.
• A window should not be removed.
• Window screens may not be removed or tampered with. Replacement or repair cost is $80 or $150 depending on type of window screen.
• Windows are not to be used as entrances or exits for people or other objects, animate or inanimate.
• Sitting on window sills is prohibited.
• Nothing may be thrown or dropped from the windows.

YOUR POSSESSIONS
The University is not responsible for possessions lost or stolen from your room, apartment, or from any other area of the residential community. If you find an item that is not yours, turn it into your community desk. Lost items will be stored for two weeks and then forwarded to UPD if unclaimed.

IMPORTANT REMINDERS:
• Keep your keys with you at all times and lock your door and windows when you leave your apartment.
• Do not store your belongings outside your room or window.
• Items placed outside your room will be discarded without prior notice.
IMPORTANT CONTACT INFORMATION

RESIDENTIAL LIFE
(415) 338-1067 | reslife@sfsu.edu | reslife.sfsu.edu

STUDENT HOUSING OFFICE
(415) 338-1067 | housing@sfsu.edu | housing.sfsu.edu

Drop-in Office Hours
M-F 10 AM-3 PM | until further notice

UNIVERSITY POLICE DEPARTMENT
Emergencies
911 (from campus phone line)
(415) 338-2222 (from cell phone)
Non-Emergencies | 415-338-7200

ON-CAMPUS RESOURCES

ADVISING CENTER
(415) 338-2101 | advising.sfsu.edu

CAMPUS RECREATION
(415) 405-9355 | campusrec.sfsu.edu

CAREER CENTER & LEADERSHIP DEVELOPMENT
(415) 338-1764 | careerservices.sfsu.edu

COUNSELING & PSYCHOLOGICAL SERVICES CENTER
(415) 338-2208 | psyservs.sfsu.edu

CTRL+P DIGITAL PRINT SHOP
(415) 338-2434 | ucorp.sfsu.edu/copy-center

DEAN ON CALL
(415) 338-2032 | dos@sfsu.edu | dos.sfsu.edu

DISABILITY PROGRAMS & RESOURCE CENTER
(415) 338-2472 | access.sfsu.edu

FINANCIAL AID
(415) 338-7000 | financialaid.sfsu.edu

HEALTH PROMOTION & WELLNESS
hpw@sfsu.edu | wellness.sfsu.edu

INSTITUTE FOR CIVIC & COMMUNITY ENGAGEMENT
(415) 338-6419 | icce.sfsu.edu

J. PAUL LEONARD LIBRARY
(415) 338-1552 | library.sfsu.edu

OFFICE OF INTERNATIONAL PROGRAMS (OIP)
(415) 338-1293 | oip.sfsu.edu

ONE STOP STUDENT SERVICES CENTER
(415) 338-2350

STUDENT ACTIVITIES & EVENTS
415-338-1761 | sfsu.edu/~sicc