**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:

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<thead>
<tr>
<th>Name</th>
<th>Building</th>
<th>Office</th>
<th>Email</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>Chase Milam</td>
<td>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>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>C</td>
<td>C120</td>
<td><a href="mailto:eslocumb@sacl.umass.edu">eslocumb@sacl.umass.edu</a></td>
<td>545-7107</td>
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<tr>
<td>Ezekiel Babagario</td>
<td>D</td>
<td>D120</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 Residence Education Apartment Communities Coordinator (ACC), Abed Jaradat. His office is located in building D, room 121. Office Phone: 413-545-7111. Email: afjarada@umass.edu

**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, Nazem in C, and Gus 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 and cleaning, sharing costs for household items like 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](https://sites.google.com/a/umass.edu/umass-amherst-residential-life/room-suite-apartment-mate-agreements). Your ARD will help facilitate agreement if needed.

**Guests:** Please make sure that your guests respect your roommates, the buildings, 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.

**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 and Policies:** 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](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 prohibited anywhere on campus including North Apartments.

**Sprinkler head covers** are those round discs on your walls. 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.

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

**Environmental Health and Safety inspection of your room:** During the winter break, 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 building.

**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 to study if you choose to do so. Reservations are on a first come first served basis. Contact your ARD for reservations.

**Recycling:** Trash, recycling 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 right 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 buildings and some providers deliver better reception than others. The apartment phone in the kitchen should work. The emergency phones outside the buildings can be used to make campus calls or off campus local calls but start by dialing 9 then the whole number.

**Parking:** The semi-circular drives in front of each building are for loading and unloading cars only. 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.

**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 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.

**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 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 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

**North Apartments Leadership Advisory Board:** North has a Leadership Advisory Board and 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 is located in room B121.