September 1, 2016

Dear Lincoln Apartments Resident,

Welcome to Lincoln Apartments! Lincoln Residential Area offers UMass Amherst graduate students 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 Lincoln residents. Lincoln residents are encouraged to become involved in the Lincoln Community through activities, programs and initiatives that are provided by Residential Life staff.

I. Meet Lincoln Apartments Staff:
   a. **Betty Kodoso** is the Assistant Residence Director for Lincoln Apartments. She is a live-in staff member. She a graduate students and works closely with the Apartment Complex Coordinator to provide leadership and build community in Lincoln. Betty posts her office hours outside her office in room 914. She serves as a resource for Lincoln residents and will answer the residents’ questions or refer them to other offices on campus. Betty can be reached by phone at 413-546-1778 or by email at bkodoso@sacl.umass.edu.
   b. **Abed Jaradat** is the Apartment Complex Coordinator for Lincoln and North Apartments. Abed is a full time staff with a Masters degree in Education and pursuing his Doctorate in Education also. His office is located in 121D, North Apartments. Abed provides overall leadership for the community and serves as a resource for Lincoln and North residents. Abed supervises the Lincoln Assistant Residence Director Betty Kodoso. You can contact Abed at 413-545-7111 or afjarada@umass.edu.

II. Residential Service Desk (RSD):
   Lincoln residents can utilize Prince Residential Service Desk located in Prince Hall, room 120 during the office hours Monday – Friday 8:30am – 11:00pm and weekends and holidays noon – 11:00pm. Phone Number: 413-545-7591. 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. In order to access Prince Hall during evening hours, you will need a Lincoln Apartments Security sticker for your UMass ID; please see Betty to acquire a sticker. For non-emergency maintenance needs complete i-service request at http://servicerequest.sacl.umass.edu/home.html
   a. In the event of a maintenance emergency during the Residential Service Desk hours, call the Prince Service desk 413-545-7591.
   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. 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 or dial 911.

III. Community Living Standards and Independent Living:

Residential Life trusts that you to 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 Lincoln with minimal supervision from Residential Life staff. Some of the things that will help you live independently:

a. Introduce yourself to your roommate and sign a roommate agreement. Talk about your needs and find common ground so you can live together with respect and civility.

b. As roommates, introduce yourselves to residents of neighboring apartments. As a reminder, Lincoln apartments are a 24-hour quiet community. If you are disturbed by noise from a neighboring apartment, we encourage you to speak to your neighbors about the noise. Residential Life staff can assist you if your efforts to address disruptive behaviors are unsuccessful.

c. The Assistant Residence Director (ARD) will be available to facilitate apartment agreements and community agreements among residents as needed. Please feel free to contact your ARD and arrange for a mutual time to complete an agreement.

d. The Code of Student Conduct and Residence Hall policies apply to Lincoln Apartments. It is expected that you review and abide by these policies. Please find the Code at this website: https://www.umass.edu/living/learning/standards

IV. Lincoln Community Room is located in room 914. Lincoln residents have access to the room where there is a TV/VCR/DVD unit, some board games and some extra seating for celebrating, gathering and having some positive activities. University and Residential Life policies apply at all times in the community room. For example, alcohol, cigarettes, incense, candles are all prohibited items. You can reserve the room through the Assistant Residence Director on first come first served bases.

V. Independent Living:

Residential Life is committed to helping Lincoln residents live an independent life on campus while transitioning your way to life after graduate school. 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 Lincoln Apartments. I wish all of you an excellent year full of academic success, community support, and fun.

Sincerely,

AJ

Abed Jaradat

Apartment Complex Coordinator for North and Lincoln Apartments
Community Development Director for Family Housing