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Student Housing Office Hours:
Monday - Friday 8:00 am - 4:30 pm

Administrative Staff:
Mike Brauninger – Director
Elizabeth Johnson – Residence Hall Manager
Terrell Calvin – Residence Hall Manager
Charles LeCarpentier – Maintenance Repairer Foreman

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Fax: (504) 280-5584
North Hall Front Desk (24hrs) (504) 280-7777
South Hall Front Desk (24hrs) (504) 280-7739

North Hall Front Desk (24hrs)
(504) 280-7777
South Hall Front Desk (24hrs)
(504) 280-7739

www.housing.uno.edu
Dear Resident,

You’ve made an important decision to live on campus and we’re glad you’re here! By living on campus, you become part of the University community in a way that is not possible by simply commuting. You are part of a community of residents who will learn and grow together. You will make new friends, learn about other cultures, have access to campus resources and enjoy the convenience of being just steps from everything you need.

As with any community, there are policies and procedures necessary to provide and maintain quality of life. Not everything expected of a “good neighbor” is necessarily included. Much of what helps create a positive community environment is common courtesy and common sense. We expect every resident to practice those things daily. This booklet will always be a “work in progress” as we add new information and services to accommodate your needs. Your suggestions for changes and additions are most welcome. We ask that you become familiar with these policies and procedures. If you have questions, contact your Resident Assistant for clarification or more information.

Become active in residence hall activities and committees. Suggest program ideas and improvements we can consider. Make your community a better place to live. The time you spend in class can provide you with the education and skills you need to be a success. The time you spend in residence hall can provide you with the experiences and friendships to last a lifetime!

Welcome and best wishes,
Mike Brauninger
Director of Student Housing

Mission Statement

The Department of Student Housing’s mission is to provide our resident students with the highest quality living and learning environment at a reasonable cost.

“Dedicated to a quality living and learning home...”
About Pontchartrain Halls

Pontchartrain Hall is a state of the art residence hall located on the main campus of the University of New Orleans. This residence facility consists of two separate and complete residence halls, Pontchartrain Hall North and Pontchartrain Hall South. They are located adjacent to each other on the corner of Milneburg Street and Leon C. Simon Boulevard.

The North Hall consists of 116 rooms which include 85 four bedroom units, 18 two bedroom units and 13 one bedroom units. There is a full-time live-in residence hall manager located in the hall. Numerous study rooms, game room, tv social lounge, and convenience store are located in this hall. A common area kitchen is located on the first floor of North Hall.

The South Hall consists of 113 rooms which include 67 four bedroom units, 37 two bedroom units and 9 one bedroom units. There is a full time live in residence hall manager located in the hall. Numerous study rooms and a tv social lounge are located in the hall. A common area kitchen is located on the first floor of the South Hall.

Safety in and around Pontchartrain is first and foremost. The UNO Police Department provides 24 hour patrols around both Pontchartrain Hall North and South. A police detail is present in Pontchartrain Halls between the hours of 6:00 p.m. and 6:00 a.m. weekdays and 24 hours a day on the weekends. There is a state-of-the-art surveillance system covering the common areas within the hall as well as the exterior and parking areas. Access to both halls and suites is by Saflok security card.

The Office of Student Housing is continually striving to provide the best customer service and amenities possible for our student residents.

Thank you for choosing Pontchartrain Halls!
Abandoned Property
Abandoned property left in your room or abandoned vehicles will be removed at your expense. You will be notified in writing and given 30 days to claim all items. If no response is received within the deadline, the University will dispose of these items in accordance with University policy.

Alcohol
Alcoholic beverages may be consumed and stored in resident rooms if all occupants are 21 years or older. Drinking is not permitted in hallways, lounges, lobbies, patios, stairways or any public areas of the residence hall.

Providing alcohol to individuals under the age of 21 or possession of alcohol by individuals under 21 are violations of criminal law and University policy.

Any resident violating the alcohol policies will be subject to disciplinary process. For the community atmosphere to develop and flourish, residents are expected to show courtesy to their neighbors at all times.

Bicycle Registration
Bicycles must be registered with the Office of Student Housing.

Bicycle Storage
There are a number of bicycle racks located around Pontchartrain Hall. Bicycles may not be chained to sign posts, railings or any other University property. Bicycles chained to railings, post, etc., create a safety hazard should an emergency evacuation be necessary. Accordingly, bicycles left in such areas will be confiscated by University Police. Bicycles may NOT be stored inside the residence facility.

Care of Facilities
Residents are responsible for maintaining their rooms, bathrooms and hallway in a neat and orderly fashion at all times. Neat and orderly includes maintaining an acceptable level of cleanliness and a room free from trash and debris. The housing staff conducts monthly health, fire and safety room inspections. Students found in violation will be given 48 hours to remedy the situation. Failure to take corrective actions will result in disciplinary action.

You are encouraged to personalize your room, but please keep in mind the following guidelines: DO NOT DRILL OR NAIL HOLES IN WALLS, CEILINGS, DOORS OR FURNITURE. Tack strips, bulletin boards or removable adhesive should be used to mount items on walls, doors and furniture. You may not paint your room. Cloth or paper materials should not be used to cover lighting. Furniture must not be disassembled unless specifically designed for that purpose and approved by the Student Housing Office.

Keep in mind that your room must be returned to its original condition upon check out, including removal of any adhesive tapes, stickers, etc. Failure to do so will result in forfeiture of part or all of your security deposit. Any missing or damaged furniture will be billed to your student account along with any damages to your room.

Window screens may NOT be removed at any time.

Check In
All residents must check into Pontchartrain Hall between the scheduled move-in date and final registration date. Any rooms not claimed by the final registration date will be forfeited. All residents, both new and returning, must officially schedule an appointment with their RA prior to the end of the first week of classes in order to complete the Room Inventory Sheet for the room you have been assigned. This procedure is very important so that you will not be charged for damage to or items missing from your room. Failure to meet with your RA before the end of the first week of classes will result in a $25 improper check in charge, and accountability for damage to or items missing from your room.

Check Out
Residents must check out no later than noon, the day following your last final exam. Please coordinate your room inspection time with your Resident Assistant at least 24 hours in advance. Failure to follow proper check out procedures will result in a $25 improper check out charge.

For proper check out, you must have all your personal belongings removed, have cleaned your room, signed your room inventory form and returned your keys. Failure to complete a proper check out may also result in charges for cleaning and lock changes.

Cleaning
Residents are responsible for cleaning their own rooms and bathrooms. Please be a good neighbor and help keep the bathroom area you share clean. When you check out you are responsible for having your room, shower, sink, toilets, etc., clean. Charges may be assessed for rooms that are not clean upon check out.

Please do not place trash outside your room door. Carry it to the trash room on your floor near the elevator.
Community Living

Residence hall living is a unique experience and a wonderful opportunity to meet people from diverse backgrounds with differing interests. To preserve this special community, you are expected to exercise responsibility and to abide by the community expectations.

Community expectations are designed to promote and maintain an atmosphere conducive to community living. All residents are responsible for knowing and adhering to these expectations. The expectations are a supplement to the Student Code of Conduct and University Housing Contract. Any violation of the expectations may result in judicial action.

Furniture

Common areas are furnished with tables, chairs, and couches for your comfort and enjoyment. These furnishings may not be moved to students’ rooms.

Your room is furnished with a bed, desk, chair and closet. Any additional furniture must be approved by the Office of Student Housing prior to entering the residence hall.

Gambling

University and state law prohibits gambling.

Guest hours

Guest hours in Pontchartrain Halls are:

- Sunday - Thursday: 12:00 Noon - Midnight
- Friday and Saturday: 24 Hours

All non-resident guests are required to register at the front desk and shall be escorted by the resident they are visiting at all times (see Escort Policy). Students and guests must present a picture ID card to the front desk attendant. The guest ID cards will be held during the entire time of the visit. Residents must accompany their guests the entire length of the visit.

Guests should respect the rights of the host’s roommate(s) and other hall residents. Violations will result in fines and disciplinary action up to and including resident’s removal from Pontchartrain Halls.

Identification

For the welfare of all students and to protect the property of the residence hall, you are required to have your University ID in your possession at all times. This is especially important since your ID is your declining balance card for purchases in Campus Dining and your room key.

Members of the housing staff may request proof of identity for any reason in the residence hall. Your cooperation is appreciated should such an occasion arise. Failure to identify oneself to a University staff person upon request is a violation of the University policy. Do not lend your ID to anyone.

Judicial Process

All disruptive behavior or conduct by residents will be referred to the Director of Student Housing. The following behaviors will result in disciplinary action:

- Failure to comply with the directions of a University official, including a student housing staff member acting in an official capacity.
- Violations of University and residence hall policies and procedures.
If you have a guest visitor, you may obtain a visitor’s parking permit from the Office of Student Housing for use in your residential parking lot for the period of your guest’s visit. Tickets are issued to all cars parked in the residence lot without the special residence parking decal.

Pets
No animals, except those assisting disabled students, are allowed in the residence hall.

Quiet Hours
Quiet hours are enforced from 10:00 pm - 9:00 am. The noise level during these hours should be such that if your room door is closed, a person walking down the hall could hear nothing from your room. During finals week, quiet hours are maintained 24 hours.

Students who continuously fail to maintain appropriate quiet hours or disrupt community living may be subjected to disciplinary action.

Renter’s Insurance
The University assumes no responsibility and shall not be liable for any loss or damage to your personal property caused by burglary, theft, vandalism, fire, smoke, rain, flood, water leaks, hail, ice, lightning, wind, explosions, utility surges or interruptions; except to the extent that such injury, damage or loss is caused by gross negligence or willful misconduct on the part of UNO. We urge you to obtain your own insurance for losses due to such causes. In some cases, your items may be covered by your parents home owner’s insurance policy. Please refer to their policy for confirmation of coverage.

Resident Assistants
Resident Assistants are an important part of the success of the residence hall. There is a Resident Assistant on each floor. Duties include assisting with questions about the residence hall or the University and acting on behalf of the Office of Student Housing regarding a wide variety of administrative duties.

The resident assistant position is considered an important leadership position on campus providing those who serve with invaluable skills and experience. After you have lived in the residence hall for one semester, or if you have lived in student housing on another campus, you are urged to consider applying for these important positions.
Policies and Procedures

Resident Committees
Residents are encouraged to take an active role in the administration of the residence hall. Students interested in any of the following committees should submit an application to the Residence Hall Manager.

- **Residence Hall Program Committee** plans activities throughout the semester for residents. This group works closely with the Residence Hall Manager and Resident Assistants on programs such as tournaments, parties, decorating, contests, barbecues, guest speakers and leadership and skill development workshops.

All programs, events and meetings held in Pontchartrain Halls are intended for the entertainment or education of the residents and must first be submitted to the Program Committee for consideration. After committee review, the proposed program(s) shall be submitted to the Director of Student Housing for final approval.

- **Student Housing Advisory Group** works with the Student Housing staff and administration of the University to consider policy changes, needed renovations, and new services for residents.

- **Residence Hall Judicial Board** works with the Director of Student Housing in determining disciplinary action appropriate for students who have violated residence hall policies.

Respect for Property
The residence hall is your home. Residents must show proper respect for the property of other residents and the residence hall facility. Damages may cause injury, inconvenience to other residents and reduce the amount of money available for hall improvements.

Vandalism includes, but is not limited to, damaging residence hall property, graffiti, placing trash in the hallways, damaging bulletin boards, and other destructive actions not appropriate for the community.

Residents engaging in vandalism will be referred to disciplinary action that may include paying costs to repair damages and removal from the residence hall.

Room Entry
While respecting your personal privacy at all times, the University reserves the right to authorize entry into your room to investigate violations of University regulations, federal, state or local laws. Other situations include:

- Health, fire and life safety room inspections done periodically by the Department of Student Housing and/or the Environmental Health and Safety Office
- To ensure proper care, maintenance, and safety of facilities.
- To make necessary repairs
- Provide pest control

Observed or alleged contraband will be confiscated. Violations of University of Student Housing policies, rules and regulations will be referred to the Director of Student Housing for follow-up action.

We will respect your right to privacy and every effort will be made to give advance notice when room entry is necessary.

Rooms and Furnishings
Each unit’s common and private areas are furnished. No additional furniture may be removed from or brought into a resident’s room without the written approval of the Department of Student Housing. Furnishings may not be attached or secured in any manner to the ceiling, floors or walls. Items may not be located in any manner that would block access to or emergency evacuation from your room.

No holes shall be drilled in the walls, woodwork, ceiling or floors. Pictures and posters may be hung on walls in rooms with removable adhesive hangers. Nothing shall be posted or painted on room doors or windows.

Please keep in mind that these requirements are intended to maintain the rooms and appearance of the facility. There are lots of creative ways to personalize your room.

Get creative and check with other residents.

Modifications to existing furnishings are not allowed for safety reasons.

Respect for Persons
Students must be aware of the rights of others and avoid activities that unnecessarily disturb individuals or groups, or interfere with the normal activities of the University.

This includes, but is not limited to, intimidating behavior, physical assault, hazing, verbal abuse and inappropriate or boisterous conduct. We respect the diversity of residents.

Acts of intolerance and/or harassment due to race, ethnicity, gender, religion, disability or sexual orientation are neither appropriate nor tolerated.
Services

Cable Television
Cox Cable television service is provided in each room.
Do not tamper or modify any cable jacks in your room. If you tamper with the cable jacks which result in any damage or malfunction to the cable system, you will be held responsible for any resulting service calls.

You will need to provide the cable to connect your television to the wall jack and be sure your television is switched to CATV mode. If you do not have a cable ready television, you will be limited only to local channels. Upgrade cable service may be obtained from Cox Communications at the resident's expense.

The cable network will allow all channels to be interrupted during an emergency in order to provide important information or instructions.

Internet
Internet service is available in each bedroom. WiFi is currently available in the lobby areas.

Campus Dining
Residency in Pontchartrain Halls includes participation in the Pontchartrain Hall Campus Dining Program. You will have a choice of meal plans that include a set amount of meals per week in the cafeteria along with declining balance dollars to spend at any Campus Dining location on campus. These locations include the convenience store, the Cove and the Fitness Center. The declining balance dollars are good at any location on campus during normal business hours. The flexibility of hours and variety of locations offers convenience and a wide choice of dining options.

Presenting your UNO student ID at any campus dining register spends your declining balance dollars. Cashiers can give you your balance any time you need it. Any unused declining balance dollars will rollover from the Fall to Spring semester only. Report any lost or stolen card immediately to the Campus Dining Office, currently located in the Fitness Center, 280-6370.

Change Machines
Change machines are located in each laundry room.

Custodial Services
Custodial Services are provided to the community areas, laundry, hallways, stairwells and grounds. Custodial Services are only provided to residents' room prior to move in. Residents are responsible for the cleanliness of their rooms, including the bathrooms. You are expected to provide your own cleaning supplies, toilet paper and equipment.

Please be an example of a good suite mate and keep your room, the common area and the shared bathroom clean and orderly.

Kitchen Facilities
Common area kitchens are located on the first floors of the North and South Halls.

Laundry Facilities
Coin-operated washers and dryers are provided for your use in the laundry room.

Do not use more detergent than needed. The lint trap must be cleaned before each use since a clogged lint trap will not allow the dryer to operate properly.

Our laundry room is for our residents only. Please be courteous to other residents and protect your belongings by not leaving articles unattended. The University is not responsible for any items left unattended.

Lobby Area, Patio and Other Community Areas
The community areas are provided for all residents to share and enjoy. Campus visitors, prospective residents and their parents and your guests are often in the community areas. Smoking is restricted to designated areas only.

For these reasons, the community areas require the cooperation of all residents in assuring that each area is clean and orderly. Loud and boisterous behavior is not permitted. Please keep these areas clean. Do not remove any furniture from these areas.
Policies and Procedures

Lost and Found
If you find or lose an item, please check with each front desk area. You will be asked to complete a form stating where the item was lost or found, a description, the date, time and your name. You will be given a copy of this form as a receipt.

If your item is found, you will be notified to claim it. Items will be held for thirty days and then discarded.

Mail Service, Packages, and Shipping
If you will be receiving mail, please contact Campus Mail in the Campus Police Building, Room 116, between the hours of 10:00 am - 2:30 pm, Monday - Friday for box rental. The boxes are located in Lafitte’s Retreat, first floor of the University Center. Rental periods are for four ($12.00) to twelve ($36.00) months.

At Campus Mail, you may send out-going mail, buy stamps and money orders, send and receive packages and ship items by United Parcel Service (UPS).

Please remember when you leave the residence hall to complete a forwarding address form with Campus Mail.

Maintenance Calls
If you need maintenance, please complete a work request online or at either of the front desks. In-house maintenance personnel are available Monday - Friday, from 8:00 am - 4:30 pm. Some repairs may require the services of off campus contractors. If you have not had a response to your need for maintenance within 48 hours, please contact the Office of Student Housing at extension 6402. Priority will always be given to safety issues. If there is an EMERGENCY day or night, on the weekends or on holidays, please call your respective front desk immediately.

Pest Control
The University provides pest control to residents’ rooms. The treatment schedule will be announced in advance so that you can be sure to remove all clothing and other items from the corners of your room. Please remember that careless handling and storage of food items can cause infestations. We need your help in keeping the residence hall free of pests.

Room Changes
Room changes may be approved only under the most serious of circumstances and cannot be granted during the first two weeks of each semester in order to allow all students who will be residing for that semester to arrive. Requests for a room change are initiated by the resident meeting with his/her RA or the Residence Hall Manager and obtaining the appropriate request forms. It is important that all residents complete the process in order to avoid any errors in their account records. Students who do not completely vacate their originally assigned room will be responsible for the costs of both rooms until the process is completed. The Residence Hall Manager must approve all room changes.

Sales and Solicitation
For both the security and privacy of residents, no salespersons or solicitors are allowed in Pontchartrain Hall. Likewise, residents are prohibited from transacting any type of business from the residence hall.

Special Deliveries
As a service to students, vendors are permitted to drop off floral arrangements, cakes, fruit baskets, etc., at the front desk for pick-up by residents on special occasions. The vendor is responsible for contacting the resident to inform them that a delivery has arrived. The Office of Student Housing is not responsible for items delivered by vendors. The housing staff will dispose of items not claimed within 24 hours.

Telephone Service
Courtesy phones are located in the South and North Hall lobbies. To reach an on-campus number, dial 3+the last four digits of the number (do not dial the 280 prefix). To reach a local off-campus number, dial 9+the seven-digit number. Long distance is not provided. You must use a calling card for long distance service.

Important Campus Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pontchartrain Hall Front Desk North</td>
<td>280-7777</td>
</tr>
<tr>
<td>Bookstore</td>
<td>280-6373</td>
</tr>
<tr>
<td>Campus Mail</td>
<td>280-6247</td>
</tr>
<tr>
<td>Credit Union</td>
<td>280-6496</td>
</tr>
<tr>
<td>Health Services</td>
<td>280-6387</td>
</tr>
<tr>
<td>Police, UNO</td>
<td>280-6666</td>
</tr>
<tr>
<td>Pontchartrain Hall Front Desk South</td>
<td>280-7739</td>
</tr>
<tr>
<td>Bursar’s Office</td>
<td>280-6489</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>280-6683</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>280-6603</td>
</tr>
<tr>
<td>Mail Boxes and Rental</td>
<td>280-7320</td>
</tr>
<tr>
<td>Privateer Place</td>
<td>282-5670</td>
</tr>
</tbody>
</table>
General Safety

Overview
The Office of Student Housing wants all residents to remain safe when on and off campus. This is a new and expanded section to our handbook, which we have included for your information. The Housing Office works closely with both the UNO Environmental Health and Safety Office and the UNO Police Department regarding training programs for staff, safety inspections, fire drills, incident investigation and educational programming for residents. We appreciate their assistance in developing this information and ask that you become familiar with the following:

Safety on Campus
- Lock your door whenever you leave. Take your keys with you, even if you will only be gone a short while.
- Keep all doors locked when you are sleeping.
- Never lend out your keys or leave your door unlocked for a friend.
- When walking, avoid dark, vacant or deserted areas. If you are followed or see suspicious activity, move to a lighted building or area and cause a commotion. Activate a Police Help Phone (the yellow call box with a blue light on top) or a firebox.
- If at all possible, avoid walking alone at night. Call the University Police at 280-6371, or have a friend escort you both ways.
- Do not jog alone, day or night, even in populated areas with streetlights.
- Do not hitchhike.
- Dress in clothes and shoes that will allow you to move quickly.
- If you carry a purse, briefcase, or backpack, only keep a small amount of cash in it. If possible, do not carry a purse.
- Keep your keys in hand when you are walking at night.
- Carry a noise-making device, such as a whistle. Have it ready to use.
- Be alert, observant and aware of your surroundings and any other people on the street with you.
- If you work or study late, alert a friend so they know where you are and when you will return. Use a well-traveled and well-lit route. Walk purposefully, briskly and keep moving.
- Walk in the center of the sidewalk away from buildings, doorways, hedges and parked cars.
- Walk on the side of the street facing oncoming traffic. If a car pulls next to you, going the same way, reverse your direction.
- Join a group of people nearby or across the street. Increase your pace.
- If you believe a threat is imminent and you see people nearby to help you, yell, scream or cause a commotion in any way you can.
- If you see someone else in trouble, call 280-6666 immediately.
- Do not prop open residence hall outside doors or your room door.
- Keep room and car keys on separate rings. When leaving your car for service, leave only your ignition key.
- Do not attach your address to your key chain.
- Get to know your neighbors so you can help each other.
- Do not allow strangers to enter your room unless they are properly identified.
- If a stranger enters your room, demand that he or she leave. If the person refuses, cause a commotion, leave quickly and call for assistance.
- If a stranger tries to engage you in a conversation, use discretion before stopping to talk. It is a good idea to say you are in a hurry to meet someone.
- Have the key to your residence ready as you approach your building.
General Safety

• If a taxi or automobile drops you off, ask the driver to wait until you are safely inside.
• Do not keep large sums of money in your room.
• If you are accosted in a hallway or public area of the residence hall and feel that you are in danger, cause a commotion and call University Police at 280-6666.
• Individuals who use alcohol should drink in moderation to avoid situations in which their judgement might be impaired.
• Remember to report any suspicious persons or activities to the University Police at 280-6666.
• Have your key ready when you approach your car and check to make sure that no one is hiding inside, under or near your car.
• Drive on well traveled streets and never pick up hitchhikers.
• Keep your car in gear when it is stopped.
• Keep all your doors and windows locked.
• Park your car in a well lighted and designated parking areas.
• Keep all valuables out of sight in your trunk.
• If you are forced to stop your car, lock the doors, roll up the windows and sound the horn for help.
• If you are followed or harassed by someone in another car, drive to a police department, fire station or open business and seek help. Do not drive to your residence hall or park in a deserted area.
• If you are followed as you approach your residence hall at night, stay in your car with the doors locked until you identify the occupants of the other car. Sound your horn to get the attention of residents.
• If your car breaks down, raise the hood and then stay inside with the doors locked. If someone stops to help, do not open your window or door or accept a ride. Ask the person to call for help.
• If you see a parked car requiring assistance, do not stop. Go to a telephone and call for assistance.
• Keep an aerosol tire inflater in your car for emergencies.
• Mobile phones are highly recommended when driving.

Using Elevators

• If someone in the elevator with you makes you feel uneasy, get off at the next floor.
• If you are accosted in an elevator, hit the alarm button and as many floor buttons as possible.
• Report incidents to your RA and the University Police immediately.

If you become stuck in the elevator, use the elevator phone to contact the desk and notify them of the elevator problem. The elevator number is located on the inside panel of the elevator. Inform the staff member as to which elevator is stuck; on what floor and how many people are inside the elevator. Desk staff will notify emergency personnel of the problem. Wait for emergency staff assistance. Remain calm. Do not attempt to pry the elevator doors open.

About Sexual Assault

Anyone can be the victim of sexual assault regardless of age, sex, race, status or type of dress. There is no stereotypical rapist. Many rapes are committed by acquaintances of the victim. Be aware of the different possibilities and be prepared to decide what action is required in a potentially dangerous situation. Report any incidents to your residence hall staff and University Police.

If You Are Sexually Assaulted

• Know that you are a victim and not responsible.
• Do not shower, bathe or change clothes.
• Do not straighten the scene of the attack.

Residence Hall Staff also encourage you to do the following:

• Seek assistance from your RA or Residence Hall Manager
• Seek medical assistance.
• Report the sexual assault to the University Police for investigation.
• Utilize the University Student Counseling Services by calling 280-6683.
• Call the Women’s Center at 280-7285 for help in accessing programs to assist sexual assault victims.

In attempted sexual assault, the following strategies have been found helpful in averting the attack: perceiving danger early, yelling, fleeing, talking, using physical resistance (kicking or
General Safety

Intruders
• It is usually best not to yell out or to detain an offender. The person may panic and react in an unpredictable manner. Usually, the offender will often run away when spotted.
• If the offender runs away, do not follow, but do try to notice in which direction the person goes. If there is a place from which you can observe safely, such as a window, watch to see if the offender gets into a car, goes to another building, etc.
• Try to get a good description of the offender. If that person speaks to you try to remember what was said and how it was said.
• You should immediately report incidents and suspicious persons to your RA and University police.

Safety on Dates
• Know your sexual limits and communicate them clearly and firmly.
• Avoid excessive use of alcohol and all other drugs. They interfere with clear thinking and effective communication.
• Be assertive and trust your instincts.
• In an effort to ensure that no one has the opportunity to slip drugs into your beverage, never leave your beverage unattended and do not let someone else get your beverage for you.

Sexual Harassment
The University has a commitment to providing an educational environment for students that is free from inappropriate conduct of a sexual nature. Sexual harassment is a form of gender discrimination. It involves unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:
• Submission to such conduct is made when an explicit or implicit term or condition of employment or one’s status as a student in a course, program or activity.
• Submission or rejection of such conduct is used as a basis for employment or educational decision affecting an individual, or
• Such conduct has the purpose or effect of unreasonably interfering with an individual’s work or educational performance, or creates an intimidating environment.

If you feel that you have been sexually harassed the Residence Hall Staff encourages you to:
• Ask your RA or Residence Hall Manager for assistance.
• Report the sexual harassment to the Dean of Student Affairs, Room 159 in the Milneburg Hall; 280-2222.
Overview
Fire and life safety is of paramount importance within the residence hall. Your actions could affect the life and property of other students in your community. Please be aware of your actions and observe the Health, Fire and Life Safety policies. To ensure fire safety within the residence hall, certain appliances and items are prohibited. If you are not sure about an item, please ask your RA or submit your question to the following web site: www.uno.edu/~ehso, or contact the UNO Office of Environmental Health and Safety at 280-6670.

Appliances
Only UL approved microwaves (Residential), refrigerators (4.6 cubic ft. max), blenders, grounded coffee makers, fans, irons, popcorn poppers (with self-contained heating coils) and hot pots (with self-contained heating coils and capacity of 3 cups) are allowed in Residence Hall Rooms.

Not allowed are crock-pots, electric woks, George Forman grills, hotplates, rice cookers, space heaters, toasters, toaster ovens, electric skillets or any cooking appliance other than those specifically approved.

By order of the State Fire Marshall, the use of any appliance with open heating coils is prohibited. Students found in violation of policy will be directed to immediately remove the prohibited item and will be subject to disciplinary action.

Candles and Incense
Candles and incense are not permitted in student rooms at any time, for decoration or for any other purpose.

Smoking
Smoking is not allowed in Pontchartrain Hall. Smoking is allowed in the Courtyard and Patio designated areas only. There is NO smoking in the front entrance areas of Pontchartrain North and South.

Decorations
During holiday seasons and for special occasions, you are invited to help decorate the lobby and public areas. When decorating individual rooms, residents may not use electric lights, candles, live trees or other flammable materials.

Electrical Extensions Policy
The Fire Marshall has indicated that the use of extension cords or multiple plug converters is prohibited. The Fire Marshall has approved the use of UL approved power strips with a circuit breaker. Power strips must be conducted from heavy-duty materials, consisting of 12-, 14- or 16- gauge wire. They must be three-wire grounded units.

Power strips must also be rated for a maximum of 15 amps and 1875 watts and have a built-in circuit breaker. No other devices are allowed. All power strips must be plugged directly into a wall outlet. Power strips may not be plugged into another power strip.

Explosives, Fireworks and Weapons
Fireworks, chemicals, gasoline, other explosives and any weapons that could inflict bodily harm or result in disturbances of the peace are prohibited in the residence halls and on the University campus. Facsimiles, including water guns and air guns, are also prohibited on campus. The prohibition applies to all persons, students, faculty, staff and campus visitors, and it applies to all areas of the University. Louisiana law states that possession of a firearm, illegal knives, clubs or prohibited weapons on a college campus is a third degree felony. Any student found in possession of any of these weapons is subject to disciplinary action, removal from the residence hall and/or arrest. Storage or use of chemicals that generate EPA regulated wastes (this includes photography development chemicals) or controlled substances are prohibited in the residence halls.

Fire Alarms and Fire Safety Equipment
Residents and their guests must evacuate the building and comply with staff instructions any time a fire alarm sounds. By order of the State Fire Marshall, Residence Hall Staff will conduct fire drills on a regular basis. Failure to evacuate will result in disciplinary action, including fines.

Tampering with fire and safety equipment or setting off a false alarm is a violation of State Law and University regulations and will result in University disciplinary action, including fines, removal from the hall and/or possible legal action. Tampering is defined as any action that may damage or interfere with the normal functioning of the fire and life safety system. Tampering includes, but is not limited to, the following:
Disconnecting, intentionally damaging, covering or vandalizing in any way smoke detectors, fire sprinklers, alarm horns, pull stations, fire extinguishers, door closers or exit signs. Covering or hanging anything on fire sprinkler heads or pipes is not permitted at any time.

Any malfunction of the safety equipment, including room smoke detectors or fire sprinkler equipment should be immediately reported to the front desk. The Student Housing Department and the Office of Environmental Health and Safety are committed to the prevention of tampering with fire safety equipment and will work with staff, students and University Police to identify responsible individuals. All students with information that can assist in the investigation are encouraged to contact a residence hall staff member or the University police. If and when necessary, a reward may be offered to the person(s) with information that leads to the identification of the responsible person. Reward information will be posted in the residence hall.

Fire and Safety Violations
Tampering with fire and life safety equipment is considered a Class A Misdemeanor subject to fines and imprisonment. At a minimum, students found responsible for tampering with fire and life safety equipment or found in violation of fire and life safety policies are subject to the penalties listed below. This can include disciplinary action up to removal from the residence hall, fines and possible legal action.

Fire Sprinkler System
The following safety information pertains to halls with sprinklers. To ensure proper functioning of the sprinkler system, observe the following:

- Items should not be hung or attached to the sprinkler head or piping.
- Sprinkler heads should never be obstructed or tampered with in any manner.
- Items should not be hung or stored within 12 inches of the sprinkler head. Balls, frisbees and other items that can damage the sprinkler head are not to be thrown in rooms, hallways or other public areas.

Tampering with the fire sprinkler system is a violation of State Law and University regulations and will result in University disciplinary action, including fines and removal from the hall and/or other possible legal action. Residents who tamper with the fire sprinkler system and cause damage will be subject to disciplinary action, a fine and all costs to repair the system, other residents’ property and university property.

Health, Fire and Safety Inspections
To ensure safety policies are followed, the Student Housing Staff along with the Office of Environmental Health and Safety may conduct health, fire and life safety inspections of residence hall rooms. The Housing and/or Health and Safety Officer conduct room inspections. Inspections will look for the following:

- Prohibited Items
- Tampering with fire equipment
- Mold, mildew, trash and debris
- Proper functioning of fire equipment
- Maintenance related items
- Safety related signage

Lighting
Halogen lamps consuming more than 120 watts of power are not permitted in the residence halls. This includes most torchere type fixtures. Students found in violation of this policy will be directed to immediately remove the prohibited item and be subject to disciplinary action, including a fine.

Smoke Detectors
Smoke detector malfunctions should be reported immediately. If your smoke detector emits a short beep in a regularly timed pattern, your smoke detector needs to be serviced. Fill out a Work Request Form (available online) to have the unit serviced.

Hurricane Preparedness
Hurricane Season occurs from June 1 through November 30 each year. Please develop a personal hurricane emergency preparedness and evacuation plan. The University has a comprehensive Hurricane Preparedness Plan online with specific sections regarding resident students. Upon check-in you will be required to complete a “Personal Hurricane Evacuation Plan.”

In addition to your own plan, please obtain a copy of the Hurricane Preparedness Brochure for Pontchartrain Hall Residents and the Southeast Louisiana Awareness and Disaster Guide. Both documents are available in the Office of Student Housing. During a time of emergency, please monitor the UNO and Student Housing web-sites (www.uno.edu and www.housing.uno.edu) for university updates.
The “community living” environment of a residence hall is not for everyone, but it can be uniquely rewarding. In Pontchartrain Hall, our goal is to provide a safe, clean and comfortable facility. We also want to offer both social and development programs for your enjoyment and personal growth. Much of this success depends on you.

A successful environment is built on fair and honest relationships starting with roommates, then on to suite mates, floors and eventually the entire residence hall. Start by building a successful relationship with your roommate. Roommates should expect the following:

• The right to read and study free from undue interference in one’s room.
• The right to sleep without undue disturbances from noise, guests, etc.
• The right to expect that a roommate will respect one’s personal belongings.
• The right to free access to one’s room and facilities without pressure from a roommate.
• The right to privacy.
• The right to host guests with the expectation that guests are to respect the rights of the host’s roommate, other hall residents and the guest policy.
• The right to be free from fear of intimidation, physical and emotional harm and racial or sexual harassment.
• The right to address grievances.

Damage Charges
Should you damage any item(s), the cost of the damage(s) including any associated costs (labor, freight, etc.) will be deducted from your security deposit. Should damage cost(s) exceed the amount of the security deposit, the balance will be charged to your student account.

Examples of Damage Billing incidents:
• Any damage that goes beyond the normal, expected, wear and tear of items.
• Excessive cleaning
• Bodily fluids (blood, urine, mucous, feces, and vomit) in the halls, bathrooms, or other common areas
• Broken exit signs
• Broken windows or glass
• Inverted or incorrectly assembled beds
• Broken lounge furniture
• Damage to carpet and upholstery
• Food or trash left in sinks or water fountains
• Trash or trash bags not properly disposed (i.e. pizza boxes or room trash found in the halls, stairwell, or bathroom/lounge trash can)

• Fire extinguishers and smoke detectors that are missing or have been tampered with (greater sanctions will be given to persons found responsible)
• Removal of any University furniture from its designated location
• Holes in walls
• Sprinkler head discharges due to causes other than fire
• Graffiti

Estimated Facilities Repair Costs
The determination of who will be charged for facilities repairs is directly related to the area where the damage occurs. For example, if the damage occurs in a particular hallway – the students of that floor will likely be billed. If the damage happens in an entry lounge, common stairwell, or elevator, the charge will likely be assigned to all residents in the building. The amount of the charge may vary in cost depending on the incident and the severity and costs of repairs.

Appeal Process
Individual Damage Billing: To appeal an individually billed damage charge, please contact the Student Housing management in writing.

During the semester in progress, the individual damage billing appeals process for that semester is ongoing. For charges assessed after the close of a semester, there is an appeal submission deadline posted on the Housing and Residence Life webpage. All appeals will be accepted for the prior semester until the posted deadline.

If the appeal is granted, any interest charge related to the damage fee will be waived. A committee of students and Student Affairs staff who are not employed by the Housing Office will review appeals and issue a recommendation to the Housing Office.
## Miscellaneous Charges

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improper Check Out</td>
<td>$25.00</td>
</tr>
<tr>
<td>Improper Check In</td>
<td>$25.00</td>
</tr>
<tr>
<td>Removal of Item(s) From Room and/or Bathroom.</td>
<td>$25.00</td>
</tr>
<tr>
<td>Storage of Item(s) (Per Day, for a Maximum of 30 Days)</td>
<td>$15.00</td>
</tr>
<tr>
<td>Holdover Fee</td>
<td>Daily Rate</td>
</tr>
<tr>
<td>Pass Key</td>
<td>$10.00</td>
</tr>
<tr>
<td>Lock Change</td>
<td>$50.00</td>
</tr>
<tr>
<td>Littering</td>
<td>$50.00</td>
</tr>
<tr>
<td>Smoking in unauthorized areas</td>
<td>$100.00</td>
</tr>
<tr>
<td>Moving out past deadline</td>
<td>$100.00</td>
</tr>
<tr>
<td>Setting of false fire alarm</td>
<td>$100 plus 10 hours community service and referral to judicial committee</td>
</tr>
<tr>
<td>Tampering with smoke detector</td>
<td>$100–first offense; second offense–eviction</td>
</tr>
<tr>
<td>Tampering with cable jack</td>
<td>$25</td>
</tr>
<tr>
<td>Visitation and guest violations</td>
<td>$25</td>
</tr>
<tr>
<td>EXIT ONLY door violations</td>
<td>$25</td>
</tr>
<tr>
<td>Fire EXIT door violations</td>
<td>1st offense - $25</td>
</tr>
<tr>
<td></td>
<td>2nd offense - $50 and 5 hours community service</td>
</tr>
<tr>
<td></td>
<td>3rd offense - eviction</td>
</tr>
<tr>
<td>Contract cancellation</td>
<td>$100, forfeit deposit, bill for any days in room</td>
</tr>
</tbody>
</table>

## Cleaning and Repair Charges

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning of Bathroom</td>
<td>$50.00</td>
</tr>
<tr>
<td>Cleaning of Bedroom</td>
<td>$35.00</td>
</tr>
<tr>
<td>Cleaning of Common Area</td>
<td>$50.00</td>
</tr>
<tr>
<td>Removal of Trash</td>
<td>$25.00</td>
</tr>
<tr>
<td>Removal of Graffiti or Marks From Any Surface</td>
<td>$15.00/hr</td>
</tr>
<tr>
<td>Painting of Room</td>
<td>Material, plus labor</td>
</tr>
<tr>
<td>Repair Damages to Room</td>
<td>Material, plus labor</td>
</tr>
<tr>
<td>Repair or Replace Damaged Furniture</td>
<td>Any costs, plus labor</td>
</tr>
</tbody>
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Contact Information

Student Housing Office Hours:
Monday - Friday 8:00 am - 4:30 pm

Administrative Staff:
Mike Brauninger – Director
Elizabeth Johnson – Residence Hall Manager
Terrell Calvin – Residence Hall Manager
Charles LeCarpentier – Maintenance Repairer Foreman

Mailing Address:
Department of Student Housing
University of New Orleans
Pontchartrain Hall North, Room 128
2000 Lakeshore Drive
New Orleans, LA 70148

Website and Email Address:
www.housing.uno.edu
studenthousing@uno.edu

Telephone:
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Fax: (504) 280-5584
North Hall Front Desk (24hrs) (504) 280-7777
South Hall Front Desk (24hrs) (504) 280-7739

North Hall Front Desk (24hrs)
(504) 280-7777
South Hall Front Desk (24hrs)
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