

Lafitte Village Resident Handbook



THE UNIVERSITY *of*
NEW ORLEANS

RESIDENTIAL LIFE

Index

Director's Welcome	2
About Lafitte Village	2
Services Provided	3
Safety Policies and Precautions	4
Administrative Policies	9
Room Care Considerations	11
Behavioral Policies	12
Conduct Adjudication Process	18
University Contacts	22



On behalf of all of the staff in the Office of Residential Life, I am excited you welcome you to Lafitte Village; the University of New Orleans community of married students, students with families and graduate students. A short walk to academic buildings, the Cove Dining facility, the Early K. Long Library and more, Lafitte Village offers a convenient location for students with families to have apartment accommodations at an affordable price with on campus amenities.

Office of Residential Life staff graduate assistants live in Lafitte Village to assist residents with concerns, plan events for the community and more. This guide serves as a resource for residents to navigate frequently asked questions regarding Lafitte Village policies and processes. For additional information or for assistance, please reach out to our staff located in the Office of Residential Life (office located on the first floor of Pontchartrain Hall North or via email).

I believe that your time in Lafitte Village will provide you with meaningful relationships with a diverse community of learners, opportunities for personal growth and connection to your academic endeavors at the University of New Orleans.

Thank you for joining our community,
Amanda Robbins
Director of Residence Life

About Lafitte Village

Located at the corner of Leon C. Simon Blvd and Founders Road

Holds 120 Apartment Units

Includes 48 1-bedroom units and 72 2-bedroom units.

Graduate Assistant: Pablo Dominguez

Amenities:

- All utilities included (water, electricity, sewer, cable, wifi/ Ethernet, laundry machine usage, parking decals for parking spaces in the Lafitte Village lot
- Centrally located Laundry Room with vending machines
- Courtyard Playground
- Gated community with cameras.

Services Provided by Office of Residential Life

Emergency Response: Office of Residential Life staff are trained in emergency procedures for situations involving illness and injury, crisis, and threats to physical safety such as fires, major power failures and inclement weather.

Advising & Referral to Resources: Office of Residential Life Staff assists students with questions, personal and academic problems, and can provide referrals to resources on campus for more in-depth assistance.

Behavior Management: Office of Residential Life Staff assist by setting expectations for appropriate behavior in the residential community and reporting when alleged violations of policies occur and assist students in learning how to confront and enforce expectations with peers.

Administrative Tasks: Staff will assist with applying for housing, assigning and changing rooms, room inspections, lock outs, key replacements, and more.

Planning Activities: Staff work with students and other campus staff members to plan social, recreational, and educational activities for the community

Services provided by Campus Partners

Custodial & Repair Services:

The Office of Residential Life and the University of New Orleans contracts to a maintenance provider for nearly all maintenance and custodial concerns in the residence halls. Services include but are not limited to...

- Loss of power, lights, heat and air conditioning
- Pest control
- Plumbing problems
- Key, or lock, or door problems
- Housekeeping

How to request a non-emergency repair:

- Report your maintenance request online at myapps.uno.edu. Select the Residential Life app, Select "RCR/ Damages" in the left hand menu and select "Maintenance Requests." Complete your request. Staff will process the request to the correct facilities team member and follow up as the work order progresses to completion.

How to request an emergency repair:

- Visit uno.edu/housing/maintenance-request to complete an online maintenance request. Enter your UNO credentials to log-in, and complete the form to submit your request.
- Call the North Hall front desk. Provide the Desk Assistant your name, Unit Number, phone number, and the nature of your concern. Please specify your building using the following mnemonic scheme to ensure staff arrive at the correct apartment: Building A: Alpha, B: Bravo, C: Charlie, D: Delta, E: Echo. The DA will notify the service center. If the issue is not resolved within 24 hrs check in with the Office of Residential Life Staff.

Reminders on Custodial Services:

- Custodial services are on hand to clean communal areas, and make units ready for move-in. Once moved-in, students are required to clean their own apartments. They must also take their own trash to the dumpsters; placing all items within the dumpster. Students are also required to be respectful of the custodial team by cleaning up after themselves in communal areas; such courtyards, stairwells and laundry rooms. Personal items/ laundry left in the laundry room

longer than 24 hours will be discarded.

- **Note on Work Performed Inside Student Units:** When Maintenance staff or Intermittent Facilities Assistants respond to work requests or emergencies or conducts inspections, they will knock and announce themselves by name and department. They must be admitted to your unit; they will honor a short delay. Most work requested by residents and staff is performed weekdays 8:00am to 4:30pm. Sometimes the work to be performed in a resident's unit involves space around, behind, or under the resident's belongings. Repairs may call for staff to enter these spaces and to move aside the resident's belongings. Residents should move their belongings away from work areas when they know work is to be done in their rooms.

Mail and Package Delivery:

- In order to receive letters, magazines, etc., students must register for a post office box in the University Center. No student mail can be sent directly to Lafitte Village or Pontchartrain Halls.
- Once a P.O. box is created, mail should be addressed in the following manner and must include a return address:

Your Full Name (no nicknames or parent names)
University of New Orleans
2000 Lakeshore Dr.
Box # _____
New Orleans, LA 70148

TV Cable Services: Cox cable boxes are provided for basic cable service within Lafitte Village with one box assigned to each unit. Residents must not tamper with this equipment. Report issues to the Office of Residential Life.

Internet Services:

- All residents have direct Ethernet and wireless access to the University of New Orleans internet network. You must call Information Technology Help Desk at (504)-280-4357 the first time you use your Ethernet port. Anytime there after you simply plug in your Ethernet cable. To log into Wi-Fi simply find the "resnetsecure" connection in your available networks and use in your UNO credentials. To activate streaming devices, such as a Roku or Apple TV, you must also contact the IT HELP Desk. Please contact the IT Help Desk at if you are having issues connecting to through your Ethernet jack or the WIFI. You can also find more details by going to their website www.uno.edu/it/resnet.
- Please note, students may not use, connect, or bring to campus their own wireless routers or similar access points. Additionally, once you activate a data jack in your unit or log onto the University Wireless system, you are responsible for all activity on your data jack or wireless access. Care should be taken to monitor the access to your computer, network enabled devices, data jack, or wireless account, as you will be held responsible for any violations that occur.

Safety Policies and Precautions

The University of New Orleans and the Office of Residential Life encourage students to actively engage in safety precautions to maintain a safe, healthy campus community. The items listed below describe a few of the

commonly encouraged safety resources available to students. While these resources provide reasonable and good-faith efforts, it is impossible to predict situations which may occur. Students are encouraged to use their best judgment and report areas or people of concern to the appropriate manager. Simply eliminating opportunities for crimes to occur will prevent many “crimes of opportunity” such as theft. Do not prop doors including gates and apartment doors as unauthorized persons may gain access.

<p>Lafitte Village Security Measures</p>	<ul style="list-style-type: none"> ✓ Locked Entrance gates to the complex only accessible by unit key. ✓ Hard keys are needed to open apartment doors. ✓ Security cameras located around the buildings and parking lots. ✓ 24-hour assistance available from Office of Residential Life staff on duty. ✓ Repairs/replacements of doors, keys, locks ✓ Periodic safety walk-throughs to check interior lighting, exit signs, fire doors, stairwells, etc.
<p>UNOPD Programs</p>	<ul style="list-style-type: none"> ✓ 24-hour full-service police department responding to emergency calls (police, fire, rescue, ambulance) ✓ Security escorts by uniformed police officers (24 hours) ✓ Outdoor emergency phones to call escorts or summon police ✓ Surveillance cameras that monitor selected on-campus locations ✓ Text and Alerts to provide emergency notifications. To register your mobile device, please visit: uno2.uno.edu/ucc/E2Campus/e2Campus to sign up for text alerts ✓ Crime prevention programs ✓ Crime statistics reported annually in compliance with federal regulations
<p>Bicycle Security Precautions</p>	<ul style="list-style-type: none"> ✓ Register your bicycle with the Office of Residential Life. Bring your bike serial number and University ID. ✓ Secure your bicycle outdoors with a high-quality bicycle lock, securing both the wheel and frame. ✓ Use outdoor bicycle racks; don't lock bicycle to railings, lamp posts, ramps, hand-rails, etc.
<p>Fire Prevention</p>	<ul style="list-style-type: none"> • Cook only in designated kitchen spaces. Do not leave stove, oven, or microwave unattended when in use. • Use only power strips that have either 14- or 12-gauge wire, built-in surge protectors and circuit breakers. • Limit the number of appliances that are plugged in or in use at one time • Do not use a frayed or worn extension cord • Do not use or possess fireworks, flammable fuels, space heaters, halogen lamps/bulbs, or firearms • Do not smoke or allow others to smoke in your room or anywhere else inside the complex. • Do not cover over, or tamper with, your room's smoke detector • Never drape clothes or any paper, wood, cloth, or plastic material over a lamp, smoke detector, sprinkler head, or pipes • Only use grills for outdoor cooking in approved areas • Do not use, possess, charge, and/or store electronic skateboards including self-balancing hover boards/scooters and other similar equipment in all university facilities.
<p>Bomb Threats</p>	<p>All bomb threats reported to the University are taken seriously.</p>

	<p>If a bomb threat is received:</p> <ul style="list-style-type: none"> • Notify University police to report the emergency • Notify Office of Residential Life staff <p>University police will respond to your location and assess the bomb threat. Once the police have assessed the situation, then the police will initiate appropriate action. Only the University police will decide if an evacuation needs to occur, when it will occur, and how the evacuation will be announced and residents notified to evacuate. The notification to evacuate may be accomplished by the police activating the building fire alarm system, or they may decide to choose an alternate method of evacuation notification (air horns, phone, door-to-door) based on the circumstances and after assessing the situation of the particular bomb threat incident.</p>
<p>Inclement Weather</p>	<p>Emerging Inclement weather conditions are monitored by University Safety Personnel. Students are encouraged to plan ahead for their evacuation plans in the event of a hurricane nearing New Orleans. While limited spaces are available within the University evacuation protocols, students who do have available resources to evacuate with family and friends are encouraged to do so. Campus evacuations and closures will be communicated thru the university email and text alert services.</p> <p>EARLY WARNING SYSTEM</p> <p>The campus Early Warning System is designed to provide instant notification to students, faculty, and staff of imminent dangerous conditions.</p> <p>In an emergency, sirens around campus will sound continuously for at least three minutes.</p> <p>If you ever hear the Early Warning siren:</p> <ul style="list-style-type: none"> o If in your residence hall or apartment, stay inside/in your room, and seek information from university alerts. o If outdoors, seek shelter inside the closest building. o When danger has passed, a single 30-second siren blast will sound. <p>TEXT & EMAIL ALERTS</p> <p>Another means of notification is available to those who subscribe at uno2.uno.edu/ucc/E2Campus/e2Campus.htm to an alert system that sends text messages, in an emergency, to your email, mobile phone, pager, or other text-enabled device.</p>
<p>Fire Alarm/ Fire Safety</p>	<p>You must leave the building immediately when a fire alarm is sounding.</p> <ul style="list-style-type: none"> • If safe to do so, close your window, room/suite/apartment doors and immediately exit the building. • Always assume each alarm is an emergency; never assume a false alarm. • Do not open door if knob is warm to the touch; stay in room and call 911 or University Police. • Crawl on floor (where air is fresher) if you encounter smoke. <p>If you smell smoke or see smoke or fire:</p> <ul style="list-style-type: none"> o Pull the nearest building alarm. o Close your room door. o Safely exit the building.

- o Call University Police at (504) 280-6666. Tell UNOPD the exact location of fire or smoke.
- o Never attempt to fight or put out a fire.

If you get trapped by fire or smoke:

- o Call University Police and report that you are trapped.
- o Keep the doors closed.
- o Hang an object out the window to notify rescuers of your location.
- o Know locations of exit stairwells and doors.
- o Plan more than one exit route.

Note: All residence halls are equipped with automatic sprinklers. When water flows through the sprinkler heads, the building alarm system will automatically sound. It is important that you do not tamper with the sprinkler heads or the system. Students tampering with the system, even accidentally, are liable for damage to University and private property and subject to administrative action.

Hurricane Procedures/ Preparation

University officials regularly monitor weather conditions. During hurricane season (July-November), university officials monitor and track hurricanes, tropical storms and tropical depressions for potential to impact our university community. As per university hurricane protocol, students are notified of university preparations for a storm which may potentially impact our community via the following means: University of New Orleans Email, Text Alerts and the university website. Safety protocols during a hurricane or tropical storm may vary depending on the strength and path of the storm. Use the guides below to prepare as appropriate.

In the event of a campus evacuation: Update your evacuation plan with the Office of Residential Life. If your plan is to evacuate with the university, begin to gather your items and communicate with friends and family about your plans and intended departure timeline. If evacuating with friends/ family, consider your evacuation route (state contraflow protocols may impact your route). Full your vehicle with gas and get cash in case ATMs and gas stations are inaccessible along your route. Students with approved Emotional Support Animals are encouraged to review their ESA Guidelines to assist with their Evacuation plans.

Students Evacuating with UNO are encouraged to pack:

- 2-3 changes of clothing and shoes
- Pillow/ Blanket/ Sleeping Pad as sleeping accommodations will likely be a gym floor or cot.
- Toiletries
- Needed medications/ medical supplies
- Student ID, Drivers License/ Identification, Insurance Card, Health Insurance Information
- Charged Cell Phone, Charger and Portable battery pack if possible
- Snacks (granola, power bars, peanut butter, etc). Food service will be provided at shelter location, however students may want to have their own snack options available.
- Radio/ Book/ Entertainment for the ride and shelter.

Before evacuation: Remove All items from your window and floor area. Ensure your window is lock and blinds are lowered. Store your valuables out of view and in your locked bedroom. Unplug any items not in use and power down electronics. Throw away

	<p>any food which will spoil in 2-4 days. Ensure your bike is locked to a bicycle rack and your vehicle is properly parked and locked. Ensure you have your keys and ID with you and all doors lock behind you.</p> <p>In the event of a shelter in place situation: Gather Any Needed Items and prepare your room for your "shelter in place" plans. Suggested Items Needed Include:</p> <ul style="list-style-type: none"> Snacks (Limited dining services will be provided during the weather event, typically through your hall's lobby or market, however, some students may prefer their own snacks). Flashlight (Never use candles or flame light in the Residence Halls). Drinking Water for at least 1-2 days. Needed medicine/ medical supplies. Fully Charged Cell Phone/ back-up portable battery. <p>Remove All items from your window and floor area. Ensure your window is locked and blinds are lowered.</p> <p>Ensure important numbers are programmed in your phone (Your Hall front desk and UNOPD).</p> <p>Remember all Office of Residential Life policies remain in effect in your halls including alcohol, noise and illegal substance policies. Students are encouraged to remain in doors during heavy rain and wind.</p> <p>Report all accidents, injuries, broken window, or excessive water to Office of Residential Life staff. Staff will be conducting rounds of the halls and staffing front desks.</p>
Wellness Concern	<p>When residents' family/friends report concerns about student welfare to Office of Residential Life staff, our staff will take steps to respond to the report that include attempting to contact the student and notifying the University of New Orleans University Police Department to assist with contacting the student. Per federal law, you have the right to confidentially register the name and contact information of an individual who you would like to have contacted (within 24 hours) if it is determined that you have been missing from the campus and your whereabouts unknown for a period of 24 hours or more. You can register the name and phone number of this contact person visiting the Office of Residential Life and updating your emergency contact card. For students under the age of 18 (who are not emancipated individuals), the Office of Residential Life is required to notify your custodial parent or guardian (within 24 hours) if it is determined that you have been missing from the campus and your whereabouts unknown for a period of 24 hours or more.</p>
Residential Parking Decals	<p>Campus residents have the privilege of parking vehicles close to their residence and must obtain a special Residential Parking Decal from University Police, if parking in the designated residential lot. Residents of Pontchartrain Hall are allowed one Residential Decal per person; Lafitte Village residents can receive two Residential Decals per apartment. These must be renewed each semester (fall, spring, summer). Vehicles with residential decals are allowed to park on campus in the student parking areas and must follow the rules for student parking as stated under "Student Parking". The yellow-lined spaces in front of Pontchartrain Hall are reserved 24 hours a day / 7 days a week for staff members. Pontchartrain Hall and Lafitte Village visitors can obtain a temporary parking decal from the Pontchartrain Hall front desk. Residents must pick up their residential decals from Computer Center Room 221 during office hours. Full parking regulations are available at uno.edu/upd/parking-services/</p>

Public Health Concern

The Office of Residential Life follows the University of New Orleans Communicable Disease Emergency Plan in the event of a public health concern arising in the Greater New Orleans area. The department may update published policies as needed in response to such an event such as restricting guest policies, minimizing occupancy in public spaces, requiring the use of facial coverings and more. Students will be notified of updates to the policies via email and within the handbook published to the Office of Residential Life website.

Residential Life Administrative Policies

Eligibility

Lafitte Village is home to students who are married, have children, or are graduate students. Applications for students who wish to have a spouse or partner reside with them must include a copy of the marriage certificate or domestic partnership certificate. Applications for students who wish to have their children reside with them must include a copy of each child's birth certificate. The student must be enrolled in UNO coursework or UNO- approved affiliated program to be eligible to reside in Lafitte Village. Requests for extended family members (parent, sibling, and/or grandparent) to reside in the apartment are reviewed by the Director of Residence Life. Documentation to verify the relationship with the student is required.

As per Fire Code, total occupancy for a one bedroom apartment is two persons. Total occupancy for a two bedroom apartment is 4 persons. All occupants must be identified on the application and agreement.

Failure to Enroll

Residents of Lafitte Village who fail to register for courses must vacate the apartment within 7 days of the start of the term. Residents who are not registered are responsible for all rental fees thru the date of check out of the apartment. If the resident fails to properly check out, does not respond to communication from the Office of Residential Life and the Office of Residential Life removes the residents' property after 30 days, the resident will be charged the corresponding improper check out, cleaning, and property bagging fees as well as any additional fees that apply.

Assignment Information

Students access the Lafitte Village housing application online via the Residential Life app on myapps.uno.edu. All fees, payment schedule, conditions of the agreement are outlined in the Lafitte Village Housing Agreement which the student signs during the application process. The agreement is also hosted on the Office of Residential Life website for student review. Several sections are listed below for convenience. Lafitte Village residents are assigned as quickly as possible to the apartment type closest to their preferred type. In times of high occupancy, one bedroom units may not be available.

Payment Options

Monthly Payment via Webstar

Residents make monthly payments via their Webstar Account. Monthly fees are posted by the 5th day of the month. Payments are owed by the 15th day of the month unless otherwise noted. Late fees may apply as outlined in the lease agreement if not paid in a timely manner.

Semester Payment via Financial Aid

Residents who are using Financial Aid may request for the entire semester at one time with their financial aid. Students who wish to pay via this method should notify the Office of Residential Life via email.

HOW CAN I CHANGE APARTMENTS?

You'll keep your same apartment year round unless you ask for a change, or there is a special room assignment situation. Every requested room change must be approved in advance and via email by Office of Residential Life Staff. To request an apartment change, email the Office of Residential Life staff with your request. Depending on the request there would be a charge associated with the room change.

Vacancy in another Apartment

If there's an opening in the apartment of your choice during your stay in Lafitte Village, you may request to move to the unit via email at ResidentialLife@uno.edu. If the move is approved, you must quickly move into the new space (check out of your old apartment no more than one week after receiving the new keys) and leave your old apartment in appropriate check out condition to avoid additional cleaning fees.

Consolidations

At times when the apartment complex is not at full capacity, the Office of Residential Life will allow residents to move to units in the same building if facility repair to an entire building is needed. This allows the staff to consolidate energy and utility use. It also allows maintenance and custodial to maintain suites more easily. When a consolidation occurs students will be notified via email and given 1 week to move to their new space.

Displacement

In rare occasions, students are required to relocate from their rooms because their room, floor, or building is in need of maintenance/ renovation, or is uninhabitable because of an emergency. Under normal circumstances the Office of Residential Life will give as much advance notice as possible, and the student will be reassigned to another unit on campus. Staff will work with the displaced student to select their preferred relocation place from available rooms. These students must move. Non-compliant students may face a student conduct process.

Withdrawal from Housing Agreement

Release from the Agreement

If the student moves out of Lafitte Village and resigns from UNO prior to the end of the housing agreement period, the student must provide written resignation to the Office of Residential Life and complete a proper check-out. The remainder of the agreement will be canceled. However, the security deposit will be forfeited and the student will be issued a \$500.00 cancellation fee. If the student moves out of Lafitte Village and is still a UNO student, the security deposit may be forfeited and the student may be responsible for the remaining balance of the lease. All early cancellations must be reviewed and approved by the Director of Residence Life.

Part-Time Student Status

You are expected to maintain full-time student status (12 credit hours or more) each semester. If you drop below 12 credits after Schedule Adjustment ends, you normally may remain in Lafitte Village that semester, although Office of Residential Life reserves the right to have you move out if your reduced credit load would pose issues or create other problems within your living environment.

Withdrawal from All Classes

If you withdraw from all classes at any time during a semester, you are expected to immediately submit an email notifying Residential Life of your change in status. Your move-out should occur within 48 hours after your withdrawal is processed. If you re-enroll you will have to reapply for housing.

WHEN YOU'RE CHECKING OUT...

- Wait until your unit change, release from Agreement, etc., has been officially approved.
- Carry all trash and unwanted items to the outside dumpsters. Place items in dumpsters.
- Make sure walls, doors, windows, etc., are clean and without damages.
- Clean, broom-sweep, or mop the floor, and restore the room to its "move-in day" condition.
- Check out with a Residential Life staff member and return your room key. See "Individual & Group Billing" for charges that may apply at check-out.

Room Care Considerations

Students are encouraged to maintain high standards of unit cleanliness and care in the best interest of themselves and the community. The following guide offers additional details about care for specific areas of the apartment.

Air Conditioners: Residents are encouraged to maintain temperatures in their apartment between 68-75 degrees for consistent circulation.

Kitchen: Residents are encouraged to use the oven hood vent exhaust when cooking on the stovetop and wipe down the vent, stovetop and wall after cooking is completed to prevent the build-up of waste and grease on the surfaces. If the stovetop has burners, regular cleaning of the burners and burner plates are required.

Outside Storage Units: Residents in one bedroom apartments share an exterior storage unit with their neighbor. Residents in a two bedroom unit are assigned their own exterior

storage unit. Residents may not store any flammable items or items which may cause harm to others in these storage locations.

Showers/ Bathrooms: Residents are highly encouraged to leave the bathroom door open after showering to allow steam to dissipate from the bathroom space. Residents should frequently clean the shower walls and tub area to prevent the buildup of soap scum and mildew.

Toilets: Only human waste and toilet paper are approved items to be flushed down toilets in Lafitte Village. Flushing unapproved items such as wipes and feminine hygiene products will cause issues with the plumbing/ sewer system.

Renter's Insurance

While the Office of Residential Life works closely with maintenance staff to quickly complete repairs, residents are encouraged to carry Renter's Insurance to cover any loss which may be sustained to their personal property. Low cost renter's insurance can be found with a variety of vendors.

Lafitte Village Policies

The Lafitte Village community at the University of New Orleans is made up of talented, active, and engaged students who have come to the University to pursue their degrees, to benefit from living with fellow scholars, and to enjoy their experiences. The behavior of each individual has an impact on others. A large number of students and families live in close proximity to each other, and all share the need for their home on campus to afford them the abilities to rest and to study. The Office of Residential Life has instituted the policies below to assist in managing potentially disruptive behaviors within the academic community. The Office of Residential Life does not attempt to define every possible scenario which may occur. In situations not covered by specific regulations or policies, students should use common sense and ensure that their behavior and their dependent guests/ spouse's behavior is consistent with that of a mature, responsible member of the University of New Orleans community.

The following activities are prohibited in the Lafitte Village Community:

- 1) Setting or fueling a fire of any size, using any device that creates an open flame, has an exposed heating element or a torchiere lamp with a halogen bulb; using any substance/device which can smolder and/ or create smoke (including appliances which contain an open element, or careless activity which could create a fire emergency.
- 2) Tampering with or removing fire equipment.
- 3) False report of any emergency; damage or misuse of fire safety equipment.
- 4) Possession, use, or manufacture of explosive, flammable, or harmful materials.
- 5) Possession or use of any weapon including but not limited to: firearms, BB guns, airguns, paint guns, toy weapons, switchblades, or knives with a blade longer than 5 inches.
- 6) Causing any object to fall from a balcony /window.
- 7) Causing physical harm or a reasonable expectation of physical harm to any person.
- 8) Harassing or threatening any person so as to interfere with that person's ability to sleep, study, or be present in one's own room or unit.
- 9) Possession, use, sale, or provision of any controlled substance, illegal drug, or related paraphernalia.
- 10) Theft of property or services; knowing possession of stolen property; unauthorized removal or possession of property or furnishings from common areas or other units.
- 11) Possession or use of alcohol by anyone under 21 years of age; sale or provision of alcohol to anyone under 21 years of age; possession of alcohol in public areas or common sources of alcohol.

- (See expanded alcohol policy on page 11)
- 12) Interference with or obstruction of Residential Life or University officials in the performance of their duties; provision of false information to officials; failure to comply with directives from officials.
 - 13) Engaging in noisy, disorderly, or disruptive behavior, which interferes with others' abilities to sleep, study, or be present in one's own unit; or creates an avoidable urgent situation to which University officials are required to respond.
 - 14) Destroying, damaging, or defacing Office of Residential Life property or the property of others (including installation of unauthorized appliances, equipment, locks, chains, and modifications of unit, etc.)
 - 15) Violation of conditions of Administrative Housing Probation; failure to complete assigned administrative sanctions.
 - 16) Misuse of identification; possession, presentation, sale, distribution, or manufacture of false identification.
 - 17) Failure to comply with guest policies.
 - 18) Failure to monitor guests/ spouses/ dependents' behavior in order to assure adherence to the *guest policy*.
 - 19) Unauthorized entry into any secured, or restricted residence hall space.
 - 20) Misuse or unauthorized possession of room keys, building keys, or access cards.
 - 21) Misuse of University-owned and/or personal computers, phones, telecommunications or network systems.
 - 22) Violation of a written agreement with roommates, apartment/suitemates or other residents developed under the supervision of an Office of Residential Life staff member.
 - 23) Bringing or housing an animal inside Lafitte Village (excluding authorized Emotional Support Animals approved through the Office of Disability Services and service animals which are not required to be approved).
 - 24) Using, possessing, charging, and/or storing of electronic skateboards, including self-balancing hoverboards/ scooters and other similar equipment is prohibited in all University residence halls
 - 25) Obstructing or impeding entrance to or egress.
 - 26) Renting, subleasing, or loaning of a residence hall space.
 - 27) Violations of Office of Residential Life policies and procedures published in the Terms and Conditions of the Housing Agreement, the Resident Handbook, and/or policies posted.

Additional Policy Details

Violation of any of the above prohibitions constitutes a violation of your housing agreement and may result in referral for disciplinary and/or administrative action.

In addition to the previously listed *prohibited behaviors*, as a resident and a student, you will be held accountable for:

- (1) Office of Residential Life policies and procedures (published throughout Resident Handbook), the Space Reservation Policy, Roommate Agreements, and visitation and security policies specified in each hall.
- (2) The terms and conditions presented within the housing agreement published by The Office of Residential Life and signed by each resident electronically upon completion of their housing application. This document is hosted on the Residential Life website.
- (3) University Regulations published in the *Code of Student Conduct* and enforced by the Office of Student Accountability in conjunction with the Office of Residential Life. The *Code of Student* and additional university policies are found at uno.edu/student-affairs
- (4) Federal, state, and local laws, enforced by University Police and officials outside the University.

Alcohol Policy

- Possession/use of alcohol by individuals under 21 years of age is prohibited.
- Kegs and other common sources of alcohol are prohibited. Parties involving alcohol are prohibited.
- Sale of alcohol is prohibited.
- Possession of alcohol in common areas is prohibited for all.

Space Reservation approval will not be granted for group activities that involve the consumption of alcoholic beverages. Residential Life staff acknowledge, however, that students of legal drinking age may choose to consume alcohol in their apartment. Alcohol is not allowed in other areas of the complex. Violations will result in administrative and/or disciplinary sanctions. Serious or repeated violations may result in the responsible residents completing conduct processes and potential termination of the housing agreement. In the event a student requires transport to a hospital emergency room solely due to excessive alcohol consumption, staff may take the following actions:

- Notification of the student's parents/ emergency contact
- Require an alcohol education course

State of Louisiana Law

- It is unlawful for any individual under 21 years of age to possess or consume alcoholic beverages.
- It is unlawful for any individual under 21 years of age to knowingly and willfully make any misrepresentation or false statement as to one's age in order to obtain alcoholic beverages.
- It is unlawful for any person to obtain alcoholic beverages for consumption by an individual who is known to be under 21 years of age.

Smoking Policy

- The University of New Orleans is a smoke-free campus;
- Smoking in any form is not allowed within any residence hall room or space.

Illegal Drug Policy

- Possession/use of any illegal drug is prohibited.
- Sale, distribution or provision of any illegal drug is prohibited.
- Drug paraphernalia is prohibited.

Students alleged to be involved with drugs in or around the residence halls will be referred to the Office of Student Accountability. The case will be resolved in accordance with the Office's adjudication process set forth in this document and in the *Code of Student Conduct*. Violations of drug policy may result in Immediate Housing Termination and Suspension or Expulsion from the University. In cases where the respondent is not deemed to be

an immediate threat to the campus community, an alternate sanction will be provided.

Medical Marijuana:

The Office of Residential Life reiterates that under the University of New Orleans and Residential Life drug policies, the possession, use, sale or provision of marijuana is prohibited. Pursuant to the University of New Orleans's obligations under the federal Drug-Free Schools and Communities Act, prescribed marijuana, also known as Medical Marijuana, is prohibited regardless of any laws permitting marijuana to be used for medicinal purposes.

Noncompliance and Staff Entry into Units

University staff respect your right to privacy and work to assure that no unwarranted or unauthorized entry into your unit occurs. Designated University staff do have the authority to enter your unit without your knowledge or consent in the following situations:

- for routine or emergency repairs or replacements, inspections for maintenance or sanitation problems, assessments of damage from flooding, improvements, etc.;
- during announced unit inspections, when staff visually inspect units to determine whether safety, security, or sanitation deficiencies exist;
- at the time a resident vacates a given unit as an inspection for cleanliness and damage; and,
- in any emergency when appropriate staff are responding to a reported incident or believe there is serious physical or psychological distress or imminent danger to the room's occupants or contents.

The situations in which a Resident Assistant or other staff member may enter and/or inspect/search a resident's unit without the resident's consent or knowledge or without a search warrant are those situations described above. In all other situations (i.e., when a staff member has probable cause to believe that a violation of campus rules and/or laws exists in a particular room but that purported violation does not present an imminent threat or danger to University property or to residents) a Resident Assistant or other staff member shall ask to speak with you and shall ask for your consent to enter your room and conduct a search. You shall respond to such a request by stepping into the hallway within a reasonable period of time and speaking with the staff member. If you fail to step outside promptly and speak with the Resident Assistant or other staff member, the staff member may initiate administrative and/or disciplinary action against you for noncompliance. You should immediately report any concerns you have about the appropriateness of a particular request to enter a unit or a specific entry and/or inspection/ search to the Manager of your building or the Director of Residence Life.

Parties and Group Events

While socializing is a significant part of the collegiate experience, students should consider the policies below prior to planning an event.

- common areas need to be reserved in advance by emailing ResidentialLife@uno.edu.

Whether in rooms, suites, apartments, or other gathering spots, parties/events must not:

- become too large for the host resident(s) to manage the behavior of residents and guests;
- expand beyond the boundaries of the individual room, apartment, or suite;
- be open to all or advertised to all.

You can expect Residential Life staff, and University Police if necessary, to intervene and instruct the host(s) to end the event when gatherings:

- result in excessive noise, damage, destruction, fighting, or other disruptive behavior;
- exceed the normal boundaries, with persons gathering in hallways, stairwells, entrances, and other common areas; or,
- have been advertised or promoted to all through flyers, posters, or other means.

Pet Policy

With the exception of service animals and approved emotional support animals, pets are prohibited due to potential problems with allergies, odors, sanitation, and noise. The only approved exception to this policy is a fish (non piranha/ type of fish which could cause harm to others) in a one gallon tank. Non breakable material tanks

encouraged. The emotional support animal policy is managed by the Office of Disability Services.

Quiet Hours

Designated quiet hours in Lafitte Village are from 10:00pm to 10:00am every night. “Quiet hours” refer to those periods when the residence halls must remain especially quiet. Quiet hours are maintained to provide an atmosphere conducive to relaxation, study, and sleep. During designated quiet hours, it is expected that all residents will contain noise so it cannot be heard outside of their room with the door closed. During final exam periods, 24 hour quiet hours are in effect. Reasonable quiet is maintained 24 hours a day throughout the residence halls. These are referred to as “courtesy hours.” When asked by another resident to reduce noise and/or lower the volume of your music or conversation, you will be expected to immediately do so out of courtesy to your neighbors.

Selling/Conducting A Business

Lafitte Village cannot be used for commercial activity. Thus, residents may not conduct a business or other commercial activity using their room, room address, room phone, data jack, or wireless access. Problems with solicitors should be reported to the Office of Residential Life.

Soliciting/Posting Procedure

Residential Life is willing to allow registered campus student organizations to post a limited number of signs or flyers in residence hall lobbies and/or common areas regarding the programs, information, and services.

- Campus organizations must have their posters approved and distributed for posting by the Residential Life
- All flyers must display the name of the student organization and no flyer will be approved if it contains inappropriate content (profanity, explicit or suggestive language, etc.).
- No posting of any kind may be placed on sliding elevator doors, sidewalks, or obscuring the vision of students approaching a glass door. Any improperly placed or unapproved posting will be promptly removed. Door-to-door, telephone, and other personal solicitations are prohibited by all persons, whether students or commercial salespeople. Problems should be reported to ResidentialLife@uno.edu or UNOPD.

Spare Keys

- A spare hard key will be issued when a resident has lost their originally issued hard key. A hard key replacement cost \$50.00 and is billed to the resident’s student account.

Occupants, Visitors and Guests

From the time that they enter the apartment complex, approved occupants and visitors are the responsibility of the Lafitte Village resident. All occupants and guests are expected to be respectful and considerate of other residents’ study and rest. Residents may be held financially responsible for damages caused by their guests. All occupants must be approved by the Office of Residential Life. Occupants that have not been approved will be asked to leave; failure to remove unapproved occupants or occupants which present a danger to the community may result in agreement termination with the student.

UNIVERSITY POLICIES

The University of New Orleans is committed to creating and maintaining an education, working and living environment that is free from discrimination and harassment.

Nondiscrimination Policy Statement

The University is an Affirmative Action, Equal Opportunity Employer. This Policy prohibits discrimination on grounds protected under Federal and Louisiana law. To the extent protected by law, University programs, activities and facilities are available to all without regard to race, color, sex, gender identity or expression,

	<p>sexual orientation, marital status, age, national origin, political affiliation, physical or mental disability, religion, protected veteran status or any other legally protected class.</p>
<p>Disability & Accessibility Policy Statement</p>	<p>The University of New Orleans is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the University, or be subjected to discrimination. The University of New Orleans provides reasonable accommodations to qualified individuals. Reasonable accommodations shall be made in a timely manner and on an individualized and flexible basis. Discrimination against individuals on the grounds of disability is prohibited. The University also strictly prohibits retaliation against persons arising in connection with the assertion of rights under this Policy. Concerns about discrimination or harassment should be directed to The Office of Student Accountability & Disability Services.</p>
<p>Sexual Misconduct</p>	<p>Sexual misconduct is a form of sex discrimination in violation of the University of New Orleans Sexual Misconduct Policy, the Code of Student Conduct, and the Resident Handbook. In instances where University Sexual Misconduct Policy conflicts with the Code of Student Conduct or Resident Handbook, the Sexual Misconduct Policy supersedes with respect to matters of sexual misconduct. The University will handle allegations of sexual misconduct in accordance with the provisions of the Sexual Misconduct Policy.</p> <p>Responsible University Employees: All complaints or reports of sexual misconduct made to a responsible university employee, including those made to law enforcement, resident assistants, faculty, student employees, coaches, and administrators, must be reported to the Title IX coordinator, currently the Director of Student Accountability.</p> <p>Reporting and Resources: There are confidential resources available on campus to help you decide all of your options. There are also campus offices that you may report directly to, which will initiate a campus investigation regarding Sexual Misconduct. Both the confidential resources and campus offices can assist in helping you to understand your options, and provide accommodations such as housing changes, academic accommodations, no contact directives, work accommodations, etc. For more information regarding the investigation and University adjudication process for Sexual Misconduct incidents please visit: uno.edu/student-affairs/.</p> <p>Amnesty: Students who report sexual misconduct will not face disciplinary charges under the Code of Student Conduct or the Resident Handbook for using or possessing alcohol and/or drugs at the time of the incident.</p> <p>Reporting: To report sexual misconduct and initiate an investigation, you may do so in person or over the phone, at the following campus offices:</p> <ul style="list-style-type: none"> o Office of Residential Life: 504-280-6402 o Student Affairs: 504-380-6620 o University of New Orleans Police Department: 504-280-6666 Upon receipt of a report, NOPD will typically conduct a criminal investigation. <p>Confidential Resources: If you have been victimized and are not sure what happened or what you may or may not want to do, you should access the University’s confidential services to help you determine how you would like to</p>

	<p>proceed. Only the resources listed below can provide legally protected confidential services. Anyone other than a confidential source that you share information with about an assault, may have an obligation to report the information if they are a responsible University employee under the University’s Sexual Misconduct Policy, (such as a resident assistant, faculty person, coach, etc.). Confidential campus resources are only those that have a professional and legally protected ability to provide confidential services. It is important to note that confidential resources, under state law, are required to report child sexual abuse.</p> <p>Counseling Services: 504-280-6683 Campus Chaplains-Newman Center: 504-280-6336</p>
<p>Vaccination Policy</p>	<p>Louisiana state law requires every student who resides in the on-campus residence halls to be vaccinated against meningococcal disease. A student may be exempt from this requirement if the student- or if under 18 a parent or guardian signs a written waiver stating that the student has received the information and has chosen not to be vaccinated against the disease. Additionally, the University of New Orleans requires all entering students to provide documentation of current vaccination from Measles, Mumps, Rubella, and Tetanus/Diphtheria.</p>
<p>Multicultural Community Policy</p>	<p>Our community is a dynamic, active multicultural community. Our citizens identify themselves in many different ways with distinctions that include, but are not limited to, race, ethnicity, gender, sexual orientation, national origin, religion, age, physical ability, mental ability, class, cultural history, and life experience. Out of this diversity, we seek to build a community where we are able to balance our desire to explore individual differences with our desire to celebrate common bonds; a community that is equally concerned with our rights as individuals and our responsibilities as members. Our success in this effort depends on each citizen’s understanding of those rights and responsibilities, as well as one’s adherence to the principles upon which our community is built.</p> <p>We seek to create an environment in which:</p> <ul style="list-style-type: none"> • each citizen feels he or she rightfully belongs; • one’s dignity and membership is recognized and respected regardless of distinctions in identity; • the moral and legal rights to free thought, speech, and opinion are encouraged in an atmosphere of mutual acknowledgement and respect; <ul style="list-style-type: none"> • judgments by others are made solely on one’s conduct, character, and exercise of citizenship and intellect. <p>Your rightful membership as a citizen of this community is directly tied to your fulfillment of the responsibilities of citizenship. First among these is to recognize the rightful place of every other citizen in our community, and to abstain from acts of abuse, harassment, or assault towards others. Our community and our principles foster multicultural skills in our citizens. We believe that these skills are a fundamental and necessary capacity for every citizen in any pluralistic, multicultural, and democratic society.</p>

Conduct Adjudication Process

The following section outlines what procedures Residential Life staff follow in documenting, adjudicating, and sanctioning students when infractions of the *Residence Handbook* or *Code of Student Conduct* occur.

These procedures are designed to serve the purposes of: (1) providing an orderly process in which cases of violations can be handled fairly and expediently, and (2) providing reasonable procedural protection for individual students accused of violating the *Resident Handbook* and/ or the *Code of Student Conduct*.

1. Documentation

Office of Residential Life staff members are required to document any event that occurs in and around the residence halls. This includes routine fire drills, policy violations, or serious medical emergencies. Staff may document events in a log or an Incident Report. These both serve as official documentation for administrative/disciplinary proceedings. Misconduct that occurs in and around the residence halls often constitutes violations of both the *Resident Handbook* and the *Code of Student Conduct*. Students found responsible for such violations may face sanctions that affect both their status as on-campus residents and their student status.

2. Referrals

Misconduct may be documented by Office of Residential Life staff, University Police, or reports from other campus community members. Any person may refer a student suspected of violating the *Resident Handbook* and/or the *Code of Student Conduct*. Persons making a referral are required to provide information pertinent to the alleged violation(s) and will normally be expected to participate in the adjudication process. You have the right to expect that others with whom you interact, including staff, other University employees, and faculty, will treat you with respect and fairness, and that other students will interact with you in a manner that conforms to the *Resident Handbook* and the *Code of Student Conduct*. If you feel you have been treated wrongly or unfairly by another student, you should report the incident to your RA or Manager. Staff will advise you on informal means, often with their help, of resolving the matter. Staff also can advise you on ways to make formal referrals through the University's conduct process, police, or housing administrative action process.

3. Meeting with Manager

According to the Student Code of Conduct, "Faculty and staff complaints regarding students and/or student organizations should be handled at the lowest possible level." Thus, students reported to have engaged in misconduct will receive correspondence requesting a meeting from the Manager of the hall where the misconduct occurred. The meeting with the Manager serves to review the incident and/or allegations, determine if charges under the *Resident Handbook* are appropriate, and to determine if the Manager will serve as the Hearing Officer or if the case needs to be forwarded to the Office of Student Accountability. Managers will typically serve as Hearing Officers for incidents where an imminent risk of safety to others was not present, and/or where removal from housing or charges under the *Code of Student Conduct* is not a consideration. As Hearing Officers, Managers will determine the facts of the case, determine responsibility of the students involved, and assign administrative housing sanctions to those found responsible. Failure to participate in requested meetings will result in a referral to the Office of Student Accountability.

Potential Sanctions: Violations of *Resident Handbook* can result in a range of administrative sanctions. The sanction imposed for violations will depend on the degree of severity and impact (both potential and actual) of the behavior on the residence hall community. One or more sanctions may be given in conjunction with another. With the exception of Housing Termination, all administrative sanctions may be implemented at the Manager Level. The sanction of Housing Termination is imposed by the Director of Student Accountability in

consultation with the Director of Residence Life. If an action is a violation of both the Resident Handbook and the Code of Student Conduct a student may face sanctions that affect their both housing and student status.

- o Written Warning: Indicates that a student’s behavior is in violation of stated policies. Further violations may result in a referral or a more serious sanction.
- o Housing Probation: Probation is a serious sanction and is deemed as the final warning. A resident on probation will be precluded from employment with the Office of Residential Life, and may face Housing Termination if found responsible for another violation while on probation.
- o Housing Termination: This sanction may be implemented only after an Administrative Hearing. The conditions of Housing Termination are as follows:
 - Residents are notified that the Housing Agreement is terminated. The current assignment must be vacated with three (3) days of final sanction. The period of Housing Termination is determined by the Director of Student Accountability in conjunction with the Director of Residence Life.
 - Residents may also be prohibited from re-entering the residence halls. This additional sanction is called Denial of Access and, if violated, can result in suspension/expulsion from the University.
- o Community Service Project/Educational Project: assigned in addition to, or in lieu of, other sanctions. The project will be completed under the supervision of Residential Life staff. Education projects often include a reflective essay.
- o Restitution: The student is required to make payment to the University or to other persons, groups, or organizations for damages incurred as a result of a violation of the *Code of Student Conduct* or the *Resident Handbook*.
- o Billing: Individuals/ Residents will be assessed charges for damages, loss, or abuse of the assigned space and/or the Residence Hall policies. Residents may also be billed for damage or theft for which their guests are responsible. Questions or disputes of charges should be directed to the Director of Residence Life. Residents may be held collectively responsible for damage, theft, loss, or special service costs required for the common areas or to University property within the residence halls when individual responsibility cannot be determined. An equal portion of the charges may be billed to each resident. Questions or disputes of charges should be directed to the Director of Residential Life.

Charges may include but are not limited to:

Smoking-\$50.00	Improper Check Out-\$200.00	Cleaning of Bathroom-\$50.00
Alcohol-\$50.00	Move out past deadline-daily rate	Cleaning per room-\$50.00
Visitation Violations-\$25.00	Removal of items from apartment -\$300	Tampering with Ethernet Jack-\$25.00
1 st No Exit Violation-\$25.00	Storage of items for a maximum of 30 days	Removal of Trash-25.00
2 nd No Exit Violation-\$50.00	Pass Key-\$10.00	Removal of Graffiti or Marks from any surface-\$15.00/hr
Littering Violation-\$50.00	Key Replacement-\$50.00	Painting-material, plus labor

Tampering with Smoke Detector-\$50.00	Tampering with Cable jack-\$25.00	Repair damages to room-material, plus labor
False Fire Alarm-\$100.00		

- o Removal of Appliances/Instruments: Residents will be directed to remove any appliances and/or instruments that are deemed unsafe or create a disturbance. Outside Air conditioners, washers, etc are not allowed. Failure to remove the appliance or instrument may result in a disciplinary or administrative referral. Questions should be directed to the Lafitte Village Manager.
- o Administrative Room Move: **Individual** As per the Housing Agreement, a Manager can reassign a resident to a location on campus when that relocation would be in the best interest of the individual(s) involved and/or the community. Such a room move normally would be expected to occur within 24 hours of notification from the Manager, and therefore may occur prior to the initiation of a Conference or Hearing or independent of other actions which may be taken in adjudicating a violation of the *Code of Student Conduct* and/or *Resident Handbook*. Normally, the space vacated by the student will remain unassigned, pending the outcome of any adjudication process. Questions may be directed to the Manager.
- o Emergency Removal from Housing: The Director of Residence Life or an authorized designee may temporarily suspend an individual pending initiation or implementation of administrative or disciplinary action when the resident constitutes a threat to others.

4. Review of Manager’s Decisions

Students who have questions or concerns regarding decisions made by the Manager should direct those concern via a written appeal submitted via email, to the Director of Residence Life within three (3) days of receipt of the final sanction letter. The Director will review the case for procedural errors and appropriateness of sanctions and respond within 10 days.

5. Cases Referred to The Office of Student Accountability

Incidents where an imminent risk to the safety of others was alleged, a student faces potential removal from housing, and/or the alleged behavior constitutes a violation of the *Code of Student Conduct*, will normally result in a referral to the Office of Student Accountability. Students who do not reside on campus but are reported to have committed misconduct in or around a residence hall, will also be referred to the Office of Student Accountability. The Office of Student Accountability will adjudicate the case using the standards set forth in the UNO Student Code of Conduct.

Administrative Housing Files and Disciplinary Files and Records

All administrative Housing files are kept in the Office of Residential Life and University discipline files are maintained in the Office of Student Accountability and kept for a minimum of three years from the date of the final notice. Records may be retained for longer periods of time or permanently, if so specified in the sanction.

- o Students may petition, in writing, the Director of Residence Life and Director of Student Accountability to void administrative housing files and disciplinary records.

University Contacts

Emergency Contacts

UNOPD Emergency Line	504-280-6666
UNOPD Business Line.....	504-280-6371
UNO Parking & Traffic.....	504-280-6047
New Orleans Police Department	911

Office of Residential Life

North Hall Service Desk	504-280-7777
South Hall Service Desk	504-280-7738
Main Housing Line.....	504-280-6402
Fax Number	504-280-5584
Privateer Place.....	504-571-9712

University Center

University Center Information Desk.....	503-280-6335
Book Store.....	504-280-6373
Mail Services	504-280-6247
Chartwells Dining Services.....	504-280-6370
Chartwells Catering Services	504-280-6079
Health Services.....	503-280-6387
Counseling Services.....	504-280-6683
Student Affairs Office.....	504-380-6620
Student Involvement & Leadership (SIL).....	504-280-6349
Greek Life.....	504-280-6341
Office of Diversity Affairs.....	504-280-6692

Library & the Privateer Enrollment Center

Library Services.....	504-280-6355
Admissions Office.....	504-280-6595
Registrar's Office	504-280-6489
Financial Aid, Student.....	504-280-6603

Alumni Center

Career Services.....	504-280-6225
Alumni Center.....	504-280-2586
UNO Federal Credit Union	504-280-6496

Administrative Building

Bursar's Office.....	504-280-6489
Payroll.....	504-280-6480
Human Resources.....	504-280-6259

Other Useful Campus Numbers

Information Technology Help Desk	504-280-4377
Privateer ID Cards.....	504-280-4357
International Center	504-280-3248
Newman Center (Catholic Center)	504-280-6336
Learning Resource Center (Writing & Tutoring Services)	504-280-7054
Campus Booking.....	504-280-2665
Athletics.....	504-280-6102

