Things You Need to Know about Living in North Apartments

Residence Education North Apartment Staff: Each building has an Assistant Residence Director (ARD). The ARD is a live in graduate student supervising that building but they can help students from other buildings as well:

<table>
<thead>
<tr>
<th>Name</th>
<th>Building</th>
<th>Office</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chase Milam</td>
<td>Hall A</td>
<td>A120</td>
<td><a href="mailto:cmilam@sacl.umass.edu">cmilam@sacl.umass.edu</a></td>
<td>577-2493</td>
</tr>
<tr>
<td>Yetunde Ajao</td>
<td>Hall B</td>
<td>B120</td>
<td><a href="mailto:yajao@sacl.umass.edu">yajao@sacl.umass.edu</a></td>
<td>577-3722</td>
</tr>
<tr>
<td>Erika Slocumb</td>
<td>Hall C</td>
<td>C120</td>
<td><a href="mailto:eslocumb@sacl.umass.edu">eslocumb@sacl.umass.edu</a></td>
<td>545-7107</td>
</tr>
<tr>
<td>Ezekiel Babagario</td>
<td>Hall D</td>
<td>D120</td>
<td><a href="mailto:ebabagario@sacl.umass.edu">ebabagario@sacl.umass.edu</a></td>
<td>545-7109</td>
</tr>
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</table>

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 Residence Education Apartment Communities Coordinator (ACC), Abed Jaradat. His office is located in Hall D, room 121. Office Phone: 413-545-7111. Email: afjarada@umass.edu

Maintainers: A dedicated group of people keep North Halls 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, Nazem in C, and Gussy in D.

Here are some tips for you to get adjusted in North Apartments:

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 like cleaning, sharing costs for household items, toilet paper, dish soap, and other issues that affect how you live together. Most conflicts in North are between roommates over cleaning, food, guests, and noise. Please access the roommate Agreement at: https://sites.google.com/a/umass.edu/umass-amherst-residential-life/room-suite-apartment-mate-agreements. We highly encourage you to sign a roommate agreement. This will save you a lot of unnecessary waist of your time arguing things with your roommate/s. Your ARD will be available to help facilitate your agreement.

Guests: Please make sure that your guests respect your roommates, the premises, and your neighbors. Make sure that you get the consent of all your roommates before you bring an overnight guest. North is a good place to live in. We intend to make it the nicest place on campus.

Noise: Sound really travels in the halls. The bedrooms can hear what’s happening in the kitchen, and vice versa. Anything loud inside the apartment can be heard out in the hallway, 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 sound/voice inside your apartment.

Community Standards and Policies: You 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 the 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. Please do not hesitate to ask your ARDs if you have questions or if you are not clear about any of the policies.

**Smoking:** Smoking of anything is prohibited anywhere and everywhere on campus including North Apartments.

**Candles:** Candles are fire hazard and not allowed in your apartment or your room; lit or not lit.

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

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

**Breaker boxes** are located in your apartment 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 545-7595 or call 545-0812 if the office is closed.

**Inspection of your Apartment:** The UMass Environmental Health and Safety Department Staff will enter every room and inspect fire and safety equipment and look for any fire and safety violations. You will be informed ahead of time on what day they will be coming to your hall.

**Common spaces/conference rooms and lounges:** The lounges and the conference rooms on the first floors are for you to use for studying. You can reserve them through your ARD to study if you choose to do so. Reservations are on a first come first served basis. Contact your ARD for reservations.

**Recycling, trash, and compost rooms** are located on the ground floors to the right when you get off the elevators. Please recycle and take your trash and compost out regularly. Please use the designated bin when you dispose of your trash or recycling items. Instructions are posted in the trash/recycling room as to where every item goes. Please don’t mix things up. Save energy and money by recycling and composting. For more information about sustainability please go to [http://www.umass.edu/living/learning/sustainably](http://www.umass.edu/living/learning/sustainably)

**Composting:** Please help us reduce the amount of trash that we produce and let us be more serious about the environment. You will see a small green bin in your kitchen and some bags. When the bag is full of compost please bring it down to the Trash/recycling/Compost room where you will see a toter for compost only. Please place the bag in that toter. There is a roll of bags in your apartment but if you need more please contact your ARD.

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

**Parking:** The semi-circular drives in front of each hall are for loading and unloading cars only. Please don’t leave your cars more than 15 minutes there. Other residents may need to use them as well. Parking Services issue violation tickets and sometimes tow your car away. 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.

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

**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.

**Maintenance issues:** 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 (FacOps) permission to enter your apartment/room and fix the problem. Call Crabtree Service Desk between 8:30AM-11:00PM on weekdays and 12:00PM-11:00PM weekends and holidays. If the office is closed, call the emergency line 545-0812 for emergency maintenance only.
**Damage Billing:** Costs of the furniture is high in North. 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 any kind of tape or glue because they can damage the drywall and lead to damage billing for you.

**Break Housing:** The buildings are open every day for nine months September to May. 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 from Crabtree Service Desk 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.

- Hall D is 52 Eastman Lane.  
- Hall A is 56 Eastman Lane.
- Hall C is 54 Eastman Lane.  
- Hall B is 58 Eastman Lane.

If you live in A103, bedroom C, your complete address would look something like this:

Your Name,  
A103C North Apartments  
56 Eastman Lane  
Amherst, MA 0103

**North Apartments Leadership Advisory Board:** North has a Leadership Advisory Board that functions similar to House Council in other clusters to advocate for residents’ needs and to put activities and programs for the residents. Students volunteer to be members of the Board. To become a Board member please contact your ARD. The Leadership Advisory Board Office is located in room B121.

Thank you and have a nice stay in North Apartments.

Sincerely,

Abed Jaradat
Residence Education Apartment Communities Cooedinator