August 25, 2013

Dear North Resident,

Welcome to North Apartments! North Residential Area offers UMass Amherst juniors and seniors the convenience of living on-campus with all of the UMass Amherst resources close at hand with the independence of apartment living. Residential Life provides staffing and services to support this more independent living environment for North Residents. North residents are encouraged to become involved in the North Community through North Area Government, North Apartments Leadership Advisory Board, and through the programs and initiatives offered by the staff and the student organizations.

I. Meet the North Apartments Staff:
   a. Abed Jaradat, Apartments Complex Coordinator for North and Lincoln Apartments. Office located in 121 North D. Abed provides overall leadership for the community and serves as a resource for North and Lincoln residents. Abed works closely with the North Area Government and the North Apartments Advisory Board and supervises the Apartment Community Living Advisors.
   b. Each North Hall has an Assistant Residence Director (ARD). Each ARD is a live-in graduate student pursuing their graduate degrees. Their offices are located in room 120 of the North halls in which they work. Office Hours are posted on their office doors. ARDs serve as a resource for the residents of North and offer community development initiatives and programs to meet the needs of juniors and seniors. We encourage you to stop by to meet the ARD in your community.
      Dana Alhaffar, North A120
      Patrick Kenney, North B120
      Erika Slocumb, North C120
      Jillian Crocker, North D120

II. Residential Service Desk (RSD):
    The Residential Service Desk for North Apartments is located in Crabtree, room 112. Residential Service Desk will be open Monday–Friday 8:30am – 11:00pm and Weekends and Holidays noon – 11:00pm. Services provided to residents including package pick-up, lock-out and back-up key assistance, maintenance reporting, hall check-in/out, and equipment sign out. Contact Crabtree Service Desk by phone, 413-545-7595 for non-emergency maintenance needs or complete an i-service request for routine maintenance issues or non emergency at www.housing.umass.edu.
   a. In the event of a maintenance emergency during the Residential Service Desk hours, call the Crabtree Service Desk 413-545-7595.
b. **When the Residential Service Desk is closed and you are locked out, need to report a maintenance emergency, or need the assistance of a Residential Life staff member, call 413-545-0812.** Please note that Residential Life will charge a lock-out service fee of $25 when a staff member provides lock-out service. The lock-out service fee does not apply when a student signs out a back up key/card directly from the Residential Service Desk during RSD hours.

c. In the event of an emergency, contact the University Police Department at 413-545-2121.

### III. Community Living Standards and Independent Living:

Residential Life trusts that you will be responsible for your behavior and to be independent and self-directed. You will abide by the rules and regulations of the University of Massachusetts Amherst and the Code of Students Conduct. We encourage and expect you to take advantage of this opportunity to live independently in North with minimal supervision from Residential Life staff. Some of the things that will help you live independently:

a. Introduce yourself to your roommates and sign an apartment agreement. Talk about your needs and find common ground so you can all live with respect and harmony.

b. As apartment mates, introduce yourselves to other apartments on your floor. Residents of all apartments on each floor are encouraged to sign a community agreement where you find common ground that helps you as a floor community to live independently by respecting self and respecting each others’ needs.

c. The ARDs will be available to facilitate apartment agreements and community agreements among residents as needed. Please feel free to contact your ARDs in your building and arrange for a mutual time to complete an agreement.

d. The Code of Student Conduct and residence hall policies apply to North Apartments. It is expected that you will review and abide by these policies at all times.

### IV. Independent Living:

Residential Life is committed to helping you live an independent life while you are living on campus and transitioning your way to life after college. This experience will help you in developing mediation and negotiation skills and getting to know your rights and responsibilities as tenants when you move to live off campus.

Thank you for choosing to live in North Apartments. I wish all of you an excellent year full of academic successes, community support, and fun.

Please let me know if you have any questions.

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Sincerely,

AJ

Abed Jaradat

Apartment Complex Coordinator for North and Lincoln Apartments