January 16, 2019

Dear North Resident,

Welcome to North Apartment Residential Area! North Residential Area offers UMass Amherst seniors and juniors 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 living environment for North Residents. North residents are encouraged to become involved in the North community through North Apartments Leadership Advisory Board, and through the Residential Curriculum and other programs and initiatives offered by Residence Education staff and the student organizations.

Meet North Apartments Staff:

a. Abed Jaradat, Apartment Communities Coordinator (ACC). His office is located in 121 North D. Abed provides overall leadership for the community and serves as a resource for North, Lincoln and North Village Apartments residents. Abed works closely with the North Apartments Leadership Advisory Board and supervises the live in Assistant Residence Directors (ARD).

b. There are four halls in North; A, B, C and D. Each hall has one live in ARD. North ARDs are graduate students pursuing their graduate degrees. This year, all ARDs are pursuing their doctoral degrees. Each ARD has an office located in room 120 in each of the four halls. Office hours are posted on the office doors. ARDs serve as a resource for the residents of North and offer community development initiatives and programs including Residential Curriculum, Senior Seminar Series and other events and programs to meet the needs of all residents with emphasis on the needs of juniors and seniors. We encourage all residents to stop by to meet the ARD in your community, give them a phone call or drop an email:

   - **Chase Milam**, ARD for Hall A: North A120 413-577-2493 cmilam@sacl.umass.edu
   - **Yetunde Ajao**, ARD for Hall B: North B120 413-577-3722 yajao@sacl.umass.edu
   - **Erika Slocumb**, ARD for Hall C: North C120 413-545-7107 eslocumb@sacl.umass.edu
   - **Ezekiel Babagario**, ARD for Hall D: North D120 413-545-7109 ebabagario@sacl.umass.edu

Residential Service Desk (RSD):
The Residential Service Desk for North Apartments is located in Crabtree Hall, room 112 in Northeast Residential Area, close to Worcester DC. Residential Service Desk normal hours are Monday–Friday 8:30am 11:00pm and 12:00pm–11:00pm weekends and holidays. Services provided to residents include package pick-up, lock-out and back-up key assistance, maintenance reporting, hall check-in/out, and equipment sign out:

a. For non-emergency maintenance, you need to fill i-service request on line at [https://isd.sacl.umass.edu/home.html](https://isd.sacl.umass.edu/home.html)

b. In the event of a maintenance emergency during the Residential Service Desk hours like lock out of your room/Apartment, back up card access, toilet clocked, broken glass or flood in the apartment . . . etc., [call the Crabtree Service Desk 413-545-7595 or stop by the office](#).

c. If and when the Residential Service Desk is closed and you are lockedout, need to report a maintenance emergency, or need the assistance of a Residential Life staff member, [call the FacOps emergency line at 413-545-0812](#). Please note that Residential Life will charge a lock-out service fee when a staff member provides lock-out assistance to their apartment/room. The lock-out service fee does not apply when a student signs out a backup key/card directly from the Residential Service Desk during RSD hours.
d. In the event of a non-maintenance emergency, contact the University of Massachusetts Police Department at 413-545-2121 or dial 911.

Community Living Standards and Independent Living:
Residential Life trusts that you will be responsible for your behavior and the behavior of your guests to be independent and self-directed. We expect that you will abide by the rules and regulations of the University of Massachusetts Amherst, Code of Student Conduct and the Residential Life Community Standards. Please remember that all the rules apply to North Apartments. For more information about policies in the residence halls please visit this site: http://www.umass.edu/living/learning/standards. It is expected that you review and abide by these policies at all times. Please let your Residence Hall Staff know if you have questions. We encourage and expect you to take advantage of this opportunity to live independently in North with minimal supervision from Residential Life staff. Some of the steps that will help you live independently are:

a. Introduce yourself to your roommates and sign apartment roommate agreement. Talk about your needs and find common grounds so you can all live with respect, harmony, care and compassion.

b. As apartment mates, introduce yourselves to other apartment residents on your floor. Residents of all apartments on each floor are encouraged to sign a community agreement where you find common grounds that help you as a floor community to live independently by respecting self and respecting other’s needs.

c. The ARDs will be available to facilitate apartment agreements and community agreements as needed. Please feel free to contact your ARD in your building and arrange for a mutual time to complete an agreement. You can find the apartment mate agreement at: https://sites.google.com/a/umass.edu/umass-amherst-residential-life/room-suite-apartment-mate-agreements

Independent Living:
Residential Life is committed to helping you live independent life while you are living on campus and transitioning your way out of college to life after college. 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 North Apartments. I wish all of you an excellent year full of academic successes, community support, and fun.

Please let me know if you have any questions.

Sincerely,

Abed Jaradat, Ph.D.
Residence Education Apartment Communities Coordinator (ACC)