

University of Massachusetts Amherst

University Village Policies

Effective August 30, 2022

UMass Amherst students living in University Village are expected to adhere to university policies and expectations of behavior outlined in the [Code of Student Conduct](#), University Village Policies and the Family Housing Occupancy License Agreement. Residents must take an active role in maintaining a positive living and learning community. Residents are expected to comply and cooperate with the directives of Residential Life staff, University officials and emergency personnel acting in the performance of their duties. For the purpose of this policy, a “resident” is the student who holds the license agreement with the university and “occupant(s)” are other individuals authorized to reside in the apartment.

Access/Use

- University Village apartments are private dwellings wherein access is restricted to the resident, occupants and their intended guests. University Village apartments are private dwellings and should be used solely as a residence.
- The resident and occupants over the age of 18 are assigned keys to access their apartment. Apartment occupants between the ages of 16 and 18 may be issued a key with the consent of the resident. The resident is responsible for all keys issued for their assigned apartment and is expected to report lost/stolen keys immediately. Lending or duplicating keys issued by the UMass Amherst is prohibited.
- Residents and occupants over the age of 18 will be provided with card access to the community center. Minors are not allowed in the community center unless accompanied by a parent or guardian over 18 who resides at the property.
- Residents and occupants may bring guests into the community center and guests may utilize outdoor spaces within the University Village, however guests must be accompanied by the resident or occupant at all times.
- Residents are responsible for their behavior and the behavior of occupants and guests. Residents are responsible for informing occupants and guests of university behavioral expectations.
- The accessing of roofs, ledges, attics and crawl space is prohibited.
- Installing any external antennas or other structure on apartment walls or roofs or installing personal outdoor surveillance/security systems is prohibited.
- Apartment doors should be closed and locked whenever the resident or occupants are not present in the apartment or are sleeping. Additional locks may not be added to door, window or other university property and/or equipment.
- The maximum occupancy of any apartment is four persons.
- Routine apartment inspections will take place twice a year, with prior notice to residents. These inspections may take place whether the resident is home or not. Inspections will include a review of life safety items such as smoke detectors and fire extinguishers, pest control, appliance assessment and the overall condition of the apartment.

Alcohol

Residents, occupants, and their guests must adhere to the alcohol policies outlined in the [Code of Student Conduct](#). In addition to the alcohol policies listed in the Code of Student Conduct, the following applies within University Village:

- Residents and occupants 21 years or older may possess, store, and consume alcohol only within their assigned apartment.
- Alcohol is not permitted in common areas including, but not limited to, the community center. Open containers of alcohol is not permitted on campus public spaces.
- Residents and occupants must take all necessary steps to ensure that no person under 21 years of age possesses or consumes alcoholic beverages in their apartment.

Animals and Pets

- Residents, occupants, and guests are not permitted to have animals or pets in the apartment except as permitted by the [Service Animal Policy or Assistance Animal Policy](#).
- Residents and occupants are allowed to have non-carnivorous fish if they remain in a 10 gallon or smaller tank.

Appliances

- University-issued appliances must remain in the apartment.
- Community center furniture must remain in their original and designated spaces.
- Residents are expected to keep the apartment and provided appliances clean and in proper working order.
- Residents are required to pay for any costs associated with missing appliances and for any cost associated with appliance repair due to misuse or negligence.

Cleanliness and Trash Removal

- Residents are responsible for the proper care and cleaning of their apartment and areas outside the entrances of their apartment.
- Residents must properly dispose of trash, recyclables, and compost in the designated areas/container. Items are not to be stacked outside of receptacles, including bags, furniture, and large items. Personal trash may not be left or disposed of in public areas. Residents who leave personal items in public areas may be assessed charges for cleaning, removal and/or damage.
- Residents must properly dispose of medical waste.
- Flushing disposable diapers, baby and adult sanitary wipettes, condoms, or personal hygiene products down the toilet is prohibited.
- Residents are required to promptly report pest issues using [iService Request](#).
- Residents are expected to keep the front and rear of their apartment tidy. Anything seeming to create a hazard or unsightly appearance will be addressed by Residential Life staff, including, but not limited to, bicycles, garbage, and children's toys. The residents shall not store, maintain, keep or otherwise place any items, including but not limited to, automobile parts, hazardous chemicals, cardboard boxes, recyclable materials, garbage, indoor furniture, and other items not designed to be outdoors on the porches, exterior grounds, common areas, and entrance ways of the building, except as otherwise specifically authorized by Residential Life staff. Each block of apartments provides a shared covered bike storage area for resident use.

Decoration and Prohibited Items

Residents may personalize their apartments while adhering to the following:

- Personal belongings must not be stored outside of the apartment. Bicycles and outdoors toys may be stored only in the designated storage area.
- Painting and permanent additions and alterations of the interior and exterior of, apartments is prohibited.
- Decorations must not cover more than 50% of the area on each wall and room door.
- Decorations must be fire/flame-proof or fire-resistant.
- Items must not be suspended from the ceiling, light fixtures, pipes, sprinkler head, or fire equipment.
- Tapestries, pictures, posters, and other decorations may be hung on the walls and doors with, removable adhesive strips, tacks or small nails. To hang items, use small tacks, nails or 3M Command Strips on drywall surfaces. Adhesives, stickers, wallpaper, borders, tape, or paste may not be used on walls. Adhesive products may not be used on any other surface in the apartment including cabinets, appliances, windows, or window treatments. Nothing may be mounted to the walls, floors, or ceilings.
- Furnishings and personal items must not block heating units or entry to and from the apartment.
- Decorative lights may be used if they are UL-approved. Lights should remain unplugged when not in use and when the apartment is vacant.
- Residents are required to pay for any repair costs associated with damage to walls, doors, and/or appliances.
- Residents who wish to place a private religious display in a public space on the grounds of the apartment complex should complete a campus Land Use Form and make their request in writing to Residential Life. Residential Life will set aside appropriate areas for any resident to erect private displays of religious symbols for a limited time during religious holidays. Such displays will identify the resident, explain the purpose and meaning of the display, and note the University does not sponsor the display.
- Hanging, displaying, or installing toddler seats, hammocks, tire swings, outdoor lighting (including ground solar lights), recreational equipment, or clotheslines in any part of the exterior grounds, including, but not limited to, trees and common areas is not permitted.
- The use of chalk on exterior apartment surfaces, sidewalks, or parking lots is not permitted. Outdoor toys and play structures cannot be left on the lawn areas when not in use.
- The use of children's pools is not permitted.
- Personal outdoor grills (propane, or otherwise) is not permitted on the premises. All flammable materials should be stored where children cannot access them.
- Drying of fish, meat, or poultry is not permitted outside your apartment.
- Unregistered cars will be ticketed and towed at owner's expense. Motorcycles, motor driven cycles, and motorized pedicycles must be registered under the same conditions as other vehicles, and are subject to parking services regulations. Motorcycles and motor driven cycles may park only in designated motorcycle parking areas. Automobile repairs is not permitted on the University Village premises, including, but not limited to, oil changes and the disposal of hazardous material.

- Resident may not plant flowers, shrubs, trees, or the like on the property. Potted vegetables and plants are allowed.
- The following items are not permitted in the apartments:
 - 3D printers
 - Air conditioners: window or standing units (unless issued by Residential Life)
 - Humidifiers units that connect to windows
 - Major appliances not provided by the university
 - Laser pointers
 - Water sport items (such as water slides), pools (including inflatable and/or plastic pools), and water beds
 - Weapons (as outlined in the Code of Student Conduct)
- The university reserves the right to prohibit additional items from apartments at any time and residents will be notified of any modifications.

Fire Safety

University Village is equipped with fire safety equipment, which includes smoke detectors, heat detectors, manual fire alarm pull stations, fire alarm control panels, sprinklers, and pipes. Residents are expected to comply with the university fire safety policies including those outlined in the [Code of Student Conduct](#).

- When a fire alarm has sounded residents, occupants, and guests are required to evacuate and follow emergency response personnel directives.
- Covering, tampering with, obstructing, or hanging items on any fire safety device or component (e.g. sprinkler heads, smoke detector, etc) is prohibited.
- Residents and occupants are responsible for the proper use of cooking appliances and attention to food items while using the appliances.
- To maintain the safety of the University Village community, certain items are not permitted. Prohibited items include, but are not limited to:
 - Candles and incense, lit or unlit. Smudging is also not permitted in the apartments. Residents may request permission to smudge and/or the use of candles or incense for religious or spiritual purposes. Residents should contact Residential Life at living@umass.edu to initiate the process.
 - Explosive materials, gas-powered equipment, noxious chemicals, gasoline, and other flammable liquids.
 - Halogen lamps, lava lamps, octopus/spider lamps (i.e., lamps with multiple plastic shades/covers)
 - Self-propelled devices (e.g. battery operated devices, electric or motorized bicycles, hover boards, scooters, segway vehicles and skateboards)
 - Natural trees, wreaths, corn stalks, hay, or other live decorations
 - Pyrotechnic devices and smoke/fog machines
 - Heaters (unless issued by Residential Life)

Guests

A guest is defined as any individual who is not assigned to the resident's apartment. The resident may have guests visit their apartment or common areas of University Village. Residential Life reserves the right to ask guests to leave based on facilities issues, length of stay, and prior

behavioral concerns. The university reserves the right to modify the guest policy at any time and residents will be notified of any modifications.

- Overnight visitors are permitted up to seven (7) consecutive days in a one month period. With the addition of overnight visitors, occupancy must not exceed maximum capacity (4) of four persons including minors.
- Resident/occupant must accompany their guests at all times. Guests are never to be left unattended in community spaces.
- If a guest engages in behavior that does not meet University behavioral expectations, both the resident and guest (if a student of the University) may be held accountable under the [Code of Student Conduct](#). If a guest engages in concerning behavior or refuses to leave, residence hall staff or UMass Amherst Police Department (UMPD) may be contacted.

Noise

Residents, occupants and guest must keep noise at an acceptable and courteous level at all hours of the day.

Courtesy Hours are in effect at all times: 24 hours a day, 7 days a week. During all hours of the day, students are expected to be considerate of other community members' needs. In order to do so, please adhere to the following:

- Devices such as speakers, televisions, computers, amplifiers, or musical instruments should be maintained at a volume that does not impact others.
- Amplified sound out of windows is not permitted.

Quiet hours are times when noise must not be audible beyond residents' apartments, or common spaces. Quiet Hours are designated as:

Sunday – Saturday: 10:00 PM – 8:00 AM

Addressing Noise Concerns- Residents are encouraged to address noise concerns with other residents and to respond positively to requests to reduce or minimize noise. Noise concerns may be reported to Residential Life.

Solicitation

Solicitation refers to planned and in-person sharing of information with, and/or requesting information from, students living a community. Residents and recognized/registered student groups are permitted to solicit information in University Village for non-commercial purposes. They may share information door to door as well as table or post information in authorized spaces within University Village in accordance with the solicitation guidelines and guest policy.

Commercial solicitation by individuals or organizations (other than by approved University-affiliated student businesses) for personal or commercial gain is not permitted. Commercial solicitation includes, but is not limited to, requests for payment or pledges of payment for goods, services, charities, or other financial contributions.

Windows

- Windows, screens, and window locks must remain in place at all times.
- Obscuring, blocking or placing items on windows is prohibited.
- Throwing, dropping, or hanging anything from windows is prohibited.
- If a window or window screen is missing, loose, or damaged, residents are expected to submit an [iService Request](#).