



COMMUNITY LIVING GUIDE

CAL STATE
EAST BAY

UNIVERSITY HOUSING
AND RESIDENCE LIFE

WELCOME

Hello Residents!

Welcome to Pioneer Living! We are very excited that living on campus is part of your college journey. Some of you make this transition from high school, from another college or university, and some of you return another year to be a Pioneer!

We strongly believe that what you put into life is what you get out of it. Being part of our residential community allows you opportunities to explore different views and engage with other students in ways you may not find in the classroom. We invite you to share your experiences, consider perspectives with an open mind, and be part of the solution.

Your student experience begins now. Your learning begins now. Your growth begins now. While we are excited to be part of your beginning, we are even more excited to see you as an empowered learner at the end of your journey. Your journey begins and continues with learning at every aspect of your on-campus housing experience.

Within your smaller community, there is a Resident Assistant (RA) and Residence Life Professional Staff. The RA is a peer leader and is an excellent support system during your college experience. Each RA has been trained about campus resources and can provide strategies to help you thrive within community expectations and living. Additionally, the Residence Life professional staff members are an integral resource in fostering learning within the community and amongst your roommates. To start, use this community living guide to provide you with the on-campus living expectations and explore all the amenities offered to you while you are with us.

Our goal is for you to use your residential living experience to practice what you learn and give you the opportunity to #IPioneer:

- Enhance your self-awareness as you explore different identities, values, interests, and make many memories.
- Make connections by expressing your ideas, perspectives, and values clearly to others in the classroom and within your community.
- Understand your cultural identities and expand your understanding of others through cultural engagement.
- Build a support system and skills by understanding the resources available and utilizing them.

Good luck, have fun, and see you in the community!

Dr. My-Lan Huynh

Director, University Housing & Residence Life



***PIONEER LIVING** EDUCATIONAL PRIORITIES*

As a result of the student experience, each student will be an empowered learner.



SELF AWARENESS

As students explore their identities, values, interests, and experiences, they will be able to share them with others. Students will be able to critically examine their own ideas and consider alternate approaches as they expand their understanding of self in relation to their community. With increased understanding of self, students will be able to acknowledge and take responsibility for the impacts of their decisions and actions.

Each student will be able to:

1. Accurately describe themselves to others
2. Identify the impact of their decisions on self and others
3. Demonstrate ability to take responsibility for actions



CONNECTIONS

By expressing ideas, perspectives and values clearly, students will be able to build connections with others. Through active listening and seeking to understand the ideas, perspectives and values of others, they will also strengthen their relationships with family, friends, significant others and those in their community. Through the building of these relationships, students will have the opportunity to engage in and practice effective conflict resolution.

Each student will be able to:

1. Practice effective communication skills
2. Develop healthy relationships
3. Demonstrate healthy conflict management strategies



CULTURAL ENGAGEMENT

Utilizing self-reflection, students will better understand their own cultural identities in relation to others. Students will also expand their understanding of others through dialogue and interaction with those that do not share the same identities, experiences, and beliefs as them. With an increased understanding of self and others, students will be able to interact in a diverse society where they can both live together and communicate effectively across areas of difference.

Each student will be able to:

1. Identify cultural identities of self and others
2. Discuss cultural identities of self and others
3. Determine strategies to communicate effectively across difference



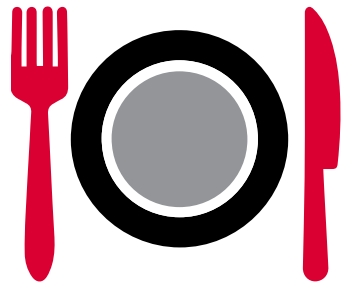
FUNDAMENTALS

Students will identify areas of added support or skills to navigate tasks and systems of day-to-day living. Specific focus areas include personal wellness, career success, academic preparation, and financial management. With this increased understanding, they will be able to identify and utilize available resources and support systems to successfully achieve their goals.

Each student will be able to:

1. Identify needs and skills to navigate day to day living
2. Understand available resources and support systems
3. Utilize resources and support systems to achieve personal successes

QUICK GUIDE



PIONEER KITCHEN

- All-you-care-to-eat dining
- Weekends: brunch and dinner
- Dine-in or to-go options are available
- Grab quick essential items and snacks at the Market at the Pioneer Kitchen
- Meal exchange options are available at other campus venues. Refer to your specific meal plan for details.

Menus, hours and more: dineoncampus.com/csueb



COME AND SEE US IN LASSEN HALL SERVICES FOR

- Bay Card replacement
- Access Issues
- Lockouts
- Housing Account Info
- Equipment Rental
- General Housing Information

Hours: Monday - Friday; 8 a.m. - 5 p.m.

Visit us in person or on Zoom; <https://csueb.zoom.us/j/9748567634>



LAUNDRY FACILITIES ARE NOW FREE FOR OUR RESIDENTS!

- Hours: 24/7 access with your Bay Card
- Virtual laundry status available on Laundry View
- Be courteous! Remove laundry promptly and clean up after yourself.
- For laundry machine maintenance, refer to instructions on each machine.
- Two laundry facilities in: Lassen & El Dorado Halls



MAILROOM LOCATION

El Dorado Hall

Package pick-up available:

Monday - Friday: open from 10:30 a.m. - 5:30 p.m.

Saturday: open 11:30 a.m. - 2:30 p.m.

Students have mailboxes that are accessible for paper mail anytime.



COMMUNITY FRONT DESK

Juniper and Sequoia Halls:

Sunday - Thursday: 9 p.m. - 1 a.m.

Friday - Saturday: 9 p.m. - 3 a.m.

EQUIPMENT RENTALS

Pioneer Heights residents can rent equipment such as vacuums.



MAIL, PACKAGES AND MORE



- Mail and Package Delivery: Letters will be placed in students' assigned mailbox unless otherwise communicated with students. Students may be emailed to pick up Cal State East Bay official documents.
- Delays in Receiving Mail: If letters and packages are misaddressed - including wrong name or nicknames - it will cause a delay in delivery and it may be returned to the sender. If a package has not been picked up after 30 days, or if the student does not live on campus, it will be returned to the sender.
- Packages - Packages will be logged into our system and you will be notified via your Horizon email when it's ready for pick up. Typically packages are processed within one business day but delays may occur during peak periods such as at the start of each semester, holidays, etc..
- The mailroom does not accept meal delivery services such as Door Dash, Uber Eats, etc.
- Perishables: The mailroom does not have cold storage available for perishable food/flowers. Residents will be notified immediately with pick up instructions. Perishables must be picked up the same day they are delivered. Items not picked up may be disposed of.

Receiving a letter? Share this mailing address:

[First Name] [Last Name]

1901 Harder Road

Mailbox Box [#]

Hayward, CA 94542

Please note that, at the mailing address above, the "Box" number is your mailbox number and NOT your room or apartment number!

RESOURCE DIRECTORY

STUDENT HOUSING OFFICES

Lassen Hall: (510) 885-7444;

Daily Zoom Option: 9 a.m. - 5 p.m.

<https://csueb.zoom.us/j/9748567634>,
housing@csueastbay.edu

University Police Department
(510) 885-3791

Safety and security services can be
obtained 24 hours daily, 7 days a week

Parking & Transportation Services
(510) 885-3790

Student Conduct, Rights & Responsibilities
(510) 885-3763

Student Life & Leadership Programs
(510) 885-3657

Student Health & Counseling Services
(510) 885-3735

RA ON DUTY

Calaveras & Coloma (510) 258-8255

Sierra & Sonora (510) 331-6172

Tamalpais (510) 362-4437

Shasta & Diablo (510) 363-5672

Sequoia (510) 258-8293

Juniper (510) 331-8146

CAL STATE EAST BAY UNIVERSITY RESOURCES

Academic Advising & Career Center
(510) 885-3621

Accessibility Services
(510) 885-3868

Associated Students Inc.
(510) 885-4843

Diversity & Inclusion Student Center
(510) 885-7069

Financial Aid
(510) 885-2784

RESIDENCE LIFE STAFF ARE AVAILABLE TO ASSIST YOU AS A RESIDENT OF STUDENT HOUSING

To contact Residence Life Staff, email
housing@csueastbay.edu with your request
and your community designation.

COUNSELING IN PIONEER HEIGHTS

For an appointment call (510) 885-3735 or
email shcscounseling@csueastbay.edu and
ask to be seen in housing.

RESIDENT PARKING INFORMATION

The closest parking lots to Pioneer Heights
are Lots C, C1, and D; however, parking is
not reserved for residents only. Semester
parking permits are available to purchase
online and can be picked up from the
Parking & Transportation Office in the
SF Building.

APARTMENT SERVICES AND *EXPECTATIONS*



MAINTENANCE REQUEST

To initiate a facilities request, go to your Housing StarRez portal. You can enter and track the progress of your maintenance requests at any time.

For maintenance emergencies (such as an overflowing toilet or a door that doesn't lock):

- During business hours, M-F from 8 a.m. to 5 p.m., please contact the Lassen Office.
- Outside of business hours and weekends, please contact the Resident Assistant on Duty who can request emergency facilities assistance.
- Maintenance requests may take up to 20 days to resolve depending on the level of priority. Urgent issues should be resolved within 1-2 days. To inquire about outstanding requests, email housingmaintenance@csueastbay.edu.



APARTMENT/SUITE INSPECTIONS

Inspections are conducted in student living environments to promote healthy living, safe conditions, and care for the facilities. Inspections are hosted by the Resident Assistant twice each semester. If your apartment fails the inspection, residents will receive notification on actions required and possible fees such as damage repair or cleaning charges. If you identify maintenance or damage concerns, it is your responsibilities to report the concern in a timely manner.

DECORATIONS

- Exterior decor are not permitted across corridor or on patios as it may increase risk to fire danger.
- Interior decorations are permitted in living space, but decorations with flammable materials are not permitted including items that hang from windows, ceilings, etc..
- Residents can decorate doors and windows, as long as decorations do not cause damages or create safety hazards.



- Consider using tacks or small picture hangers to hang. Tape, adhesive hooks or screws are not permitted on apartment walls or furniture. All decorations visible to the public must comply with University Policies.

PERSONAL PROPERTY

The university is not liable, directly or indirectly, for the personal property of residents and guests due to loss by theft, damage by fire, damage by water, or any other cause. To secure personal property, we urge you to keep bedroom, suite, and apartment doors locked at all times.

DAMAGES

You will be charged for any damages to or loss of Student Housing property in your apartments and the common areas. To declare any damages at move-in, please complete the Housing Condition Report at your initial Move-In. For your personal reference, it is encouraged that you take pictures of the space at your move-in appointment.

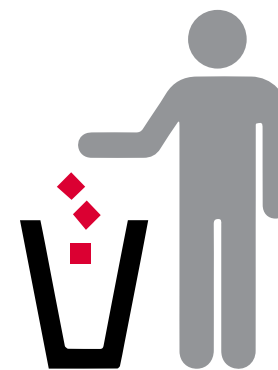


CLEANING EXPECTATIONS

It is the collective responsibility of you and your apartment-mates to keep the apartment clean at all times.

TRASH

Under no circumstances are trash cans or trash to be left in the hallways/corridors/balcony/patio outside your room and apartment. Disposal of trash is required in designated areas. Please note sustainable trash options available in your apartment and complex.



SAFETY, SECURITY AND *EMERGENCY*

UNIVERSITY POLICE DEPARTMENT: (510) 885-3791

<https://www.csueastbay.edu/housing/current-residents/emergency-preparedness.html>



PERSONAL SAFETY AND PRECAUTIONARY MEASURES

- Always keep the door of your room or apartment locked, even if you are sleeping or going down the hall. Remember to always carry your keys and access card with you to avoid being locked out.
- Purchase a bike lock and secure your bike in the appropriate place.
- Identify expensive and/or important belongings with a type of permanent identification such as a metal engraver.
- Rely on your neighbors and have them trust you to be alert to suspicious persons and/or activities.
- Keep your access card/keys with you at all times. The keys given to you at check-in are for your use only.
- The placement of any furniture including beds in front of windows is strictly prohibited. Blocking window egress is a violation of University Housing policy.
- Do not prop doors or let unfamiliar people into entrances of your building. Do not prop open security gates or allow strangers in after they are locked each night.
- Be alert and aware of your surroundings. Report any safety/security concerns to the appropriate authority.



FIRE ALARMS & EVACUATION

- All residents and guests must evacuate a residential facility to an outdoor assembly area immediately when the fire alarm sounds.

During a minor fire:

- Remain calm
- If safe to do so, use a fire extinguisher to put out the flames. Call a Student Housing staff member immediately. Fire extinguishers are located in the kitchen of every apartment.



During a major fire:

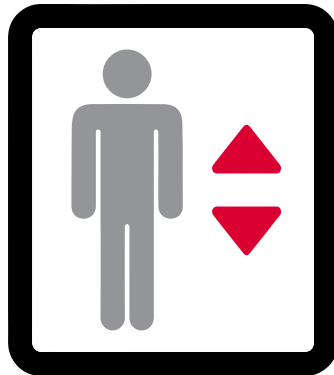
- If you cannot safely extinguish the fire, leave the area immediately.
- Pull the fire alarm as you exit.
- Close any doors leading to the fire.
- If there is smoke or unusual heat, but no fire, make note of the cause or location of the smoke or heat as you evacuate.

WHAT DO I DO IN AN EARTHQUAKE?

When shaking starts:

- Take cover immediately and urge others to do the same.
- Keep away from large glass windows. Move toward the center or core of the building.
- Find shelter under a sturdy desk or table if possible. Kneel down and cover your head with your arms.
- Do not run outside. You could be struck by falling objects. If you are outdoors, move away from buildings.
- Stay away from temporary walls or partitions and freestanding objects such as file cabinets, supply cabinets and bookshelves.
- Stay where you are for one minute after shaking.
- Be prepared for aftershocks.
- Do not use matches, lighters, electric switches or any source of ignition to be cautious of gas leaks. Use a flashlight.
- If the earthquake was minor, stay inside and await instructions. If it was severe, you will be instructed by RAs to evacuate the building.

SAFETY, SECURITY AND **EMERGENCIES**



ELEVATOR EMERGENCY

If you are trapped in an elevator car:

- Stay calm.
- Do not try to get out.
- Make sure the emergency stop switch is not engaged
- Every campus elevator is equipped with an emergency phone. Use the phone to connect to the University Police Department dispatch.



SMOKE DETECTORS AND FIRE EXTINGUISHERS

Each apartment is equipped with a smoke detector and fire extinguisher. Smoke detectors and fire extinguishers should not be tampered with as they are for your safety.



ACTIVE SHOOTER

Formulate an initial assessment of the situation:

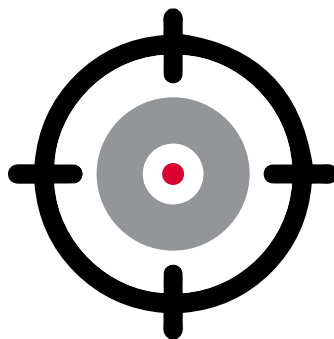
- Alert staff and students of the potential danger.
- Lockdown your location, barricade the entrances, turn off lights, spread out in the room/do not gather together and be quiet if it is not safe to evacuate.
- Inform UPD of any critical information gathered.

If it is possible, evacuate the area:

- Safely leave the building to a safe location away from the active shooter.
- UPD will advise residents when it is safe to return to the building.

If evacuation is not possible and you are found by the active shooter:

- Counter and defend yourself.
- Yell, throw things and use items in the room to incapacitate the shooter.



HOUSING RESPONSIBILITIES

QUICK HIGHLIGHTS FROM ON-CAMPUS HOUSING POLICIES



ALCOHOL

- California state law prohibits alcoholic beverages from being sold, furnished or given to any person under the age of 21.
- A resident who is at least 21 years of age and elects to consume alcohol in Student Housing may do so only if all those present in the room are over 21 years of age, including all roommates.
- If at least one resident of a suite, room, or apartment is under 21 years of age, no alcohol is permitted in the common areas of that apartment, suite or room. Alcohol may only be consumed or stored in the bedroom if all residents in that room are 21 years of age or older.
- If all residents occupying a room, apartment or suite are over 21 years of age, alcohol is permitted in the living space.
- No possession, transportation (in plain view) or consumption of open containers of alcoholic beverages is permitted in common or public areas by any person, regardless of age.
- Residents may transport unopened alcoholic beverage containers to their apartment or bedroom in a concealed bag.
- Kegs or other “common source” containers such as party balls or beverage coolers used as mixing units are not permitted in the residence halls.
- No empty alcohol beverage containers may be kept in the room as decorations regardless of the age of the residents occupying the unit.
- Any alcohol found that violates Cal State East Bay’s alcohol policy, regardless of the age of the owner, must be disposed of under the supervision of a University Housing staff member.

HOUSING RESPONSIBILITIES



QUARANTINE

An isolation and quarantine protocol has been developed, which is why it is imperative to notify your Resident Assistant (RA) immediately if you are ill. We have apartments designated for self-isolation and self-quarantine for both students who are confirmed COVID-positive and COVID-exposed. Students may be administratively moved and informed to quarantine to ensure their safety, and safety of the community. Those who require this will be provided with food service delivery options.



RESIDENT RESPONSIBILITIES RELATED TO COVID-19

Based on your License Agreement, you have acknowledged and agreed to a list of commitments that detail your responsibilities related to COVID-19. These agreements include protocols that residents must adhere to if COVID positive/exposed. Protocols are subject to change at any time based on changing county guidelines.

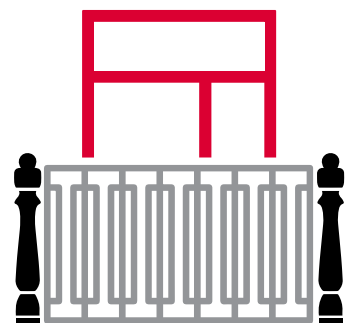
BICYCLES, MOTORCYCLES, MOTOR SCOOTERS AND HOVERBOARDS

- For safety and security reasons, bicycles cannot be stored on patios, walkways or under stairwells. Bicycles may be stored in a safe manner in residents' apartments or at the bike racks available throughout Student Housing.
- For safety concerns, we do not allow hoverboards due to fire hazards.
- Motorcycles, motor scooters and motor driven vehicles are not allowed within the residence halls, their driveways or sidewalks at any time.



BALCONIES AND PATIOS

- Furniture, plants and other items typical to patio use are appropriate. University furniture is not permitted on your balcony/ patio
- Balconies must be kept clear of trash and recyclables at all times and must not be used for storage.



- Throwing objects from the balconies, patios, windows or rooftops of the apartment is prohibited and is grounds for eviction.

BARBECUING

- For health and safety reasons, outdoor barbecuing is not permitted on the patios and walkways or within the quad areas of the residence halls.
- Large barbecue pits, located adjacent to El Dorado Hall, are provided for the use of residents only.

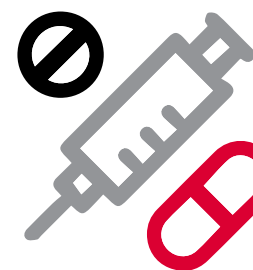


CANDLES/INCENSE

Candles or incense are not allowed within the residence hall apartments at any time (burned or unburned). These items create a potential fire hazard and in some cases can cause allergic reaction to individuals within the community.

DARTBOARDS

Darts and dartboards are not allowed within residence halls.



DRUGS

All federal, state and local laws apply within the residence halls. The use, possession or sale of any illegal drug or substances is prohibited and is cause for immediate eviction from the premises.



HOLIDAY TREES

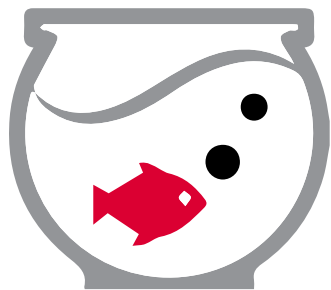
Due to the threat of fire, combustible decorative materials such as dry vegetation and natural/"live cut" trees are not permitted in the residence halls. You are welcome to have artificial trees and wreaths.

HOUSING RESPONSIBILITIES



MARIJUANA

- Recreational marijuana is now legal in California, but it is prohibited in the CSU System and at Cal State East Bay. The university prohibits the use, possession and sale of marijuana - in any form - on all university property, including Student Housing residence halls, their surrounding and quad areas, walkways and parking lots. Marijuana is also not permitted at university events or while conducting university business.
- In addition, Cal State East Bay's Smoke and Tobacco Free Policy prohibits the use and sale of cigarettes, e-cigarettes and other tobacco products on all locations on campus, including the residence halls, their surrounding and quad areas, walkways and parking lots.
- Marijuana presence, including lingering smoke odor and paraphernalia, will not be permitted in Student Housing.



PETS

Your health and safety is important to the community. Due to concerns for health, safety, sanitation, noise and humane treatment, the only pets permitted in Student Housing facilities are small fish. Fish must be retained in freshwater aquariums that may not exceed 10 gallons in size. All other animals or pets are prohibited from being kept or harbored in the apartments. This also applies to the pets of any guests. Only Student Housing approved service animals are permitted in the residential premise, including outdoor lawn areas.

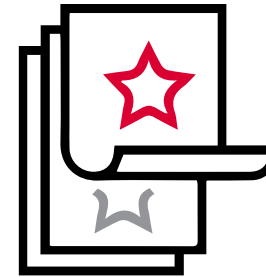


PESTS AND INSECTS

Insects and pests (such as ants, roaches, field mice, etc.) may find their way into your apartment.

There are a few ways to help prevent this from happening:

- Keep your apartment clean at all times.
- Remove waste, plastic bags and newspapers.
- Maintain reasonable sanitation.
- Store food properly.



POSTINGS AND SOLICITATIONS

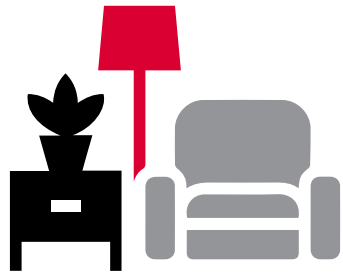
Residents are not permitted to distribute or post materials without specific permission from the Residence Life Staff. All materials must be submitted to a RLC for approval. Approved posting materials will be posted only in designated areas.

IMPORTANT REMINDERS

- It is your responsibility to be familiar with and adhere to all Student Housing conduct policies.
- You can find the policies online at <http://www.csueastbay.edu/housing>.
- Cal State East Bay Campus Community Values: The university is committed to maintaining a safe and healthy living and learning environment for students, faculty and staff. Each member of the campus community should choose behaviors that contribute towards this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.



HOUSING RESPONSIBILITIES



FURNISHINGS

- You may not remove furniture from the specific apartments you have been assigned to. At no time may furniture be taken out to patios or walkways, and there are no storage facilities for furniture or personal belongings other than what is provided in each apartment.
- You may purchase plastic patio furniture.
- Furnishings in building common areas are for use by all members of the community, and must be kept in common areas.
- All furniture should be returned to its original state. Prior to move-in, Student Housing ensures that the conditions of all furnishings are noted using an inventory management system.
- Any damage to the furniture will result in a charge.

See the Student Housing Conduct Policies for more details.



SMOKING

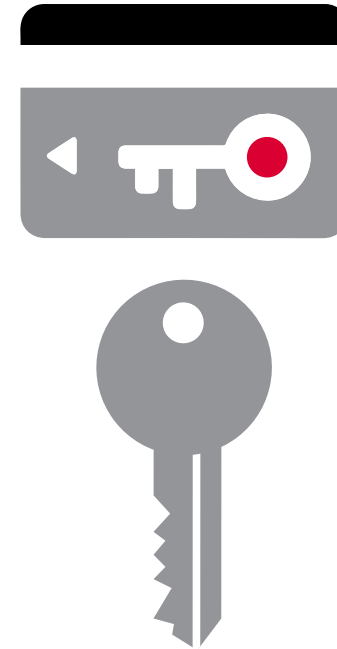
It is the policy of California State Universities to comply with the Smokefree Air Act by declaring the entire university grounds and properties a smoke-free campus. Residents found smoking anywhere in Student Housing will be documented and charged.



PESTS, RODENTS AND MOLD

The hillside of the campus is home to many types of wildlife and pests (such as ants and field mice). To prevent unwanted visitors:

- Keep your apartment clean at all times; remove waste, plastic store bags and newspapers.
- Maintain reasonable sanitation and store food properly.
- Do not allow any animals into your apartment, other than those specified with the approval of housing.
- Pest related issues should be reported by submitting a maintenance request.



KEY USAGE

(BAYCARD, KEYS, ACCESS TOKENS)

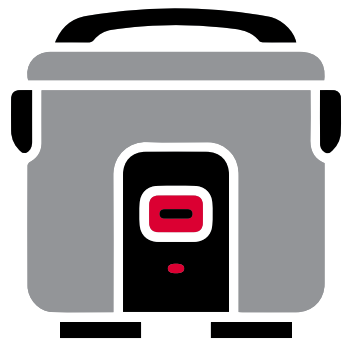
- You are responsible for all keys, cards or access tokens issued to you. You must carry your keys with you at all times.
- Submit maintenance request for BayCard/key replacement if damaged, lost, or stolen. Notification will be sent via Horizon email when the replacement is ready for pick up. Stolen keys, or Bay Cards require the presentation of a police report.
- Your Bay Card or access token and physical keys are for your use only and under no circumstances are Bay Cards, access tokens or keys permitted to be duplicated or loaned to other individuals (i.e. other room/apartment suitemates and/or guests).
- You may not add or change any locks to the apartment, suite or bedroom. You also may not hold gates, doors or elevators open for unknown people or non-building residents.
- You must keep the apartment, suite, and bedroom doors locked at all times. This includes patio doors that are easily accessible to the public.
- You should report all suspicious persons or activities to the University Police Department immediately.
- Upon checkout, all appropriate keys and access tokens must be returned to University Housing and Residence Life.



PAINTING

Painting and spray painting are not permitted in any Student Housing facility.

HOUSING RESPONSIBILITIES



ELECTRIC APPLIANCES

- Items with exposed heating elements are prohibited (such as space heaters, sun lamps, immersion heaters, hot plates, etc.). Microwaves are allowed, but the wattage must not exceed 900 watts.
- Mini refrigerators are permitted, but must not exceed the size of 3.2 cubic feet.
- Appliances must be directly attached to grounded outlets.
- Privately owned air conditioners and swamp coolers are not permitted.
- Irons must be used with ironing boards only and should never be left unattended.
- Cooking is limited to the general kitchen or kitchenette area.
- Any damage caused by personal appliances or misuse is the financial responsibility of the student, including damage of any kind (fire, water, etc.) to the facility and/or other students' personal belongings.
- Tamalpais, Juniper and Sequoia apartments may have a rice cooker, crock pot or coffee maker in their kitchenettes. These items must be UL listed certified, capable of shutoff, and must be plugged into permanent wiring with no extension cords. Electric frying pans, convection ovens, toasters, electric grills and hot plates are not allowed in these apartments.
- Calaveras, Coloma, Sierra, Sonora, Shasta and Diablo have a gas oven in their kitchens. Residents of these apartments are allowed to have a convection oven, electric grill, electric frying pan, rice cooker, toaster, coffee maker, crockpot and/or microwave in their kitchens. Items with exposed heating elements, such as hot plates, are not allowed in these apartments.

PARKING REMINDERS



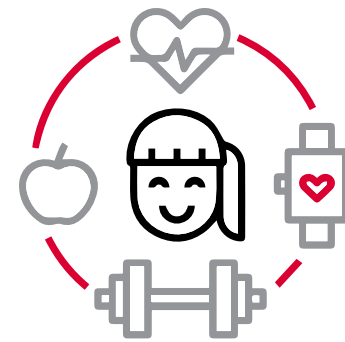
- The closest parking lots to Pioneer Heights are Lots C, C1, and D; however, parking is not reserved for residents only. Semester parking permits are available to purchase online and can be picked up from the Parking & Transportation Office in the SF Building.
- All vehicles must be parked in designated areas and have an appropriate and valid Cal State East Bay parking permit. Visit the university's Parking & Transportation Office to learn more about student parking fees.
- Motorcycles, mopeds or other gasoline-powered vehicles are not to be stored in or around the residence halls/apartments, building entrances, patios or courtyards.
- All vehicles parked in the Cal State East Bay parking lots must also be free of all types of fluid leaks. If the vehicle leaks, the owner will be held liable for any cleanup and/or damages that it may cause to the parking lot or other vehicles.
- Residents agree to accept financial responsibility for any loss or damage to personal property or personal vehicle belonging to them, their guests, and their invitees that may be parked in the Cal State East Bay parking lots caused by theft, fire, vandalism or any other cause. Student Housing assumes no liability for any such loss.
- Purchase parking permits online and use your Student Housing mailing address it will be sent to the Parking & Transportation office which is located in the SF Building, Suite #140. For more questions, contact Parking & Transportation Services at (510) 885-3790.



LIVING WITH OTHERS



Sharing an apartment and a community can be a very positive and enjoyable experience. Such an arrangement can also create stress and difficulty if not approached with consideration, communication and willingness to compromise. Potential problems can be avoided through initial discussion about sharing an apartment. The following section provides recommendations on how to discuss various topics and expectations for each other as apartment-mates. Don't forget to complete the Roommate Agreement Contract with your apartment-mates and RA!



LIFESTYLE

You and your apartment-mates are likely to have different lifestyles. It is important to openly discuss differences such as...

- Most nights, I expect to go to bed at...
- I find it difficult to sleep when...
- I usually get up at...
- My unusual habits are...
- I find it difficult to concentrate when...



COMMUNITY & PERSONAL PROPERTY

An area of concern among many apartment-mates is the issue of property, including community property and personal property (those "off limit" items). The university assumes no responsibility for loss or damage to any resident's personal property from any cause. Apartment-mates should engage in conversations regarding what items can be shared, needs to be replenished, needs to be off-limits, etc.

GUEST POLICY

- Overnight guest for a maximum of 3 nights per semester. An overnight guest is considered anyone in the apartment 12 a.m. (Sunday through Thursday) and 1 a.m. (Friday and Saturday).



- Only one guest per night/per bedroom will be approved. Any resident hosting an unregistered guest will go through the Housing conduct process AND may lose their guest privileges for the remainder of the academic year. Residents are responsible for their guests at all times, guest must have identification with them at all times.
- If you're wanting to have a guest overnight, fill out the visitor/guest form in your Housing Portal.

RESOLUTION OF DIFFERENCES

There are many ways to resolve conflicts. What is important is that each of you commits to taking responsibility for solving conflicts when they begin, instead of waiting until the situation becomes intolerable. Planning now will help you later. Remember that Resident Assistants are here to assist you and will be glad to meet you individually or collectively. If you are having problems, contact staff in a timely fashion. All apartment-mate conflicts should be made known to your Resident Assistant first. If the problem persists, the Resident Assistant will make a referral to the Residence Life Professional Staff. See the next page for tips on resolving differences.



HOUSEKEEPING

Try to reach an understanding about the type of environment that each of you would like at home. Decide on a plan for maintaining the apartment, such as a cleaning schedule.

Come up with a plan for the following shared areas:

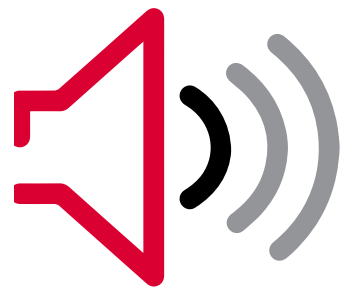
- **Kitchen:** dishes, refrigerator, stove/oven, floors, taking out trash.
- **Living Room:** personal belongings, vacuuming, dusting, taking out trash.
- **Bathrooms:** toilets, sinks/mirrors, bathtubs/shower, floors, taking out trash.
- **Shared bedrooms:** Vacuuming, making beds, dirty clothes, personal belongings.

NOISE REMINDERS



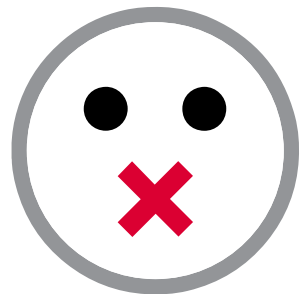
COURTESY HOURS

Courtesy hours are in effect 24 hours a day, seven days a week. Any resident may request that another resident or group of residents cease any activity which is interfering with their ability to study, rest or enjoy the community. At these times, academic and health considerations are the priority. The right to quiet supersedes the right to make noise.



NOISE COMPLAINTS

Each student has a different schedule for working, sleeping and socializing. Therefore, all residents should be mindful of their neighbors' schedules and noise should be kept within reasonable levels at all times and special care should be taken to contain noise within your room and apartment during evening and night hours. Residents who repeatedly disturb apartment-mates or neighbors with excessive noise will be documented.



QUIET HOURS

Quiet hours are extended to 24 hours during final exams beginning at 8 p.m. on the Friday before finals week. Please consult a Resident Assistant if your attempts to request did not resolve a noise issue.

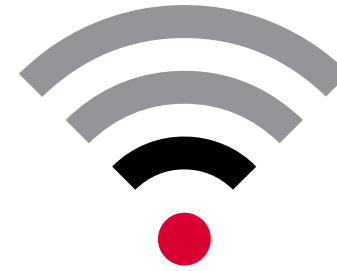


SOCIAL GATHERINGS

The university supports students having social gatherings in their residence as long as these gatherings do not create a disturbance to other members of our community. Social gatherings can only include residents living on-campus, and must meet an occupancy limit of no more than four people at any time in a unit.

TIP: If conversations do not work out between you and your roommate, then talk to your RA! RAs are trained to help guide you and your roommate through discussion about your conflict. Set up a mediation. It's always good to have another perspective, and RAs will not judge or take sides.

WI-FI



- Connect to the CSUEB Wi-Fi network using your Net ID and password at any location in Student Housing, including the community rooms, study rooms and lounges, the quad area, and the Pioneer Kitchen.

STREAMING SERVICES



PIONEER HEIGHTS RESIDENTS

XFINITY On Campus is part of your university's on-campus TV service and is only eligible for students registered as living on campus. If you are unable to login, please contact the contact the Housing Office. You will need either Roku, Roku TV, laptop/desktop, tablet and smartphones.

PRINTING



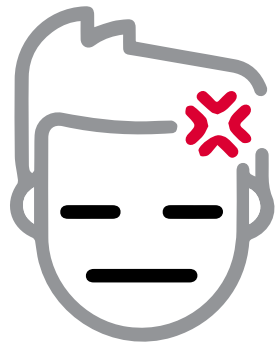
A printer is available at El Dorado Hall and Lassen Community for your course printing needs.

RESOLVING DIFFERENCES



1. HONEST AND RESPECTFUL COMMUNICATION

Let your roommate/apartment-mate know if their behavior or actions are negatively impacting your housing experience. Take some time to understand them as well by giving them space to share their perspective. Sometimes this can resolve misunderstandings. Be direct and intentional with your words when letting them know. Direct communication and empathy is the best way to resolve a roommate/apartment-mate situation and avoid unintentional consequences of conflict such as gossip and hurt feelings.

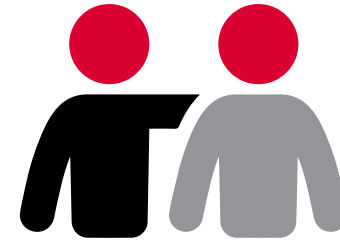


2. KNOW WHEN TO PICK YOUR BATTLE

Think of how you would feel if that person asked you to change something about your behavior. Make note if you are the one who always becomes irritated and reflect on whether it is due to the actions of your roommate or if you are frustrated with something else (and blaming your roommate). Be careful of the frequency of these requests - be fair and balanced whenever you come forth and address issues with your roommate/apartment-mate.

3. RESPECT DIFFERENT VIEWS AND COMPROMISE

It is very easy to observe your apartment-mate's/roommate's actions and think, "I would never do that." Be careful of expecting your roommate/apartment-mate to behave and think just like you. Judging your roommate/apartment-mate and determining that your values are right and theirs are wrong is a very dangerous barrier to cross. Your RA is here as a resource and can support mediation efforts. Don't forget to use the Roommate Agreement as a resource tool to help further understanding and compromise.



4. KNOW HOW TO CREATE CHANGE

Take the first step in creating change and change your own mentality. Do not expect to be best friends with your roommate/apartment-mate. Oftentimes, the best apartment-mates/roommates are the ones who are simply capable of being respectful and courteous to one another and that can start with you! Instead of thinking of ways your roommate is a bad one, think about how you will be a good roommate/apartment-mate.



YOU'VE BEEN DOCUMENTED FOR A POLICY VIOLATION... **NOW WHAT?**



You have allegedly been involved in a violation of the residential community/university policy which requires documentation by a Housing staff member. The information below provides you more information about the next steps in this conduct process.

WHAT IS AN INCIDENT REPORT?

- It is the RA or staff member's role to document the events observed/information obtained to provide the most accurate information regarding the incident.
- You can find the Housing policies in the License Agreement Conduct Policies and on the Housing website (www.csueastbay.edu/housing).
- The university policies can be found on the Cal State East Bay Student Conduct, Rights and Responsibilities website (www.csueastbay.edu/studentconduct).



GOAL OF A CONDUCT MEETING

- To give students a fair, objective and expedient conduct process that acknowledges the whole student and community responsibilities.
- To manage the process to serve as an educational opportunity leading to future success as a Cal State East Bay student.



WHY AM I SCHEDULED FOR A CONDUCT MEETING?

- You have the right to meet with the assigned conduct staff member to share your perspective of the incident.
- You will receive an email to your Horizon account from either a Residence Life Staff Member or the office of Student Conduct, Rights, and Responsibilities (SCRR) indicating a meeting date/time.
- You may bring evidence, witnesses or an advisor to your meeting. The advisor may provide you support, but may not speak on your behalf.
- If you are found responsible for the policy violation, you may be assigned a sanction.
- If you don't attend your scheduled meeting, a decision may be made without your input.



HAVE QUESTIONS?

You will be contacted via email to schedule your conduct meeting. If you have immediate questions, please contact your Residence Life Staff member.

We understand that this could be a stressful situation for you. It is in your best interest to be honest about your involvement in this incident and to NOT be involved in any additional policy violations, especially until this matter is resolved.



CAL STATE
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UNIVERSITY HOUSING
AND RESIDENCE LIFE