

2025-2026

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**RESIDENCE
HALL
HANDBOOK**



**RESIDENCE LIFE &
STUDENT HOUSING**



RESIDENCE LIFE & STUDENT HOUSING

RESIDENCE HALL HANDBOOK

2025-2026

This publication is prepared to acquaint you with the general information, community standards, and services available to you as a resident. If after reading this, you have questions please contact your Resident Advisor or a professional staff member.

EQUAL OPPORTUNITY POLICY

The University of New Mexico is an Equal Opportunity Institution. To comply with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, UNM provides this publication in alternative formats. If you have special needs and require an auxiliary aid or service, please contact the Accessibility Resource Center (ARC). If you believe you have been discriminated against on the basis of your race, religion, color, national origin, physical or mental disability, age, sex, sexual preference, ancestry, or medical condition, please contact the Office of Compliance, Ethics and Equal Opportunity (CEEO). Contact information for ARC and CEEO is at the end of this document.

CHANGES TO RLSH POLICIES AND PROCEDURES

Changes or additions to the Residence Hall Handbook, Room Condition Reports, Community Standards, and Housing Contract may be made as deemed necessary by Residence Life and Student Housing. Any such changes will be publicized prior to implementation and will be posted on residence hall bulletin boards. For the most current iteration of the Community Standards, review the Residence Hall Handbook online at housing.unm.edu.

MESSAGE FROM THE DIRECTOR

“Dear Resident Lobos:

On behalf of The University of New Mexico and Residence Life & Student Housing, I warmly welcome you to what we hope will become your home while on campus. We know that living with us on campus can be a great experience that supports our residents’ academic pursuits as an extension of the University’s academic mission.

This academic year, we are excited to continue to redefine and engage in the pieces that make living on campus a special experience. As we all come together in this space, we ask that you be conscientious and mindful of your neighbors; we are all learning what it means to live, work, and be in community with each other.

By choosing to live in the residence halls, you have become a part of something bigger than each individual. We value having a positive sense of community, and I must emphasize that living in our halls comes with responsibilities that allow everybody in the community to thrive. Please consider this responsibility carefully and let it guide your daily behavior.

We have a dedicated staff of student and full-time employees to help the University deliver this experience through our mission statement and values listed in this handbook. On behalf of the entire housing staff, I wish all our residents all the best in their academic and personal development.”

Megan Chibanga, Executive Director



A handwritten signature in teal ink that reads "Megan Chibanga". The signature is fluid and cursive, written over a thin horizontal line.

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MISSION & VALUES

OUR MISSION

To foster inclusive, community-based living environments consciously designed for our residents' personal growth and academic success in well-maintained facilities.

OUR VALUES

Quality

Through continuous evaluation and student feedback, UNM Residence Life and Student Housing seeks to meet a high standard of excellence within our facilities, services, and processes.

Caring

UNM Residence Life and Student Housing strives to create an environment of success for every individual resident. All our student and full-time staff are highly trained and compassionate individuals who help residents connect to campus resources, personalize their housing experience, and achieve personal and academic goals.

Learning

The UNM residence halls are an extension of the collegiate academic environment. We believe that by living on campus, residents have the opportunity to learn and grow beyond the classroom. The programs, activities, and initiatives within our residence halls aim to develop residents into well-rounded individuals.

Community

UNM Residence Life and Student Housing embraces the idea that communities are comprised of diverse individuals from all walks of life. We nurture healthy, thriving communities that help residents feel connected to each other, as well as the institution. Residents are encouraged to participate as active and engaged citizens within their living areas.

RESIDENCE LIFE & STUDENT HOUSING STAFF

RESIDENT ADVISOR (RA)

Your RA will help you have a great experience living on campus. RAs are student staff carefully selected, well-trained, and assigned to every living area. They develop a positive community, plan events and activities, and are available as a resource. In addition, they help with residence hall administrative work, follow up on community standards and policies, and help with residence hall emergencies.

Get to know your RA and be sure to ask any questions you have about living on campus! There is also an RA On-Call for each community from 7 p.m. to 8 a.m. on weekdays and 24 hours on the weekend and holidays. The phone number for the RA On-Call will be posted in your community and can be found at the end of this handbook.


The RA staff is the first point of contact for residents for any part of living on-campus. Our RAs receive extensive training and if they don't have the answer to your question, they will be able to connect you with someone who does.

STUDENT SAFETY STAFF

These student staff members patrol residence hall facilities and adjacent areas. They ensure that entrance doors are locked, report suspicious non-resident behavior to Campus Police, check residence hall parking lots, etc. The staff will always wear UNM-branded polo shirts and an official Safety Staff photo ID badge.

HOURLY STUDENT STAFF

The hourly student staff is comprised of the Desk Staff, Ambassadors, Community Development Assistants (CDA), and Mail Room Attendants. Desk Staff are student staff members who operate the front desks of the SRC and Lobo Rainforest. They are responsible for customer service, including checking out building equipment (e.g. vacuum cleaners). Ambassadors are responsible for customer service through housing tours and assisting with marketing initiatives. CDAs operate and maintain The Cellar game room during open hours and are

A background image showing a group of diverse students in residence halls. Some are wearing t-shirts with 'NM' and 'STUDENT HOUSING' logos. One student is wearing a 'RESIDENT STUDENT' t-shirt. The students are smiling and some are making hand gestures.

responsible for putting on large scale events. Mail Room Attendants work in the central mail room and assist students by assigning mailboxes and distributing packages. At Lobo Rainforest, the Desk Attendants also provide mailroom functions.

RLSH has openings throughout the year for our many hourly positions; check for postings by searching student positions at UNMjobs.unm.edu.

RESIDENT EDUCATION PROFESSIONAL STAFF

The Resident Education Professional Staff team is comprised of Hall and Area Coordinators and works with the Residence Life Manager and the Associate Directors for Residence Life. The Resident Education Professional Staff are full-time, live-in professionals dedicated to creating welcoming and inclusive communities within the residence halls. Collectively, the Hall and Area Coordinators are called Building Coordinators. When you see or hear that reference, please note that you should find the Hall or Area Coordinator for your community.

Hall Coordinator (HC)

Hall Coordinators are professional staff members who have completed at least a Bachelor's degree. HCs are the second point of contact for residents after the RA staff. Hall Coordinators are responsible for developing an educational environment within their building, working with residents on issues and concerns, serving as conduct hearing officers for residence hall students, and promoting the ongoing academic success of residents.

Area Coordinator (AC)

Area Coordinators are professional staff members who have at least two years of full-time experience working in residence halls. Our Area Coordinators are responsible for a larger community and supervise the Hall Coordinators in their area. If you need anything and your Hall Coordinator is unavailable, reaching out to the Area Coordinator for your community is the next best step.

FACILITIES STAFF

Comprised of custodial and maintenance staff members, our facilities department works to support the overall well-being and maintenance of our residence halls.

Custodial Staff

Custodians are assigned to each building and are responsible for cleaning common areas, including laundry rooms, lounges, hallways, bathrooms, and study rooms. They are not responsible for cleaning your room. Each custodian wears a uniform that identifies them as an employee. If you need cleaning supplies, custodians are happy to share upon request.

Maintenance Staff

Our maintenance staff is comprised of painters, carpenters, and electricians who work in all buildings as required. Staff members wear uniforms with the UNM logo and their name that identifies them as an employee.

RESIDENCE LIFE & STUDENT HOUSING ADMINISTRATION

Led by the Executive Director of Residence Life and Student Housing, the administrative team is responsible for the overall operation and implementation of the mission and values to ensure that the residential experience is the best possible. The RLSH administrative team is made up of the Executive Director, Associate Director of Residence Life, and Associate Director for Business Management and Facilities.

COMMUNITY ORGANIZATIONS

COMMUNITY ASSOCIATION (CA)

The Community Association is a representational board of residents within each of our Main Campus residence hall communities: Alvarado Hall, Coronado Hall, Laguna DeVargas Hall, Hokona Hall, Santa Clara Hall, SRC Apartments, and Redondo Village Apartments. As a resident, you are automatically considered a member of the CA for your hall. Residents are encouraged to be engaged in their CAs to assure that the board is truly representative of the members of the community. Additionally, residents are encouraged to take advantage of the leadership opportunities available by joining their CA executive board. Contact your RA or HC for information about the location of your CA meetings, which will occur on Tuesdays at 8:30 p.m.

RESIDENCE HALL ASSOCIATION (RHA)

RHA is the student led governing association for students living on main campus at UNM. All residents who live on campus are members of the RHA and are encouraged to be actively involved in the RHA. This association serves as a voice for residents to communicate with the administration and provides a forum for feedback. It offers an opportunity to develop leadership skills and experience. RHA also hosts a variety of activities to participate in throughout the year.

NATIONAL RESIDENCE HALL HONORARY (NRHH)

The National Residence Hall Honorary is a student leadership organization that works to recognize people for their contributions to our communities, as well as provide opportunities for students to gain leadership and service experience.

SERVICES AND AMENITIES

STREAMING SERVICE

XFINITY On Campus™ is an IPTV streaming service offered by Comcast for UNM residents as their on-campus TV service solution. Residents can stream live TV and thousands of XFINITY On Demand™ shows and movies directly to their laptops, desktops, and mobile devices,

including Apple, Android, and Kindle, all while connected to their campus network. XFINITY On Campus™ is designed exclusively for residents and is included as part of the resident's housing fees. For more information, go to <https://xfinityoncampus.com>

AREA/SRC DESKS

Each residential area is supported by a designated Area or SRC Desk. These desks assist with mail pickup, lockouts, equipment check-out, general questions, and serve as a point of contact for residents in need of support.

•Hokona Area Desk

Located in the Hokona Hall lobby

Serves: **Hokona, Santa Clara, Laguna, and DeVargas**

•Coronado Area Desk

Located in the Coronado Hall lobby

Serves: **RVA, Alvarado, and Coronado**

•SRC Commons Desk

Located in the SRC Commons

Serves: **SRC Apartments (also functions as a 24 hour help desk for all communities)**

•Lobo Rainforest Desk

Located in the Lobo Rainforest lobby

Serves: **Lobo Rainforest residents**

WIRELESS INTERNET (WI-FI)

All residence hall rooms and public areas, such as La Posada, have free high-speed wireless connectivity through Nusenda. There are possible financial and disciplinary consequences for residents violating copyright laws, including illegally downloading music and movies using the University network.

KITCHEN FACILITIES

SRC Apartments, Redondo Village Apartments, and Lobo Rainforest have full kitchens in each apartment. Alvarado Hall, Coronado Hall,

Laguna DeVargas, Hokona Hall, and Santa Clara Hall have kitchenettes located in community areas. Residents are expected to keep their kitchens clean and in proper working order.

LAUNDRY

Washers and dryers are available within each residential building and/or complex and are free for the residents of that community. The washer and dryer expense is included in your semester housing charges; however, you must provide your own high efficiency detergent. Residents should be aware that overloading the washers and dryers is the leading cause of machine malfunction. Since the costs are included in your room rate, please do not allow people from outside the community to use the laundry facilities. Please report any issues with washers and dryers via the RLSH work order system or by contacting your area desk.

Laundry Room Guidelines

- **Don't overload machines:** Overstuffing can damage clothing and machines. Follow posted load size recommendations
- **Dry with care:** Always check clothing labels for drying instructions to avoid damage
- **Be timely:** Remove laundry promptly after each cycle
- **Unclaimed items:** Laundry left for more than 3 days will be bagged, tagged, and donated
- **Respect others:** Please avoid handling other residents' laundry

Let's keep our laundry spaces clean, safe, and accessible for everyone.

MAIL

Main Campus

Mail is distributed through the central mail room facility located behind the 24 hour SRC Help Desk in the Student Residence Center (SRC) Commons. Mail is generally posted by 4 p.m. Specific mail room operating hours are posted in the SRC Commons. Parcel Post, UPS, insured mail, etc. must be signed for by the student when their items are picked up at the mail room. For security reasons, do not use the mailbox as a temporary storage space for valuables or room keys. SRC mailboxes are an important mode of resident-bound communications

for Residence Life and Student Housing and other university departments. Accordingly, it is an expectation that residents will pick up their mailbox key and check their boxes for communications regularly. When a package arrives, residents will receive a notification by email. After receiving the notification, residents should first check their mailbox. Some packages may be placed in student's mailbox and some packages may be placed in a package locker (depending on package size). A separate key will be placed in your mailbox. Please check the locker right away and do not hold onto the key.

Lobo Rainforest

Mail is distributed through mailboxes located behind the Lobo Rainforest Desk in the lobby. Mail is posted by 4 p.m. Parcel Post, UPS, insured mail, etc. must be signed for by the student at the Lobo Rainforest Desk. Residents will receive an email from their UNM email address when they have a package ready for pick up. For security reasons, do not use the mailbox as a temporary storage space for valuables or room keys. Residents will be issued a key for their mailbox upon check-in.

MAINTENANCE AND HOUSEKEEPING WORK ORDERS

As a resident, you can place a work order to address facility issues that arise throughout the year. You can place a work order by calling 505-27QUICK (277-8425) during normal business hours, or by placing the work order online at housing.unm.edu 24 hours a day.

To address work orders as timely as possible, our staff will enter your room regardless of your presence when the work is completed.

For any emergencies outside of regular business hours, you should contact an RA or the SRC Help Desk at 505-277-2606.

PARKING

Main Campus & Lobo Rainforest

Residence Life and Student Housing and UNM Parking and Transportation Services (PATS) work together to manage residence hall parking. All students wishing to park in the lots near the residence halls on main campus or at Lobo Rainforest must purchase a parking permit through PATS. Students who vacate the residence halls before the

conclusion of the academic session are required to turn in their parking permits. Submitting fraudulent information or failing to turn in parking permits may result in a \$250 fine.

PERSONAL PROPERTY INSURANCE

You are highly encouraged to carry personal property insurance to protect yourself in the case of theft, fire, flooding, etc. The University is not responsible for loss of or damage to, the personal property of the student from any cause, nor will the University assume responsibility while the student is a resident.

RECYCLING

UNM is committed to providing convenient recycling options in all residence halls. On Main Campus, each room or apartment includes a blue recycling bin for student use. To recycle, bring your items to the central sorting station in your hall, where you'll separate materials into bins for **cardboard, bottles and cans, and paper.**

Be sure all items are **clean and free of food or liquids, and remove any packaging** from cardboard before flattening it. Remember: always bag your trash and never bag your recycling! Proper sorting helps keep recyclable materials out of the landfill.

USE OF FACILITIES BY OUTSIDE GROUPS

The Residence Life and Student Housing office must authorize the use of residence hall facilities by outside groups (non-RLSH groups). Persons violating this policy will be asked to leave and forfeit reservation privileges.

VENDING

Throughout the residence halls there are a variety of vending machines with a wide assortment of products. Refund information is listed on each machine. Misuse or vandalism of the machines can result in a hall-wide damage charge.

COMMUNITY AREAS

The Cellar @ Hokona MAIN CAMPUS

The basement of Hokona Hall houses The Cellar, a student recreation space open to all residents. The Cellar features a game room with billiards, foosball, and ping pong tables, a dance floor, and a variety of board games. It serves as both a casual hangout space and a venue for structured residence hall programs. The Cellar is open daily. Hours will be determined during the academic year.

SRC Commons MAIN CAMPUS

The SRC Commons is a multi-purpose gathering space that all residents can utilize. Located within the commons are resident mailboxes, the 24 hour Help Desk, a small convenience store, study areas, and the administrative offices of RLSH.

Lower Johnson MAIN CAMPUS

Lower Johnson is an outdoor recreation area located across from Coronado Hall. Lower Johnson has volleyball and basketball courts that can be reserved by Community Associations and Resident Advisors for large programs or enjoyed by residents on a daily basis.

Workout Room LOBO RAINFOREST

The Lobo Rainforest workout room is on the second floor. Residents can enjoy the cardio machines or lift free weights. The workout room includes a water bottle refill station and a gender inclusive restroom.

Patio & Courtyard LOBO RAINFOREST

The patio and courtyard are two areas where residents can get some fresh air. These areas have bike racks and a deck with tables and chairs. These areas also feature access-controlled gates.

HOUSING CONTRACT ITEMS

There are many important provisions of the UNM Housing Contract & License Agreement you signed to live in Residence Life. As a resident, you agree to abide by certain conditions concerning policies,

procedures, payment dates, refunds, and contract terminations. In the same way, the RLSH office agrees to provide you with shelter and an environment that will be conducive to your academic and personal development.

STUDENT HOUSING DASHBOARD

RLSH uses Residence by Symplicity to manage many components of your residential data. All residents have access to their housing dashboard at <https://unm-residence.symplicity.com> by logging in with your UNM NetID and password. All references to your Housing Dashboard are referring to this website.

The License Agreement signed when you registered for campus housing is available for download on your dashboard. ***We highly recommend downloading a copy of that contract for your records.***

ELIGIBILITY

Residents must maintain certain standards to remain eligible for campus housing:

Course Load

All residents, regardless of their housing area, must be registered for a minimum of six (6) credit hours in a degree granting program. The course load requirement may be waived in certain circumstances, for example, for a student in their last semester that needs fewer than six (6) hours to complete their studies, or graduate students working on their thesis/ dissertation. Residents seeking a waiver should contact their building coordinator.

ROOM/APARTMENT CONDITION REPORT (RCR)

A Room/Apartment Condition Report records any damage, markings, or missing items within a room or apartment and is kept on file electronically for each resident. You are responsible for verifying the condition of each item recorded and listing any disagreements or discrepancies within 48 hours (about 2 days) of checking in. You are responsible for maintaining your room in the same condition. Your room will be rechecked for damage, markings, or missing items at the time of check-out. Any discrepancies may result in charges.

As soon as you check in to your assignment, you will get an email with instructions on how to complete your Room Condition Report within your housing dashboard. All Room/Apartment Condition Reports are completed electronically in the interest of sustainability.

RESIDENCE HALL/APARTMENT CHECK-OUT

At the end of the contract term for your living area, you must vacate your room/apartment. All checkouts will be facilitated by your RA—residents who wish to checkout must sign-up to do so with their RA. Express Checkout options are available at the discretion of your Hall Coordinator.

To fully complete a checkout, you will:

- Set up a check-out time with your RA at least 24 hours in advance of choosing an in-person checkout. If you would like an express checkout, you must request this with the Hall Coordinator of your building.
- Remove all your belongings from your room.
- Clean your room, bathroom, and kitchen, including cabinets and refrigerator (if applicable).
- Return all keys
- Return mailbox keys to the SRC Mailroom (Main Campus), or Lobo Rainforest Desk (Rainforest) during regular business hours.
- For Express Check Out Only: return the completed envelope to your area desk.

Your area must be clean before the checkout process begins. Failure to go through the official checkout process will result in a \$100 improper check-out fee. You are also responsible to pay for any damage to your room, including furniture, windows, doors, and/or lost or damaged keys. A comprehensive list of damage charges will be available on the housing website.

After checking out of your room, a member of the RLSH Resident Education and/or Facilities staff will do an additional walk-through of the buildings. At that time, additional damage charges may be assessed if they were not charged at the time of your check-out.

Abandoned Property

Personal items left behind by residents when they depart will be identified as abandoned property and handled with the intention to reunite abandoned items with residents or dispose of them in a fair and equitable manner. Abandoned items will be bagged, placed in storage, and held for 30 days. A fee of \$25 per bag or oversized item will be placed on the student's Bursar's account for handling abandoned property. Residents will be notified by email with department contact information and the 30-day deadline. Abandoned property will be held for 30 days and unclaimed items will then be disposed of via the Lobo Reclaim Program or trash.

FLOOR MEETINGS

RAs conduct community meetings to help communicate major events or issues. These meetings are especially important for all residents of the floor or hall. All students will be required to attend their designated floor meetings. These meetings are mandatory to ensure Residence Life & Student Housing can complete an accurate occupancy check and review important fire safety procedures.

ASSIGNMENT CHANGES

Residents may not change rooms without proper authorization from Residence Life & Student Housing.

Assignment changes are only granted during a designated window of time during the beginning of the semester depending on space availability. Residents desiring an assignment change must contact their Hall Coordinator for access to a Room Change Request on their Housing Dashboard. Approval for room changes is based on space availability and are prioritized based on application submission date. Please remember that the room charges for the semester will be prorated between the old room and new room, so a room change may result in a change to your room rent charged to your Bursar's account.

Any assignment change requests which occur outside the designated window at the beginning of the semester will be evaluated on a case-by-case basis. Requests resulting from roommate conflicts will not

IMPORTANT CONTRACT DATES 2025-2026

FALL 2025

August 14	Halls open: 2025-2026 Contract begins
September 5	UNM Fall Census Date
October 15	Winter Intersession Housing application opens.
November 24	Winter Intersession housing application due
December 13	Traditional Halls close for winter break; All residents must vacate by 2 p.m. Winter Intersession residents move from traditional halls to apartments.

SPRING 2026

January 16	Traditional Halls reopen
March 24	Summer housing application opens
April 28	Summer housing application due by 5 p.m.
May 16	All halls close: Main Campus Contract ends; Residents must vacate by 2 p.m.
May 19	13-Week summer residents move to summer assignments.

PLEASE VISIT YOUR HOUSING DASHBOARD TO COMPLETE ANY PROCESSES LISTED HERE BY THE APPROPRIATE DATE.

be considered until roommate mediation has been completed and a genuine attempt has been made toward resolution.

Residence Life and Student Housing reserves the right to reassign residents whenever such an action benefits the community or is necessary for any facility or maintenance-related needs.

ROOM PREPARATION FOR A ROOMMATE

To ensure fairness and flexibility in room assignments, residents may occasionally be assigned roommates after the start of the semester. If you do not have an assigned roommate and are living in a designated double or triple room, the unoccupied space(s) must always remain move-in ready. Failure to maintain the room in a roommate-ready condition will result in an immediate change to your room type and an increased charge, which will be applied to your Bursar's account.

SPACE MANAGEMENT

UNM Residence Life and Student Housing manages double room occupancy from a philosophy that residents assigned to a double room without a roommate or who lost a roommate during the semester should be provided choices regarding their occupancy. Double room occupants who find themselves without a roommate could be offered the following options (if space permits):

1. Secure another roommate and move in with that person, or have that person move in with you within 15 days of the conclusion of the general room change period or within 15 days of the date your roommate moves out, whichever situation is applicable.
2. Select the double as a single option. This option, contingent on available space, permits you to retain your double room on a single basis. Charges for doubles and singles will be outlined if this option is available.
3. Accept assignment by the Residence Life and Student Housing Office to another room/hall.

Students permitted to stay in their room at double occupancy price without a roommate must keep their room ready for a roommate at all times, as previously described.

WINTER INTERSESSION HOUSING MAIN CAMPUS

Housing accommodations are available to current University of New Mexico residents over the winter break. Students who have an approved Winter Housing registration will be given specific moving instructions which they must adhere to. Winter intersession housing information, including related charges and housing applications, are available on the RLSH website and within residents' Housing Dashboard beginning in October of each year.

Students residing in UNM apartments managed by Residence Life & Student Housing — including SRC, RVA, and Rainforest — do not need to apply for winter housing, as continued housing is already included in their agreement.

Students living in traditional and suite-style residence halls — including Coronado, Alvarado, Laguna/DeVargas, Santa Clara, and Hokona — are required to either vacate their space by the start of winter recess or purchase an additional Winter Break License Agreement, which is offered based on availability.

Key details for traditional and suite-style hall residents:

1. **Move-Out Deadline:** All residents must move out by 2:00 P.M. on Saturday, December 13, 2025, unless approved for winter housing.
2. **Winter Housing Option:** Residents approved for a Winter Break License Agreement will temporarily relocate to a designated building prior to the closure date and will return to their spring assignment once buildings reopen.
3. **Spring Move-In:** All traditional and suite-style halls will reopen at 9:00 A.M. on Friday, January 16, 2026, for both returning and new residents.

Please plan ahead and reach out to your hall staff with any questions or concerns about the winter break process.

SUMMER SCHOOL HOUSING

Housing accommodations are available to University of New Mexico students enrolled in classes during the summer months or for those who are enrolled in fall semester courses and have renewed their housing contract.

Summer school housing information and housing applications are available on the RLSH website and within residents' Housing Dashboard beginning in March of each year.

CONTRACT RELEASE & DAMAGE APPEALS

Contract releases (termination of the contract after the start date) must be completed with a Hall Coordinator. Please refer to the License Agreement for information on charges related to Contract Releases.

Students may have the right to appeal certain charges that occur because of canceling a housing contract or damage charges assessed upon check-out; appeals may be filed only within stated time limits. To learn more about filing an appeal, please contact the RLSH Manager's suite at rlshappeals@unm.edu, 505-277-2383 or visit the office in the SRC Commons, suite 212.

ADA ACCOMMODATIONS

If you need accommodation on a permanent or temporary basis, please visit the Accessibility Resource Center (ARC) located in Mesa Vista Hall. We will work with ARC to provide reasonable accommodation for students in need based on the availability of space. ARC can be contacted via phone at 505-277-3506 or online at <http://arc.unm.edu>

COMMUNITY STANDARDS

By choosing to live on campus, you are electing to reside in an academic community. As a member of this community, you have rights as a resident and as a student. Please also recognize that other members of the community have the same rights, and your rights should not infringe upon those of another. You are responsible and accountable for your behavior and for the choices you make as a member of the residence hall community. You may not engage in behaviors that are illegal or could endanger yourself or others in the community.

Community Standards are established to help shape this environment, protect your rights, and define your responsibilities to others. In addition to these Standards, as a resident, you are expected to abide by all local, state, and federal laws and the UNM Student Code of Conduct. The UNM Student Code of Conduct applies within all residential areas, and should there be any discrepancy between the Student Code of Conduct and this Handbook, the Student Code of Conduct takes precedent. You can access the Student Code of Conduct as well as other campus policies at <https://pathfinder.unm.edu>.

Responsibility for violating a Community Standard is determined on a standard of “preponderance of evidence.” Preponderance of evidence can be explained as whether it is more probable than not that the violation occurred, as concluded by a reasonable interpretation of available facts and relevant information. You may be referred to the Dean of Students Office for alleged violations of the Student Code of Conduct, repeated violations of the Community Standards, and/or for not completing sanctions resulting from a finding of responsibility.

The Community Standards are developed from three overarching elements we believe are necessary for successful community living. Those are:

- Clery Act Violations
- Respect and Value of Others
- Safety and Facility Upkeep

As a resident, if you are involved in a violation of any of the Community Standards, you will participate in the Residence Hall Conduct Process. This process is educational in nature and is outlined in further detail in a later section.

It is important to note that violation of any of the Community Standards is grounds for the imposition of sanctions, which may include the termination of your housing contract and/or referral to the Dean of Students Office for action under the UNM Student Code of Conduct.

1. CLERY ACT VIOLATIONS

The federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) requires colleges and universities to disclose campus safety information and imposes certain basic requirements for handling incidents of sexual violence and emergency situations. Disclosures about crime statistics and security policies are made once a year in an Annual Security Report (ASR), and information about specific crimes and emergencies is made publicly available throughout the year. To find out more about UNM's disclosures, visit <https://police.unm.edu> or <https://campussafety.unm.edu>.

Most members of the Resident Education professional and student staff are considered Campus Security Authorities (CSAs). CSAs must complete an annual training and report any violations of policies included in the Clery Act. For more information about the responsibility of a CSA, please speak with a member of the Resident Education professional staff.

Alcohol

In accordance with UNM Administrative Policy 2140, the use and possession of alcohol is prohibited on University property, including the residence halls on Main Campus.

For students who are 21+ and residing at Lobo Rainforest, you may possess and consume alcohol in your assigned living space, provided that all people present are 21+. Alcohol may only be consumed in the

presence of people who are under 21 if that person is your roommate. Alcohol may not be consumed in any common or public areas of the building/complex. Large volume containers and devices used for the rapid consumption of alcohol are prohibited. No person 21+ may provide alcohol for or contribute to the consumption of alcohol for persons under 21.

Alcohol Possession and Distribution

The following constitute possession of alcohol:

- The physical presence of alcoholic beverages in your assigned residence hall room/apartment.
- Holding or transporting an alcoholic beverage on University premises.
- The presence of any student in any room, building, or facility on University premises where alcoholic beverage(s) are available.
- Selling, producing, or providing alcoholic beverages to another student on University or University related premises.
- The consumption of any amount of alcohol within the residence hall area.

Alcoholic Beverage Containers

MAIN CAMPUS

You may not possess or use alcoholic beverage containers (cans, bottles, boxes, kegs, etc.) for any purpose in your room, regardless of your age. This includes beer bong, shot glasses, or other devices used to consume alcohol, regardless of whether they currently contain alcohol.

Alcohol & Other Drug Misconduct

Disruptive or disorderly conduct caused by the influence of alcohol and/or other drugs is prohibited within the residence halls. Students who cause disruption within the residence halls due to the consumption of alcohol and/or other drugs may be charged with violating the alcohol and/or drug policies.

Bias-Related Incidents and Hate Crimes

Bias-Related Incidents

Bias is a preformed negative opinion or attitude toward a group, or persons based on their race, gender, gender identity, religion, disability, sexual orientation, ethnicity, or national origin. Bias-related incidents include, but are not limited to, non-threatening name calling

and using degrading language or slurs directed toward a person because of actual or perceived membership in a particular group.

Hate Crimes

A hate crime is a criminal offense committed against a person or property which is motivated, in whole or in part, by the offender's bias regarding a person's race, gender, gender identity, religion, sexual orientation, ethnicity, national origin, or disability.

Drugs and Paraphernalia

You may not possess, use, sell, or otherwise distribute any illegal drug or controlled substance in or around the residence halls/apartments. You may not use any prescribed drug inconsistent with the prescription, nor may you distribute it to others. If drugs or illegal use of controlled substances can be seen, smelled, or otherwise determined to be present it can be assumed that a policy violation has occurred and UNMPD will be involved in the removal of said substances.

Drug possession may include:

- The physical presence of drugs in your assigned residence hall room
- Holding or transporting drugs on University premises
- Your presence in any room or area on University premises where drugs are available
- Purchasing or procuring drugs and subsequently selling, giving, or furnishing drugs to another person in or/and around your residence hall
- Physical presence of drug paraphernalia with or without drug residue on you, your guest, your belongings, or in your assigned room
- Growing or making drugs
- Seeds
- Odor or scent of marijuana
- Being under the influence of drugs

Larceny/Theft

Larceny/Theft is the unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another. Constructive possession is the condition in which a person does not

have physical custody or possession but is in a position to exercise dominion or control over a thing.

Intimidation

Intimidation is to unlawfully place another person in reasonable fear of bodily harm through threatening words and/or other conduct, but without displaying a weapon or subjecting the victim to physical attack.

To be harmed by intimidation, you do not have to be the intended target of the offender. For example, a person who reports seeing anti-gay threats on a bathroom wall is considered a victim. Intimidation also includes cyber intimidation if the victim is threatened via computer.

Weapons

The University of New Mexico is a weapon-free campus. Use, possession or storage of any weapon on University premises or at University-sponsored activities, unless expressly authorized in writing by the president, is prohibited. Weapons include, but are not limited to, firearms, ammunition, bombs, explosives, incendiary devices, or other dangerous weapons, substances or materials. For a full understanding of UNM's weapons policy, please visit <https://policy.unm.edu>.

Vandalism/Destruction/Damage

Vandalism/Destruction/Damage of property is to destroy willfully or maliciously, damage, deface, or otherwise injure real or personal property without the consent of the owner or the person having custody or control of it.

Immediate Referrals to the Dean of Student's Office and/or Office of Compliance, Ethics, and Equal Opportunity

Due to their severity, and the implications beyond your status as a resident, the following offenses, as outlined by the Clery Act, will result in immediate conduct referral to the Dean of Student's Office and/or Office of Compliance, Ethics, and Equal Opportunity for investigation.

- Criminal Homicide (Murder, Non-Negligent Manslaughter, Negligent Manslaughter)
- Instances of Sexual Violence and Sex Offenses (forcible and non-forcible)
- Bias-Related Incidents and Hate Crimes

- Robbery/Burglary
- Assault (simple or aggravated)
- Motor Vehicle Theft
- Arson

2. RESPECT AND VALUE FOR OTHERS

Businesses

Operation of any sort of business, legitimate or otherwise, out of your residence hall/apartment room is prohibited. This includes Internet sales and/or the sale of cosmetics, magazines, cookware, etc.

Operation of any sort of online or in-person business, legitimate or otherwise, out of your residence hall/apartment room is prohibited. This includes Internet sales and/or the sale of cosmetics, magazines, cookware, etc.

Community Sports and Game

You may not participate in any kind of sport, horseplay, or physically active game inside the residence hall/ apartment, including, but not limited to, bouncing balls, rollerblading, skateboarding/longboarding, riding scooters, bowling, wrestling, playing Frisbee or tag, and using squirt guns or having water fights.

Dining Hall (La Posada)

As La Posada dining hall is an extension of the residential experience, all Community Standards apply within La Posada dining hall. However, any violations of community standards occurring within La Posada will be referred to the Dean of Students Office for adjudication. Resident diners must present a valid LoboCard to the cashier upon entry into the dining hall. Misrepresentation or misuse of a LoboCard is grounds for disciplinary action. Dishes may not be removed from the dining hall for any purpose. Health and Safety Standards require that shirts and shoes be worn in La Posada at all times.

Disruptive Behavior

Residents are expected to act in a manner that will not disturb the academic pursuits, sleep, or infringe upon the privacy rights, privileges, security, safety, health, or wellness of other persons. Any activity that

negatively impacts the reasonable use of residence halls/apartments by others is not permitted.

Gambling

Gambling is not permitted on The University of New Mexico campus. Gambling includes, but is not limited to, NCAA College Basketball Tournaments as well as other sporting events, playing cards for money, online sports betting, etc.

Guests

A guest is any person not assigned to the respective room. All guests must be UNM students, except family or friends assisting with move-in or move-out.

Residents are responsible for their guests' behavior and must escort them at all times. Guests must follow all residence hall policies.

Guests should use the bathroom matching their expressed gender identity or designated guest/gender-neutral bathrooms.

Overnight guest guidelines:

- Roommate(s) must approve the stay
- Limit: one guest over room occupancy
- Stay limited to three consecutive nights, not exceeding nine nights per term
- No overnight guests are allowed during the first two weeks and the last two weeks of the semester
- Guests must be registered with RLSH for each overnight stay

Guest Registration

Prior to their visit, RLSH requires registration of all overnight guests and any guest who is not a resident of the same building as the host.

Harassment

Harassment, sexual or otherwise, is prohibited. Harassment is any behavior, physical, verbal, written, or by technology that victimizes an individual with repeated unwanted contact, including stalking, slander, libel, etc.

Sexual harassment is defined as unwelcome sexual advance, including requests for sexual favors and other verbal or physical conduct of a sexual nature. Please see UNM Administrative Policy 2740 at <https://policy.unm.edu> for more information. Instances of sexual harassment occurring within the residence halls will be immediately referred to the Office of Compliance, Ethics, and Equal Opportunity for review and investigation.

Hazing

Hazing is an abusive, often humiliating form of initiation into or affiliation with a group, which includes willful action taken or situation created which recklessly or intentionally endangers the mental or physical health of another. See the UNM Pathfinder for the full UNM policy on Hazing. Any instance of hazing will be immediately reported to the UNM Dean of Students Office for review under the Student Code of Conduct.

Pranks

Pranks, defined as any activity done to make a person/people look foolish and amuse others, are not allowed in the residence halls as they may cause physical and/or psychological harm to others or physical space of the community.

Posting Materials/Solicitations

BULLETIN BOARDS: Staff members maintain bulletin boards within each of the living areas, with information about upcoming events, important notices, etc. Organizations may request permission to have information posted by contacting the SRC Help Desk.

MAILBOXES: Residence Hall student governments may post all appropriate student organization announcements, including candidate endorsements for student offices, in residence hall mailboxes. Non-residence hall groups may only access residence hall mailboxes through the Campus Mail System or U.S. Postal Services, and all items must be individually addressed.

LIVING AREAS: Door-to-door solicitation (commercial, political, fundraising, or otherwise) is prohibited in the hall living units. If you

encounter anyone doing so, please contact a member of the residence hall staff immediately.

LOBBY AREAS: Commercial solicitation, political campaign activities, etc. are only permitted in the SRC Commons Building with pre-approval and prearrangements. Activities must be scheduled through the SRC Help Desk and are limited to once a semester. Please report any unauthorized activity to a residence hall/apartment staff member or the SRC Help Desk.

Quiet Hours/Noise

Noise that is disruptive to others is prohibited both inside and outside of residence halls/apartments, including the courtyard and surrounding areas. Courtesy and consideration for others is expected. As a resident, you are responsible for maintaining good study conditions within your community. You are expected to respectfully approach others with requests for noise reduction and respond positively to requests to reduce noise.

- Quiet Hours (the absence of loud noise or distractions) are in effect Sunday–Thursday, 10 p.m.–9 a.m.; Friday and Saturday, 12 a.m.–10 a.m. on Main Campus. At Lobo Rainforest, quiet hours are 9 p.m.– 8 a.m. every day.
- Courtesy Hours are in effect 24 hours a day. Any loud noise or distraction that attracts the attention of other students and/or staff members is not compatible with an educational environment.
- Final Exam Quiet Hours are in effect 24 hours a day beginning the Thursday prior to finals week and ending the Saturday after finals have been completed.

Roommate Agreement

RLSH highly recommends that you complete a Roommate Agreement form with everyone who shares your living space. The agreement outlines specific understandings for living together and identifies issues that often arise among roommates. The agreement can be renegotiated throughout the year, but once completed acts as an additional set of policies for your living space.

Each student possesses the following rights as a roommate, and everyone should work at honoring these rights:

- Read, study, and sleep in the room with as little disturbance as possible.
- Have personal belongings which are used by no one else.
- Live in a clean and orderly room.
- Enter the room whenever one wants unless other provisions are agreed upon by both parties.
- Have guests, provided they respect the rights of the roommate and follow the Guest Policy.
- Be free of physical or emotional harassment.
- Speak openly.
- Be treated considerately and thoughtfully.
- Address problems and concerns in a mature manner.

Here are three suggestions to follow to be a considerate roommate:

1. When you and your roommate experience problems, talk about the issues instead of letting them frustrate you
2. Consider what types of personal habits you have which may be irritating to others
3. Ask your roommate to tell you when you have said/done something that caused irritation
4. Contact your RA for additional help or support as needed

3. SAFETY & FACILITY UPKEEP

Damage to your room that occurs because of any of the following may subject you to fines/fees.

Air Conditioners/Heating Units

Personal air conditioners are not allowed in student rooms. Heating units with exposed elements are prohibited.

Alterations & Decorations

All alterations to your assigned living space are prohibited. Additional locks, fixtures, electrical wiring, outside antennas for radio or television, or window guards other than those installed by RLSH will not be permitted. Additional shelving or furniture should be freestanding and not attached to the walls or impede egress of the space.

You are not permitted to paint or wallpaper any part of your assigned space.

Items which cause permanent damage or are a safety hazard are prohibited. Some of these items include nails, thumbtacks, pins, crepe paper, acetate, and adhesives (such as gum labels, contact paper, duct tape, hot glue, or rubber cement). Blue masking tape, or similar non-marking tape, may be used with care. Room decorations are to be in the interior of your room and may not extend into or be visible from public spaces, including the hallway side of your room door and your window(s). Decorations cannot impede entrance/exit into your room and/or interfere with plumbing, electric, or fire safety systems in your room.

Holiday lights may be used for decorative purposes only in your room. Lights are limited to the indoor style and a maximum of two strands of lights in any one room. Use surge protectors (do not use extension cords) and turn lights off when you leave.

Animals & Pets Policy

Pets are not allowed in Residence Life & Student Housing (RLSH) spaces, except for fish in a single tank no larger than 10 gallons. Unauthorized animals are subject to a \$200 cleaning fee and must be removed within 24 hours. Additional charges, in the full amount of the repair, may be charged for damages caused by any authorized or unauthorized animal(s).

Service animals and emotional support animals (ESAs) require prior approval from the Accessibility Resource Center (ARC) and RLSH before being brought into housing. Without completed approval, the animal will be considered a policy violation. Neglect or mistreatment of approved animals may result in revocation of permission.

Residents in designated Pet Permitted Housing may have approved pets after applying and receiving approval. Additional fees and specific guidelines apply and are outlined in a supplemental pet agreement.

Residents residing in the Pet Permitted Housing areas are allowed to have pets but must abide by all additional policies outlined for those

living areas in the supplemental pet agreement; there are additional room charges per charge term for authorized pets.

Balconies

Use of balconies in every hall except SRC is prohibited. Balconies are considered an extension of your living space, so you are responsible for the activity on your balcony. You may not hang/display any banners from your balcony.

Bicycles

Bicycles should always be parked/stored outside the residence hall/apartment. You are permitted to store a bicycle in your room only if your bike does not interfere with entering/exiting your room, and its storage does not disrupt your roommate(s). Use the bike racks provided for securing your bike; bikes attached to any ramps/handrails will be cut off and removed.

Cameras

Per UNM policy, camera installation for private use is prohibited. Only authorized video security systems may be installed on campus.

Cleanliness

Your assigned space is to be kept clean and orderly. You are responsible for cleaning your assigned room/apartment and appropriately disposing of trash. Cleaning is defined as being free from dirt, stains, odors, contaminants, impurities, blood borne pathogens, food waste, and anything else which may present a safety hazard. Cleanliness will be assessed during the Health & Safety Checks conducted by the Resident Advisors in the fall and spring semesters. Resident spaces which are not at an acceptable level of cleanliness may be required to clean them to a standard accepted by RLSH. If a living space is deemed to have repetitive issues in regard to cleanliness, charges may be assessed through the semester and increase with each additional issue.

Additionally, residents must fully comply with any cleaning requests coming from RLSH staff that are needed to complete any routine or emergency maintenance or resident-initiated work requests.

Computing

You are expected to comply with all University and RLSH standards and guidelines governing the use of computers and networks at The University of New Mexico, including, but not limited to, Network Acceptable Use Policies. You are not to operate personal wireless routers on the University Network, and tamper or interfere with, the functioning of University wireless access points.

Crypto-currency mining is not permitted within the residence halls as they cause a considerable drain on network resources and use excessive amounts of electricity.

Cooking & Appliances

IN NON-APARTMENT HALLS: You may bring and use a microwave (800 watts or less), hot pot, coffee maker, rice cooker, and hot air popcorn popper. Appliances that have a visible heating element or use hot oil (e.g., toasters, toaster ovens, George Foreman grills) are not allowed. Possession of unauthorized cooking or heating appliances may result in the assessment of a \$50 fine for each occasion.

REFRIGERATOR RESTRICTIONS: One refrigerator or Microfridge unit maximum per bedspace. Specifications: Four (4) ft, 120 Volt, 60 Hz, and 15 Amp electrical supply.

IN APARTMENT HALLS: Small kitchen appliances are approved for use in the apartment-style residence halls where permitted. Residents are not to bring in their own heavy-duty appliances. No electrical circuits, gas outlets, or facet adapters may be added or installed.

Damages

Responsibility for Damages:

Residence Life & Student Housing may issue directives related to facility use and maintenance. Students are expected to follow all instructions provided. Failure to do so may result in damages, for which the responsible student(s) will be held financially accountable. Residents are financially responsible for any University property recorded in their Room Condition Reports that is missing from their room, or damaged beyond normal wear and use. All residents may also collectively share financial responsibility for damage that occurs

in the shared areas or the dining hall. RLSH has a strong preference to hold individuals responsible for the damage they cause (intentionally or by accident), but when this is not possible, all residents of the hall/apartment or a part of the hall/apartment may be billed.

RLSH will charge for damages based on the following:

- Damages discovered at/during/immediately following check-out will be charged according to the corresponding Damage Charge Schedule, which can be found online at <https://housing.unm.edu>.

Lithium Battery Charging & Storage Policy

For safety reasons, all motorized personal transportation devices—such as electric scooters, skateboards, hoverboards, and similar items powered by lithium-ion batteries—must be stored and charged in an approved fire-resistant battery storage bag while on Residence Life & Student Housing (RLSH) property.

Use of a proper storage bag is mandatory to help prevent fire risks associated with lithium-ion batteries. Devices not stored or charged in accordance with this policy may be subject to removal and disciplinary action.

Elevators

Use elevators only for the intended purpose of traveling from one floor to another. Residents are not allowed outside (above or below) the elevator cab under any circumstances. Individuals who misuse the elevator will be financially responsible for repairs in the full cost for any resulting damages.

Fire Safety

We expect you to practice effective fire safety by exercising prudent judgment and following fire safety guidelines established or revised for residence halls/apartments. We expect you to not perform or condone anything that damages, misuses, or interferes with the ready and proper operation of any fire safety equipment or signs. This includes sprinklers, detectors, extinguishers, horns, pull stations, and exit signs. Do not prop open or otherwise interfere with the proper operation of intended smoke and heat barrier purposes of fire doors (typically corridor and stairwell doors), and do not block or otherwise obstruct

hallways or building exits. Do not activate a false fire alarm or make any false report that may cause building evacuation (e.g. bomb threat).

Understand that if you do, or in any way participate in such an action, you may be subject to a monetary fine (up to \$500) and the cancellation of your housing contract, as well as suspension or expulsion from the University and criminal prosecution.

Residents should also follow all the following fire safety regulations:

- In the case of alarm, evacuate any/all buildings according to established procedures.
- Do not remove or alter electrical fixtures or hardware.
- Use UL approved electric cords and products and follow manufacturer directions.
- Ensure that equipment or electrical appliances used in the building are in excellent working condition at all times.
- Do not overload any electrical outlets. Only power strips with surge protective/circuit breakers are permitted.
- Do not decorate ceilings with hangings or other flammable items (including holiday decorations). Do not affix anything to or on any lamp or light fixture.
- Do not hang any objects in front of your closet.
- Do not burn or possess candles, incense, kerosene lamps, lighter fluid, propane, or charcoal.
- Do not store or possess materials hazardous to the health and safety of residents in residence halls including, but not limited to: chemicals, gasoline, kerosene, charcoal, lighter fluid, and containers which have been used for storing gasoline.
- Halogen lamps are strictly prohibited in the residence halls and apartments as they are a fire hazard.

Furniture

Residence hall/apartment furniture should only be used for its intended purpose. Room furnishings shall not be removed or stored. Water beds, extra beds, free standing elevated beds, or lofting beds and other construction, including attaching shelves to walls, are not permitted in your room.

Public area or lounge furnishings shall not be moved from their original locations and should not be found in resident rooms.

Keys & Access

Your keys and LoboCard are for your use only and must not be shared. You will receive a room key and use your LoboCard for entry at the building's primary entrance. All other exterior doors are exit-only and must not be used for entry. Do not duplicate University keys. Return all keys when checking out.

Broken Keys: Report immediately to the area desk for a free replacement unless damaged intentionally.

Lockouts: Contact the area desk or RA on Duty. After two free lockouts per semester, each additional lockout is \$10. Lockout keys must be returned within 10 minutes.

Lost keys: Locks will be changed at your expense if keys are not recovered within 72 hours.

Lost ID: Report to your area desk/RA on Duty for a temporary fob, then replace your LoboCard at the LoboCard Office (replacement fee applies).

Lobbies and Recreation Areas

Your residence hall has shared areas that you and your guests may use. Appropriate conduct is expected of you and your guests. Please pick up any trash and return any furniture to its proper location. Sleeping is prohibited in lobby and recreation areas.

Mopeds/Motorized Scooters/Motorcycles

You may not operate, park, or store a moped, scooter, motorized bicycle, or motorcycle in your room or within your hall/apartment. Any motorized machine 50cc or above must have a UNM Parking permit and be parked in motorcycle parking spaces. Mopeds, scooters, and motorized bicycles may only be parked in designated bicycle rack areas.

Non-Motorized and Small Motorized Vehicles

You may not operate, park, or store small, motorized vehicles in your room or within your hall/apartment. Any motorized machine 50cc or

above must have a UNM Parking permit and be parked in motorcycle parking spaces. Small, motorized vehicles may only be parked as designated by UNM Parking and Transportation Services.

Roller skating, roller blading, skateboarding, or riding a scooter is prohibited inside any University building. You must be in control at all times of your bicycles, skates, skateboards, and scooters. You must not endanger the safety of yourself or others. You may not disrupt business, interfere with pedestrian traffic, or damage physical structures when involved in these activities. All wheels should always remain on the ground surface when used for transportation.

Please refer to UNM Policy 2260 (<https://policy.unm.edu/university-policies/2000/2260.html>) for further information.

Plants/Greenery

Within each hall there may be plants or greenery provided as interior decorations in public areas. Do not remove them from their assigned location. Live trees are not permitted in your room and should not be placed on RLSH premises by residents.

Restroom Facilities

Each facility with common restrooms will be closed for a small portion of the day for cleaning. When designated for a specific gender, restroom facilities should only be used by people who identify with that gender. Where possible, restrooms are designated as gender neutral and available for use by all residential community members/guests. RLSH supports all students' individual gender identity and believes students should use the restroom which most accurately represents their expressed gender identity.

Smoking

UNM residence halls and campus are smoke-free environments. Smoking tobacco products is permitted ONLY in University designated smoking areas. The use of cannabis is prohibited. The use of electronic or simulated smoking materials (cigarettes, pipes, cigars, and hookahs) is also prohibited. Smoking areas are between Coronado and RVA, on the west side of DeVargas Hall, and one at Lobo Rainforest.

Trash Disposal

You are responsible for the proper disposal of your trash in the designated trash area for your living space. Trash must not be placed in the hallway or shared areas. Residents may be fined \$25 per item as well as any associated labor costs for cleanup of any accumulation of trash in individual or common areas, including trash cans in exterior commons spaces.

Unauthorized Access

You may not enter restricted areas (e.g., front desks, roofs, balconies, elevator shafts, tunnels, mechanical/custodial rooms). Except in emergencies, use only the designated primary entrance to enter your building; all other exterior doors are for exit only. You may enter other residence halls only as an escorted guest of a resident of that building.

Windows/Screens

You should not remove/damage any part of your window(s) or screen(s), nor should you hang or attach any items to the interior or exterior of your window(s). Additionally, nothing may be displayed between the blinds/curtains and window; all personal effects should remain on the interior portion of the blinds/curtains. For your own safety, and the safety of others, you cannot lean out of windows and/or balconies and/or overhead walkways or drop, suspend, throw, or shoot anything from or through windows or screens. There is a fee associated with re-hanging any windows damaged by residents.

4. CAMPUS & COMMUNITY HEALTH EXPECTATIONS

RLSH values the health of our residents and the greater community. Our policies may evolve over the course of the year. All residents will receive information via UNM email should any changes be made to best support the well-being of our campus and community.

RLSH reserves the right to modify all facility use and restrict space based on recommendations from the University.

RIGHT TO PRIVACY

The residence hall staff respects students' rights to privacy in the residence halls. Authorized University and Residence Life & Student

Housing personnel reserve the right to enter and inspect resident rooms at any time to verify inventory records or occupancy; to perform maintenance; to enforce safety, health, and University Student Code of Conduct or Community Standards; or during an emergency without any prior notification.

Inspection and Entry

During the year, periodic inspections will be made for health and safety, semester closing preparation, and maintenance. You are expected to comply with residence hall staff and other University officials when an inspection is requested. Whenever possible, room inspections will be conducted in the presence of you and/or your roommate and with prior notice. Staff will enter your room if your alarm clock or other electronics are continuously making noise and if there is no answer at the door. Staff will leave a note when exiting the room.

For continually occupied spaces there is an annual inspection performed by Residence Life and Student Housing employees in June or July. The resident may be liable for damages depending on the inspection.

Searches

The University reserves the right to enter and/or search rooms for fire protection, sanitation, safety, and enforcement of policy. To preserve the student's privacy, searches are only conducted on reasonable grounds. Space is only searched by a member of the professional staff, except when there is imminent danger to human safety. Spaces that are searched without the presence of the occupant will have at least two staff members present. All residents will be notified regarding the purpose of a search. Depending on the cause for the search, officers with the UNM Police Department may be present.

Maintenance Access

Residence Life and Student Housing maintenance personnel may enter your assigned space while you are gone to complete requested repairs or conduct routine maintenance of the building.

Surveys, Studies, and Questionnaires

To protect students' right to privacy, only surveys, studies, or

questionnaires associated with residence hall government or those approved by the Executive Director of Residence Life and Student Housing, or designee will be allowed.

WELFARE CHECKS

A wellness/welfare check means that a request has been made to inquire about your well-being and a member of the Residence Life staff will come to your room and try to contact you regarding the request. This can include keying into your room to determine if you are present or not. A member of the Residence Life staff may also attempt to contact you via phone/email. We will encourage you to contact the person who placed the wellness/welfare check request, but due to federal regulations (FERPA), unless you have a Student Information Proxy Release Form, which indicates the release of both housing and disciplinary information, on file with the Office of the Registrar, we may not be able to share the results of the wellness/welfare check with the person who made the request.

FERPA

FERPA, or the Family Educational Rights and Privacy Act, is a federal law that protects your education records. This means your personal and academic information can't be shared with anyone — including your parents — without your written permission, except in certain situations. If you'd like to give someone access to your records, you can complete the necessary forms at <https://registrar.unm.edu>.

MISSING RESIDENTS

A resident may be considered a “missing person” if the absence is suspiciously different to their usual pattern of behavior and/or unusual circumstances may have caused the absence.

Each student living in University-owned and operated housing has the option to register a confidential contact person when they apply for, or renew their housing, to be notified if the student is determined to be missing. Any missing person under 18 that are not emancipated will have their parent or guardian notified as well. Only authorized campus officials and law enforcement persons in furtherance of a missing person investigation may have access to this information.

In the event of a missing student, Residence Life and Student Housing will (1) conduct a wellness check of the resident's room, (2) attempt to contact the student via cell phone, email or other means, and (3) identify other students who may be aware of the missing person's whereabouts (i.e. roommate, friends, classmates, other residents, etc.). If Residence Life and Student Housing is unable to contact the potential missing student they will contact The University of New Mexico Police Department, the Dean of Students, and the AVP for Student Life within a reasonable time frame not to exceed 12 hours from notification. Residence Life and Student Housing officials will assist UNMPD and the University in the investigation of any missing student.

After investigating the missing person report, should UNMPD determine that the student is missing and has been missing for more than 24 hours, UNMPD will enter the missing student into NCIC. Officers will also notify any other law enforcement agencies, as appropriate, for purposes of coordinating the investigation and continuing efforts to locate the student. Additionally, UNMPD will fill out a Missing Person's Clearing House form and fax it to DPS/Missing Person's Information Clearing house.

UNMPD will also notify UNM Residence Life and Student Housing and the Dean of Students Office of their findings. The student's confidential contact will be notified no later than 24 hours after the student is determined to be missing by the Dean of Students, Director of Residence Life and Student Housing, or AVP of Student Life.

RESIDENCE HALL CONDUCT PROCESS

CONDUCT PROCESS PHILOSOPHY

The Residence Life and Student Housing conduct system is educational in nature. Its primary purpose is to help residents learn from choices they make and be positive contributors to the residence hall/apartment community.

Consequences, or sanctions, assigned when a student is found responsible for violating a Community Standard, contractual

obligation, policy, or law are intended to help a resident learn from the experience and make better choices as a member of the community. Our conduct system is progressive in nature and each subsequent violation/sanction builds upon the last.

Residence hall policies are reasonable and predicated on the principle that residence hall students are mature individuals balanced with the desire to protect the well-being of all residents. Residents are expected to maintain standards of personal conduct that are consonant with the educational and personal rights, privileges, and property of other people. Additionally, residents must observe University regulations governing student conduct as well as national, state, and local laws.

CONDUCT ACTION PROCEDURES

Residents are documented for violating the Community Standards via an Incident Report. Official Incident Reports are filled out by student staff members, but any student may report issues within their community to a member of the Residence Life staff. These reports are submitted to the Coordinator of the building where the violation occurred. Students documented will be contacted via UNM e-mail by their Coordinator to schedule a conduct hearing about their involvement in the violation. These hearings will review the documented violation and expectations regarding future behavior. Residents will be given the chance to share their interpretation of the events which led to the violation and provide any evidence or testimony to support their viewpoint.

Based on the preponderance of evidence principle outlined earlier, the Coordinator will determine the level of involvement and responsibility of the resident. Residents involved in violations of Community Standards may receive any or multiple of the following sanctions:

1. Referred to the Dean of Students Office
2. Placed on a level of residence hall probation with additional stipulations, including but not limited to:
 - a. Required to attend behavioral modification programs or workshops
 - b. Required to complete community service

- c. Required to complete an educational sanction appropriate to the violation
 - d. Required to make monetary restitution for damages or expense incurred
 - e. Subjected to pay fines
3. In accordance with the University Student Records Policy, parents or guardians may, when deemed appropriate, be contacted concerning student violations of campus alcohol or drug policies.
 4. Restricted from entry into specific residence halls, dining halls, commons building, etc.
 5. Reassigned to another residence room/hall.
 6. Suspended from living in the housing system.
 7. Inability to renew a housing contract for future terms
 8. Cancellation of the residence hall contract; Students may be charged up to the full cost of their residence hall space when the contract is canceled for disciplinary reasons

Emergency Interim Suspension from Residence Life & Student Housing

Emergency Interim Removal from a residence hall/apartment may be imposed by the Executive Director of Residence Life and Student Housing or designee if there is reasonable cause to believe that your continued presence may be an immediate threat to the educational environment, as well as to the physical or emotional health, safety, or well-being to yourself, other residents, staff, and/or University property.

Should you be placed on a status of Emergency Interim Removal, you have the right to have a meeting held with the Director, or designee, within 72 hours of the notice of interim removal. This meeting will only be in regard to the continuation of the interim removal, and you will still be required to go through the Residence Hall Conduct Process to address the Community Standards violation.

Compliance

You are expected to comply with the policies outlined in this document as well as the Student Code of Conduct, additionally you should respond to reasonable requests of any Residence Life and Student Housing staff member performing job duties, including presenting proper identification such as a LoboCard or student ID number upon

request. You must comply with conduct process sanctions mandated to you, or you may be referred to the Dean of Students Office or receive further sanctioning.

Appeal Process

The decision of the Hearing Officer can be appealed in cases only where sanctions which include relocation or contract termination are assigned. Residents must submit their appeal request in writing no later than three (3) business days after the decision has been rendered. To submit an appeal, contact the RLSH Manager's suite, at 505-277-2383, SRC Commons, suite 212.

Appeals are available if there is new information regarding the situation, if the sanctions are perceived as grossly disproportionate for the incident, if the decision was not in accordance with the evidence presented, or if there was a significant procedural error which impacted the outcome.

The Executive Director, or designee, may schedule a meeting with the appeal resident to discuss the reason. Appealing parties are encouraged to provide sufficient detail in their appeal request because meetings are not guaranteed for an appeal. Appeal decisions regarding sanctions for Residence Hall Community Standards by the Executive Director, or designee, are final.

STUDENT RIGHTS AND RESPONSIBILITIES

In addition to the student rights outlined in the UNM Student Grievance Procedure, residents have the following rights and responsibilities within the Residence Hall Conduct Process:

- Notification and explanation of decisions and sanctions as well as consequences for not completing sanctions as directed.
- The option of appealing a conduct decision, as outlined in the Appeal Process.
- Ignorance of Community Standards, Housing License Agreement obligations, policies, procedures, Wing/Community Rules, and/or the law is not a valid defense in conduct proceedings.
- Dishonesty during conduct proceedings violates Community

Standards. Violators are subject to further action, which may include, but not be limited to, modifying the charge against the accused during the proceedings and considering this dishonesty when making decisions and issuing sanctions.

- Participants with disabilities are accorded reasonable accommodation in order that they may participate fully in the conduct process. It is important to note, however, that a disability in itself is not a valid defense in conduct proceedings. Residents are held accountable for their actions regardless of their abilities.
- Results of Residence Life and Student Housing conduct proceedings are considered confidential and are only shared with University officials and others on a legitimate need-to-know basis. Conduct issues are reviewed with parents and/or others only when the resident gives written permission, except residents found responsible for violating alcohol or drug policies as permitted by federal law.
- Results of Residence Life and Student Housing proceedings will be provided in response to a properly executed subpoena.

Presence During a Violation

If you are present in a room, hall, or at a RLSH function and realize a violation of Community Standards or University policy is occurring, you have the responsibility to: 1) Leave the room and/or area immediately; and 2) Report such violation(s) to hall staff immediately. Not following the above action(s) will find you responsible for violating the policies you are witnessing.

SAFETY TIPS

The Student Residence Center (SRC) Help Desk is open 24 hours a day to help residents with urgent and emergency situations. The SRC Help Desk has access to residence hall emergency systems and can contact Resident Advisor Staff, Residence Hall Student Safety Staff, and University Police as needed. Promoting safety and security within this community is always everyone's responsibility. We encourage you to adhere to the following:

- Do not prop open or otherwise disable the latching/locking mechanism of any exterior, corridor, stairwell, or interior door

(excluding room doors) in your building.

- Unprop and close any door that you find propped open or otherwise unsecured and inform a staff member.
- Do not permit access to the residence hall/apartment by non-residents who are not your personal guests, and do not condone others doing so.
- Do not enter or exit the residence halls through designated exit doors or fire doors unless there is an emergency.
- When leaving the hall at night, tell your roommate(s) when you plan to return.
- After dark, students should not walk alone. If possible, walk with a friend or roommate. Residents can also contact UNMPD for an escort by calling 505-277-2241; this phone number can also be found on the back of your UNM ID.
- Never leave goods or belongings unattended.
- Solicitors or suspicious persons are to be reported to UNMPD and a staff member immediately.
- Always carry your keys and LoboCard.
- Keep your room/apartment door closed and locked when not in the room and understand that you can enhance your personal safety and that of your roommate(s) by keeping the door closed and locked at all times.
- Immediately inform a staff member about any unsafe condition or behavior that threatens the safety or security of your community.

LOBOGUARDIAN APP

The University of New Mexico has taken another step in its goal of enhancing safety for all its faculty, staff, and students. UNM has added LoboGuardian, the latest technology-driven app designed to increase user safety through real-time interactive features that create a virtual safety network of friends and family.

Available for iOS and Android devices and provided as a free download, LoboGuardian allows users to designate “Guardians” to act as a virtual safety escort in timed Safety Sessions. With LoboGuardian, users are also able to anonymously report a tip to the UNM Police Department, call the UNM Police Department, or call 911.

LoboGuardian is a joint effort between the Dean of Students, Campus Safety, the UNM Police Department, and Information Technologies. The LoboGuardian mobile safety app is first-generation technology, and your feedback is valuable as UNM works to improve these and other campus safety services. To provide feedback, send comments and suggestions about LoboGuardian to the Dean of Students at doso@unm.edu. For more information, visit <https://loboguardian.unm.edu>.

AVOIDING THEFT

To guard against theft of your property, the University recommends that the following safeguards be observed:

- Record all serial numbers and makes of electronic items such as laptops, iPods, MP3 players, etc.
- Consider leaving family heirlooms or other valuable items at home.
- Keep money and valuables in a secure place. Do not keep excessive amounts of cash in your room
- Record the numbers of all credit cards and checking accounts
- Record the addresses of these companies and banks so that they can be notified if cards are lost or stolen. Keep this information in a secure place
- Report the presence of any strangers in nonpublic areas of the halls to UNMPD and a staff member
- Keep your room locked at all times, especially at night when you are sleeping
- In the event you are a victim of a theft, call UNMPD immediately and notify a staff member
- Register your bike with UNMPD at the beginning of the year or as soon as possible after bringing it to campus

FIRE SAFETY

We expect you to practice effective fire safety by exercising prudent judgment and following fire safety guidelines established or revised for the residence halls. You must evacuate the residence hall/apartment immediately when a building alarm sounds and must follow established evacuation procedures.

Established evacuation procedures indicate that all residents and guests are required to:

- Follow all instructions given by Residence Life Staff, University Police, or emergency personnel
- Close all room windows and open draperies
- Grab a blanket or towel to prevent smoke inhalation
- Leave ceiling lights in room on.
- Leave as quickly as possible and proceed to nearest designated exit
- Lock room door and take room key with you
- Use emergency exits only if it is truly an emergency or fire.
- Exit the building
- Once outside of the building, move to a [designated evacuation point](#) and follow all instructions shared by UNM staff and first responders
- Stay clear of fire lanes and hydrants

Residence Life and Student Housing conducts approximately four fire drills throughout the year, but it is imperative for your safety that you evacuate the building any time an alarm sounds.

Fire Alarm Systems

Fire alarms for each residence hall can be activated by using the pull station located in the hallways. You can also report a fire or emergency by contacting the 24 hour SRC Help Desk or UNMPD. Students living in the SRC apartments can also use the call box located by the front door of their apartment to alert staff of a fire.

Fire Extinguishers

Fire extinguishers are located at specific locations in each living area. Residents are asked to become familiar with this equipment's location. Residents are reminded that the best approach to a fire emergency is to report the fire rather than attempting to fight the fire themselves.

Students living in the apartment-style residence halls have an extinguisher available within each apartment. To maintain the working order of the extinguishers, the University conducts monthly checks.

These checks are not optional and will occur regardless of your presence in your apartment.

ILLNESS AND INJURY

If you are ill or injured, seek help from campus health or a residence hall staff member (RA or Hall Coordinator). Staff members can assist and direct you to medical attention, or you may be directed to stay in your room. Staff members are not permitted to transport students to a medical facility. If an illness is prolonged, you can contact the Dean of Students office regarding class absences.

NATURAL DISASTERS

In the unlikely case of a natural disaster, you are advised to stay indoors. While inside, take cover under sturdy furniture or brace yourself in a doorway. Stay near the center of the building, away from glass, windows, and doors. Elevators are not to be used. Please follow staff member instructions.

POWER OUTAGES

If a power outage should occur, you are advised to stay calm and in your room. Open flame candles are not allowed. Residence Hall Staff members will make frequent rounds until the power returns. There is emergency lighting in the hallways.

RESOURCES

MENTAL HEALTH

Residence Life and Student Housing is committed to the mental health and wellness of all students living on campus. There are several services available to you through Student Health and Counseling (SHAC) if you are struggling with any number of mental or emotional issues.

For more information on the services that SHAC provides and many other mental health resources, please visit <https://shac.unm.edu>. SHAC provides some limited after-hours crisis response for mental health. To access these services, call 505-277-3136 and select Option # three (3). In addition to SHAC, there is the Agora Crisis Line, an anonymous service freely available to students. Agora provides a listening ear and

referral information for students in crisis. You can call Agora 24 hours a day at 505-277-3013.

UNM students have free, 24/7 access to virtual care services with TimelyCare — a virtual health and well-being platform designed for college students. Students do not need insurance to access TimelyCare services and can access the services through the smartphone app after registering using their UNM credentials.

As a reminder to all students, anonymous social media outlets do not activate University services for assistance. If you are having trouble and need to talk to someone, we will not be able to respond to posts made on social media platforms, so please seek out your RA who has received training and referral resources to get connected with University services.

Students living with Residence Life and Student Housing who display behaviors which cause significant concern to members of RLSH staff may be referred to the campus CARE Team. The CARE Team is comprised of University staff who work together to provide a coordinated response to students who are experiencing distress on campus.

SEXUAL VIOLENCE

Title IX of the Education Amendments of 1972 (Title IX) is a federal civil rights law that prohibits discrimination on the basis of sex (including gender, sex stereotyping, and gender identity) in federally funded education programs and activities. Sexual harassment, which includes acts of sexual violence and sexual misconduct, is a form of sex discrimination prohibited by Title IX. UNM's policy on Sexual Violence and Sexual Misconduct applies to any allegation of sexual violence or misconduct made by or against a student, or a UNM staff or faculty member, regardless of where the alleged sexual violence or misconduct occurred. If the circumstances giving rise to the complaint are related to UNM's programs or activities, the policy may apply regardless of the affiliation of the parties.

Sexual violence and misconduct may be committed by anyone, including a stranger, an acquaintance, a friend, or someone with whom

the victim is involved in an intimate or sexual relationship. Individuals who have experienced sexual violence or misconduct are encouraged to report what happened to law enforcement and seek help from your Building Coordinator or other campus resources. A report of sexual violence or misconduct will be taken seriously and addressed in accordance with UNM policies and procedures.

Sexual violence refers to physical sexual acts perpetrated with force or coercion against a person's will; or where a person has not given consent or is unable to consent due to his or her use of alcohol/drugs, or disability, or age. Sexual violence is a crime.

Sexual misconduct incorporates a range of behaviors, including sexual assault, sexual harassment, intimate partner violence, stalking, voyeurism, and any other conduct of a sexual nature that is non-consensual, or has the purpose or effect of threatening, intimidating, or coercing a person.

The University encourages individuals who have experienced sexual violence or misconduct to get the support they need, and the University can respond appropriately. UNM recognizes that such individuals may want to speak with someone on campus before deciding whether to report the incident to the police or the office of Compliance, Ethics, and Equal Opportunity for investigation.

Individuals who experience sexual violence or misconduct are strongly encouraged to understand the various reporting requirements of University entities to make the best decision for their circumstance. Whether or not anonymity is requested, information about sexual violence and misconduct will be treated confidentially and only be shared on a need-to-know basis, and as authorized under University policy and applicable federal and state law. If you are looking for a place where you can share what has happened without any requirement for action, please visit the LoboRespect Advocacy Center, Student Health and Counseling, the Women's Resource Center, or the LGBTQ Resource Center; all persons of all gender identities are welcome at any of these locations.

You can also report instances of sexual violence through the following mechanisms:

- Call the police at 505-277-2241 or 911 in order to file an official police report for immediate investigation or for possible elective future action.
- Contact your Resident Advisor or Building Coordinator.
- Call the Office of Compliance, Ethics & Equal Opportunity (CEEO) at 505-277-5251.
- Contact the Dean of Student's Office at 505-277-3361

The following locations are not part of campus and will not make any report to any member of the campus community but are here to assist you if you are the victim of sexual/gendered violence:

- Go to a hospital emergency room (for instances of violence and assault)
- Call the Albuquerque Rape Crisis Center at 505-266-7711
- Contact SANE, Sexual Assault Nurse Examiners, at 505-884-7263

For complete information about UNM's policy and response to instances of sexual violence, please visit:
<https://policy.unm.edu/university-policies/2000/2740.html>.

For more information about UNM's actions in effort to prevent sexual misconduct on campus, as well as creating a respectful campus for all students, visit <https://loborespect.unm.edu>.

PHONE NUMBERS AND RESOURCES

MAIN RESIDENCE HALL CONTACTS

Residence Life and Student Housing 24/7 Help Desk 505-277-2606

SRC 24 hour Emergency Desk 505-277-9203

RESIDENT EDUCATION PROFESSIONAL STAFF MEMBERS

Letha Parrott, Mgr, Residence Life		Lethap@unm.edu
Kristin Bielling, Area Coordinator		kbielling@unm.edu
Pritika Chand, Area Coordinator		pchand@unm.edu
Mollie Hayden, Area Coordinator		mhayden3@unm.edu

HALL COORDINATORS

Alvarado Hall

Annamarie Florez 505-277-4955 floreza@unm.edu

Coronado Hall

Hannahjoy Fears 505-277-9227 hannahjoy@unm.edu

Hokona Hall

Lexi Venditti 505-277-8986 avenditti@unm.edu

Laguna DeVargas

Precious Allen 505-277-2233 palleny@unm.edu

Lobo Rainforest

Khadijah Muili 505-277-1522 kmuili@unm.edu

Santa Clara Hall

Annamarie Florez 505-277-4955 floreza@unm.edu

Redondo Village Apartments

S. Shabazz-Muhammad 505-277-0465 sshabazz210@unm.edu

SRC Apartments

Moshe Little Guient 505-277-1495 mlittleguient23@unm.edu

RA ON DUTY PHONE NUMBERS

Alvarado Hall	505-228-9547
Coronado Hall	505-269-3129
Hokona Hall	505-269-8320
Redondo Village Apartments	505-269-1884
Laguna & DeVargas Halls	505-252-2112
Santa Clara Hall	505-269-8215
Student Residence Center Apts	505-269-7914
Lobo Rainforest Office	505-220-2146

**FOR ALL OTHER INFORMATION REGARDING UNM
HOUSING, SCAN HERE TO GO TO OUR WEBSITE**



OTHER IMPORTANT OFFICES AND RESOURCES

Accessibility Resource Center

505-277-3506 arc.unm.edu

Center for Teaching and Learning (CAPS)

505-277-7205 ctl.unm.edu

Dean of Students Office

505-277-3361 dos.unm.edu

Johnson Recreation Center

505-277-0178 recsvcs.unm.edu

LoboCard Office

505-277-9970 lobocard.unm.edu

LoboRespect

505-277-2911 loborespect.unm.edu

Compliance, Ethics & Equal Opportunity (CEEO)

505-277-5251 ceeo.unm.edu

Parking and Transportation Services (PATS)

505-277-1938 pats.unm.edu

Student Activities Center

505-277-4706 sac.unm.edu

Student Health & Counseling (SHAC)

505-277-3136 shac.unm.edu

University Advisement Center

505-277-2631 ucollege.unm.edu/advisement/advisement.html

University Libraries

505-925-9554 library.unm.edu

University Operator

505-277-0111 unm.edu

UNM Police Department

505-277-2241 police.unm.edu

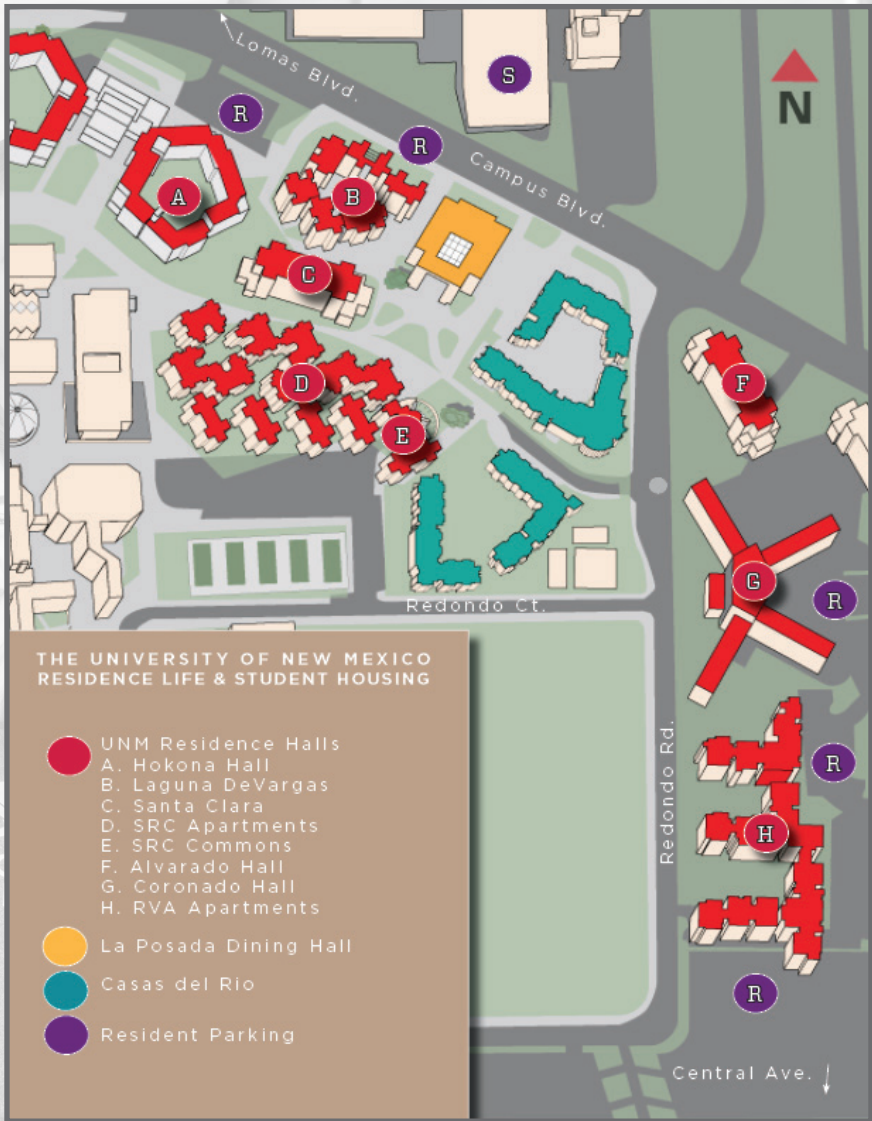
**STAY UP-TO-DATE TO
DATE ON ON-CAMPUS
EVENTS, PROGRAMS,
AND NEWS!**



@UNMRESLIFE

**THANKS
FOR BEING A
RESIDENT
LOBO**

THE UNM MAIN CAMPUS HOUSING COMMUNITY



QUESTIONS?
REACH US 24/7/365
505.277.2606
HOUSING@UNM.EDU

REVISED: 8/29/2025

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RESIDENCE LIFE &
STUDENT HOUSING

housing.unm.edu
housing@unm.edu
505.277.2606