Things You Need to Know about Living in North Apartments

North Staff: Each building has one live-in ARD supervising that building:

<table>
<thead>
<tr>
<th>Building</th>
<th>ARD Name</th>
<th>Office</th>
<th>Email</th>
<th>Phone</th>
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<tbody>
<tr>
<td>A</td>
<td>Tina Zorzi</td>
<td>Rm. 120</td>
<td><a href="mailto:dalhaffa@sacl.umass.edu">dalhaffa@sacl.umass.edu</a></td>
<td>577-2493</td>
</tr>
<tr>
<td>B</td>
<td>Yetunde Ajao</td>
<td>Rm. 120</td>
<td><a href="mailto:Yajao@sacl.umass.edu">Yajao@sacl.umass.edu</a></td>
<td>577-3722</td>
</tr>
<tr>
<td>C</td>
<td>Erika Slocumb</td>
<td>Rm. 120</td>
<td><a href="mailto:eslocumb@sacl.umass.edu">eslocumb@sacl.umass.edu</a></td>
<td>545-7107</td>
</tr>
<tr>
<td>D</td>
<td>Ezekiel Babagario</td>
<td>Rm. 120</td>
<td><a href="mailto:ebabagario@sacl.umass.edu">ebabagario@sacl.umass.edu</a></td>
<td>545-7109</td>
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Please feel free to contact your ARD for any questions or concerns. They have their office hours posted on their office doors.

The ARDs are supervised by the Apartment Complex Coordinator (ACC), Abed Jaradat. His office is located at building D, room 121. Office Phone: 413-545-7111. Email: afjarada@umass.edu

Roommates: Don’t wait too long to get organized with your roommates. Talk things out so that you can learn about and respect each other’s needs. All four roommates should get together and decide about chores and cleaning, sharing costs for household items like toilet paper and dish soap, and other issues that affect how you live together. Most conflicts in North are between roommates over cleaning, food, guests, and noise. Ask your ARD for apartment mate agreements and they are willing to mediate an agreement.

Noise: Sound really travels in these buildings. The bedrooms can hear what’s happening in the kitchen, and vice versa. Anything loud inside the apartment can be heard out in the hall, and vice versa. People outside can hear what comes out the windows, especially on the courtyard side. Please cooperate and communicate with your roommates and neighbors about noise. People don’t always know when they are being loud. Check your levels early in the semester to learn the limits and keep your sounds inside your apartment as much as possible.

Community Standards: You’ll have more privacy and more responsibility in North than most residents on campus. Please treat everyone with respect and follow the policies. The North staff respect you and your privacy, but we will uphold community standards and enforce the policies. Please read the policies on line at https://www.umass.edu/living/learning/standards. It is your responsibility to read and understand all the rules and regulations.

Smoking: Smoking of anything is not permitted anywhere on campus including North Apartments.

Sprinkler head covers are those round discs on your walls. Please do not touch them.

Common spaces: The lounges and the conference rooms on the first floors are for you to use. You can reserve them to study. Reservations are on a first come first served bases. Contact your ARD for reservations.

Recycling: Trash rooms are located on the ground floors to the right when you get off the elevators. Please recycle and take your trash out regularly. You have three apartment bins: one for clean, mixed paper; one for glass/plastic/metal/cans/ juice & milk containers, etc.; and one for garbage. Please use trash bags for the garbage. Paper and recyclables don’t need garbage bags and can be dumped straight into the toters.
The toters are Blue for paper, Red for recyclables, Green for garbage, Brown for corrugated cardboard. Please get any food out of your recyclables and rinse them, flatten corrugated cardboard before putting it in the toters. Pizza boxes and egg cartons are garbage.

**Composting:** Please help us reduce the amount of trash that we produce and let’s be more serious about the environment. Please participate in the composting initiative in North Apartments and please use the right containers.

**Phones:** Cell phone service is not perfect in some areas of the buildings and some providers deliver better reception than others. The phone in the kitchen should work. The emergency phones outside the buildings can be used to make campus calls or off campus calls but start by dialing 9 then the whole number.

**Fire extinguisher:** There’s one in your apartment. Take a minute to read the instructions. This might help you prevent a fire.

**Candles:** Candles are fire hazard and **not allowed** in your apartment or your room; lit or not lit. **Breaker boxes:** Are in your hallway and should be unlocked. If you lose power, try them first. Find the right breaker on the chart on the inside of the door. Push that switch all the way to off, then to On. Do it once only. If the power stays off, contact the service desk at Crabtree at 545-0812 if the office is closed.

**Shower Curtains:** Spring loaded shower curtain bars (there are two sizes of bars so measure first) and shower curtains fit the bedroom window openings.

**Parking:** The semi-circular drives in front of each building are for unloading and loading cars. Please don’t leave your cars more than 15 minutes. Other residents may need to use them as well. Parking Services issue violation tickets and sometimes tow your car. It’s a tight space so please don’t jam it up. Be careful: the stone curbs can rip tires open so try not to scrape your tires against them.

**Guests:** Please make sure that your guests respect the buildings, your roommates, and your neighbors. North is a good place to live and we try hard to make it the nicest place.

**Maintainers:** A great group of people keep these buildings clean and in good repair. Please take the time to meet them and treat them as well as they treat us. The primary maintainers are: Liz in North A, Tsultrim in B, Travis in C, and Gus in D.

**Toilets:** Please do not flush anything that doesn’t belong there, such as paper towels and feminine products. The pipes can clog and cause nasty sewage back-ups.

**Student Government:** North Area Government’s office is located in B121.

**Leadership Advisory Board:** North has an advisory board similar to House Council in other clusters to advocate for residents needs and to put activities for them.

**Work Orders:** Submit on-line I-Service Request at the Residential Life website [http://servicerequest.sacl.umass.edu/home.html](http://servicerequest.sacl.umass.edu/home.html). That gives Facilities and Operations permission to
enter your apartment/room and fix the problem. Call the Service Desk between 8:30AM-11:00PM on weekdays and 12:00PM-11:00PM weekends. If the office is closed, call the emergency line 545-0812.

**Damage Billing:** Costs are very high in North, especially for the furniture. Take care of your room and apartment. If something gets damaged in the common area, everyone is charged for it unless the person who did it takes responsibility.

**Small Nails and Tacks** are okay for hanging photos and pictures. Avoid tape and glue because they can damage the drywall and lead to damage billing for you.

**Break Housing:** The buildings are open every day. You do not turn in your key before breaks. You keep it with you and remember to bring it back when you come back to campus.

**Packages:** You will get an email when a postal package comes in. You need to go to Crabtree, room 112 to pick up your package.

**Mail:** Your address goes in this order: Building, Apartment, Bedroom.
- North A103C means: building A, apartment 103, bedroom C
- Your mailing address is that plus your street address.
  - Building D is 52 Eastman Lane.
  - Building C is 54 Eastman Lane.
  - Building A is 56 Eastman Lane.
  - Building B is 58 Eastman Lane.
- If you live in A103, bedroom C, your complete address would look something like this:
  - Your Name,
  - North Apartments A103C
  - 56 Eastman Lane
  - Amherst, MA 01003