



Residential Life Community Guide

UMSL | University of
Missouri—St. Louis

Our Mission

We're committed to providing on-campus housing and maintaining a learning environment that encourages academic success, student engagement, personal growth, and personal responsibility.

The Vision

We envision Oak Hall being a staple of the student experience. This isn't just a building you walk into, or a room you sleep in. Living on campus will enhance your time and investment in college, and will better prepare you for your future.

Here you will learn valuable life skills, increase your emotional intelligence, and begin practicing behaviors and habits that will help you reach your full potential.

Oak Hall will also be a place for relaxation and fun! Residents of Oak Hall will have the opportunity to create lifelong friendships and memories.

Values That Guide Us

- Inclusion
- Access
- Integrity
- Success
- Engagement



Our Commitment to Inclusive Excellence

The work of Residential Life is closely aligned with the University's commitment to creating a culture of inclusion where all students, faculty, staff and visitors can thrive. To this end, we endeavor daily to foster inclusion and equity, to amplify the voices of our students and staff, and to provide avenues for understanding and awareness.

Resident Bill of Rights

You have a right to:

- Live in a clean and safe environment.
- Have personal privacy and space.
- Have free access to your room and public spaces without undue pressure from others to leave.
- Study and sleep in an environment free of disturbances.
- Expect your suitemates will respect your personal belongings and follow agreed upon guidelines as established in the suitemate agreement.
- Host guests at agreed upon times and with the expectation that guests are to respect the rights of the host, suitemate(s), and other hall residents.
- Expect all disagreements to be discussed in an atmosphere of openness and mutual respect. When necessary, with the RA present for assistance.

Table of Contents

Information and Procedures	2
Accommodations	2
Amenities	2
Billing and Costs.....	2
Borrowing Equipment, Tools, Games	4
Break Periods.....	4
Cancelling an Application	4
Confiscated Property.....	5
Entering Rooms.....	5
Fines.....	6
Floor Plans & Dimensions	6
Health & Safety Inspections	7
Housing Exemptions	7
Keys.....	8
Lockouts	8
Loft Beds.....	9
Louie’s Leaders Discount	9
Mail.....	9
Meal Plans.....	10
Move-In.....	11
Move-Out	12
Pests.....	13
Proof of Address.....	13
Renter’s Insurance.....	13
Room Change Requests.....	13
Safety Procedures.....	14
Service & Emotional Support Animals	15
Standard of Conduct/Process.....	15
Suitemate Agreements/Conflicts.....	16
Visitors	16

Resident Responsibilities and Hall Policies	17
Alcohol.....	17
Animals.....	18
Appliances	18
Bicycles & Micro-Mobility Vehicles.....	18
Bullying.....	19
C-Store.....	19
Cameras & Video.....	19
Community Spaces: Kitchen, Laundry, Lounges.....	19
Drugs & Smoking	20
Décor & Room Safety.....	20
Email	20
Equipment Checkout.....	20
Flyers and Advertisements	21
Gambling.....	21
Grilling.....	21
Guests.....	21
Interacting with Staff.....	22
Keys.....	22
Lofts.....	22
Maintenance Work Orders.....	22
Operating a Business	23
Pool	23
Prohibited Items	23
Quiet Hours.....	23
Safety.....	23
Storage	24
Trash.....	24
Vandalism	24
Weapons	24

Information and Procedures

Accommodations

Any student who intends to live in Oak Hall and may require accommodations, such as service or emotional support animals (see page 15), an ADA accessible room, visual alarms, or assistance exiting the building in the event of an emergency, should notate this need in the housing application. To better assist residents who need accommodations, ResLife kindly asks residents notate their needs on every application for each term.

Amenities

Oak Hall is a six-story residence hall that houses more than 400 students. Every resident has a private bedroom within a 4-person suite, which includes a shared bathroom. The bathrooms include a dual vanity and an enclosed restroom stall. Every room is furnished with an extra-long twin bed and mattress, wardrobe, dresser, desk, desk chair, and micro-fridge, as well as wired and wireless internet. Students access the building, their hallway, and their suite with their TritonID, and utilize a hard key to access their private room. To ensure the safety of all residents, each student's card is programmed to only allow the access needed. For example, students who do not live in Oak Hall cannot enter the building without being escorted by a current resident student. Other building amenities include:

- 24-Hour Front Desk for security, assistance, and questions.
- 24-Hour Emergency Coverage via On Call Phone System
- 24-Hour Laundry Room
- 24-Hour Convenience Store
- 24-Hour Community Kitchen
- 24-Hour Study Lounges in every hallway
- Saltwater Pool (Approximately May-October)
- Game Room with 60" Flat Screen TV

Billing and Costs

Every room in Oak Hall, being widely similar in size, functionality, and amenities, costs the same amount per semester. For the 2024-2025 Academic Year, the cost to live in Oak Hall is \$3,891 per semester, or \$7,782 for the academic year. Students who qualify and apply for the Louie's Leaders Rate will receive a 10% (approximately) discount on this cost.

All students living in Oak Hall are required to have a meal plan, and the cost differs based on which option is selected. Please see 'Meal Plans' on page 10 for more information.

Other costs associated with living in Oak Hall are outlined below.

- Application Fee, charged upon completion of an application & non-refundable, \$60.
- Lofted Bed, optional & available upon request at the start of the year, \$100.
- Cancellation Fee, ranges from \$0-\$400, depending on circumstances and date of cancellation. See 'Cancelling an Application' on page 10 or the Housing Contract for more information.
- Key Replacement, which is charged upon discovery of loss or damage, or at the time of check out, \$110.
- Fines, which are dependent on circumstance, item, and severity, may include costs to repair, replace, clean, or manage administratively, \$5 and up. Fines are consistent where possible but may vary at the discretion of the Director of Residential Life and Housing. See 'Fines' on page 11 for a list of commonly incurred fines.

Residential Life and Housing does not accept card, cash or check payment for any cost, fee or fine. All housing related transactions are posted to each student's account and can be viewed and paid for in TouchNet. See the Billing Information page on the Student Financial Services website for login instructions and payment due dates.

Residential Life and Housing posts charges on the following schedule:

Fall, Spring Only, and Summer application, room, and meal plan costs: Approximately one month prior to the start of the related term, or within two weeks of the application being completed, whichever is later.

Cancellation fee: Within one week after the cancellation is submitted by the student if prior to move in, or within one week after the student checks out if after move in.

Winter Break Stay, Lofts, Key Replacement, and other Fines: Within one week of student report or staff discovery.

Students who incur damage or cleaning charges as a result of post-move-out inspection of their room and suite can expect email notification of charges by June 1st, or within two weeks after moving out if before the natural end of the contract end date.

Questions or concerns about ResLife costs can be directed to our ProStaff at umslreslife@umsl.edu. We are only able to assist with describing or changing ResLife

related costs. Any questions about tuition, payments, payment plans, due dates or the like should be directed to Student Financial Services at (314) 516-5526 or 327 MSC.

Borrowing Equipment, Tools, Games

ResLife provides commonly used but unowned items for free rental at the front desk. Students may borrow any item available by providing the Desk Assistant their TritonID. Items available to check out include:

- Sporting items (ping pong, pool, ball pump, footballs, basketballs, frisbee, etc...)
- Kitchen items (pots, pans, utensils, measuring cups, etc...)
- Utility items (ironing board/iron, hammer, screwdrivers, wrench, mop)
- Variety of board games & cards

Students who do not return items within 24-hours of the time of check-out will incur a fine to replace the item.

Break Periods

Residents may occupy their room at any time during holiday or break periods within the contract term with the exception of Winter Break. While students may (and should, unless moving out permanently) keep their belongings in their room between December move-out and January move-in, they are not permitted to access Oak Hall during this time unless expressly permitted by ResLife professional staff. Students opting to stay in Oak Hall for Winter Break must submit the appropriate form in the Housing Portal.

Cancelling an Application

Any resident who has completed a Housing Application but no longer intends to fulfil the entirety of the contract must submit a Cancellation Request in the Housing Portal under 'Forms & Resources'. Upon submitting this request, ResLife staff will contact the student with additional details pertaining to their specific circumstances, including cancellation fees, move-out instructions, and refunds, if applicable.

Room charges will continue to incur until a formal cancellation is received AND / OR the Student has successfully checked out of their assignment. Meal plans will be removed upon cancellation and the Student will be refunded as follows:

- Any unused Declining Balance will be refunded in full
- If the Student has selected Meal Plan Option 1-3 or Option 6, the Student will be refunded for any remaining unused days left in the current semester as of the date of the Student's check out from campus housing.

The Student that officially withdraws (including study abroad students) or graduates from the University of Missouri – St. Louis will not be charged a Cancellation Fee.

However, students who withdraw or graduate before the end of the contract term must still submit a cancellation. Students who must submit a cancellation under these guidelines but fail to do so will be responsible for incurred room charges.

For all other students, the cancellation fee schedule is as follows, if the student cancels:

- By May 1, no cancellation fee.
- Between May 2 and May 31, Two Hundred Dollars (\$200).
- Between June 1 and July 15, Three Hundred Dollars (\$300).
- Between July 16 and August 14, Four Hundred Dollars (\$400).
- Between August 15 and October 14, Four Hundred Dollar (\$400) cancellation fee plus daily room charges.
- After October 15, must pay the entire semester fee for room charges.

For Spring, the cancellation fee schedule is as follows, if the student cancels:

- By October 1, no cancellation fee.
- Between October 2 and November 1, Two Hundred Dollars (\$200).
- Between November 2 and November 30, Three Hundred Dollars (\$300).
- Between December 1 and January 18, Four Hundred Dollars (\$400).
- Between January 19 and March 17, Four Hundred Dollars (\$400), plus daily room charges.
- On or after March 18, must pay the entire semester fee for room charges.

Confiscated Property

In the course of health and safety inspections and other warranted visits to resident rooms, personal belongings may be confiscated if they violate policy. Staff will communicate with residents on the date and item taken. Residents must then coordinate with the Resident Director to retrieve personal item(s). Items will not be returned until they can be immediately taken off campus. If a confiscated item is found in the room or suite thereafter, residents may be subject to disciplinary action. Any confiscated item not claimed by the owner by the end of the academic year in which the item was seized will be disposed of without notification. When possible and appropriate, unclaimed items will be donated to a local charity.

Entering Rooms

Authorized personnel may enter a student room for reasons of health, safety, general welfare, or to make necessary repairs to the room and/or room equipment. As soon as possible, advance notification will be given. The University of Missouri-St. Louis and The Department of Residential Life may, without notice, at any time, enter a room for any reason that we deem to be reasonable. The University of Missouri- St. Louis, as landlord, retains the right to enter student rooms for maintenance purposes. Maintenance requests by students will be considered to be permission to enter. In such cases, no notification of entry will be given.

Fines

Below is a list of commonly incurred fines. This list is not exhaustive and may be modified at the discretion of the Director of Residential Life and Housing as circumstances warrant. Additionally, a 10% administrative fee may be assessed when deemed necessary. Personal belongings found with a perceived worth of \$75 or more will be kept for 30 days. If after 30 days, the belongings have not been claimed the items will be donated.

- Cleaning (beyond common wear & tear)
 - Floors- \$20
 - Large Item Removal- \$25
 - Trash Removal- \$25 per bag
 - Microfridge- \$45
 - Bathroom- \$45
 - Room- \$200
- Keys
 - Up to \$110
- Damages
 - Drywall Tear- \$15
 - Towel Bar- \$25
 - Toilet Seat- \$25
 - Blinds- \$30
 - Hole 0.24-10 inches- \$33-76
 - Hole greater than 10 inches- By Estimate
 - Mattress- \$300
- Tampering or Loss
 - Cable- \$25
 - Window Screen- \$100
 - Smoke Detector- Cost of Replacement

Floor Plans & Dimensions

Each suite is comprised of four single/private rooms connected by a hallway to the shared bathroom. Every bathroom consists of a stand-in shower, a toilet with privacy door, and double vanity sinks. Room dimensions vary by floor and suite but generally average 10' x 10'. Every room consists of the items below.

Windows (inches)

1st floor: 62L x 38W

2nd floor: 86.5L x 39W

3-5 floors: 63L x 40W

6th Floor: 62L x 38W

Furniture (inches)

Dresser: 47H x 33W

Bed Frame: 5" (low) -up to- 3' (high)

Mattress: 78L x 37.5W (Twin XL sheets only)

Desk: 30H x 42W

- Top drawer: 14W x 16.5L x 4.5D
- Bottom drawer: 14W x 18.5L x 9D

Desk Hutch (not always available): 26H x 40W

Wardrobe: 77H x 49W x 22D

- Left side: 60H x 23W x 22D
- Right side: 43H x 22.5D x 22D
- Top: 12H x 47W x 22D
- Drawers: 20L x 20W x 4D

Microfridge: 44L x 18W x 10D

Health & Safety Inspections

With prior notice, and for the purpose of verifying occupancy and ensuring health and safety standards are being met, Staff will conduct inspections in student rooms every semester. Residents do not need to be present for inspections, but it is recommended. Common violations found during inspections include excessive trash or expired food items, disruptions to entry/exit paths, and candles. Staff (RAs) will notify residents found to be in violation of any policy via written notice. Students are expected to comply with requests to resolve noted concerns within one week. Failure to correct concerns will result in fines and/or disciplinary actions.

Housing Exemptions

University policy requires first-time college students* to live on campus in Oak Hall. When students live in university housing, they belong to a community that supports and encourages their student success. Students are also close to resources, organizations, and social connections that directly contribute to their academic success.

UMSL allows exceptions for students who:

- Are 21 and older
- Are enrolled in fewer than six (6) credit hours
- Are enrolled in online programs
- Are veterans
- Are married or student parents
- Live with their parents or legal guardians within 60 miles of campus

- Have documented health needs or considerations which *cannot* be accommodated in the university residence hall.

First-time college students who fall into one of these categories and do not wish to live in Oak Hall must submit an exemption request. To do this, please visit the [Triton Housing Portal](#). The exemption request form is located under 'Forms & Resources'. Exemption requests will be reviewed and responded to via email within five (5) business days. Those who are not first-time college students may still, and are encouraged to, live in Oak Hall. However, these students who choose to live elsewhere are not required to submit an exemption request.

**First-time college (FTC) students are those who are enrolled at UMSL for the first time, or who have not previously completed one academic year of college (less than 24 credit hours), regardless of when they graduated from high school, and who are under 21 years of age. Taking part in college-level classes, testing, or summer sessions are not considered enrollment.*

Keys

Students are issued a room and mailbox key on a security ring upon checking into Oak Hall. A student's keys and TritonID should be carried with them at all times. Unattended rooms should be kept locked at all times. For the security of all residents and staff, hallway and entryway doors should never be propped open. Additionally, strangers, even if appearing to be a student or staff member, should never be allowed to 'tailgate', which is to follow someone closely to gain access without use of their own ID or key, into the building or any locked hallway.

Keys or TritonIDs that are believed to be lost, stolen, damaged, or malfunctioning should be reported as soon as possible to umslreslife@umsl.edu. When necessary, replacement keys will be made and available for pickup at Oak Hall. Dependent on circumstances, students may be liable for the cost of replacement keys, which is currently \$110. In the case of a lost, stolen, damaged, or malfunctioning TritonID, students should, after reporting the issue to ResLife, visit the [Triton Card Office](#) in 190 MSC to obtain a fix or replacement. Dependent on circumstances, students may be liable for a \$15 replacement fee, which would be billed to their student account.

Lockouts

In the event a resident has locked their keys in their room, they may request a lockout key card from the Oak Hall front desk. This lockout key card can be used for a maximum of 10 minutes. Exceeding the 10 minutes will result in a fine of \$10. An additional \$10 will be charged for every day thereafter the key card is not returned. All fees and fines are charged to the student's account and can be paid via TouchNet.

Students who lock themselves out during a University Holiday, or if the campus is on Winter or Summer Break, should call the on-call Resident Advisor at (314) 250-7086. If no response is received after 30 minutes from the on-call staff, campus police may be reached as a last resort at (314) 516-5155.

Loft Beds

Residential Life does not permit the construction or use of resident-supplied lofts. If a student is interested in reserving a loft, please contact the Office of Residential Life and Housing at (314) 516-6877. Loft supplies are limited. Students may rent these components for an additional \$100 per year.

Louie's Leaders Discount

The Louie's Leaders Rate offers a discounted housing rate (approximately 10% of the semester room charge) for Oak Hall. This discounted housing rate is per semester, for students who are engaged on campus through student employment, recognized student organization leadership and/or athletics. This engagement and involvement will be verified only once prior to the start of the Fall and Spring semesters via MyView, Office of Student Involvement, or Human Resources. Please note that if your status changes mid-semester, you will not be eligible to receive the rate until the start of the new semester.

Mail

Students who expect to receive paper mail while residing in Oak Hall should **not** make a permanent change of their address with USPS. As UMSL is registered as a business address, students will find great difficulty in getting it changed back after they leave UMSL. Instead, students may consider making a temporary change of address, or may simply change their address directly with the businesses from which they expect to receive mail. Mailboxes are located in the lobby of Oak Hall behind the wall of the desk. Student's receive a mailbox key and mailbox associated with their room number and may retrieve their mail at any time.

Packages, or anything large than a standard envelope, will be routed to the Oak Hall Main Office on the first floor, room 121. The Office is open Monday-Friday, 8:00 a.m. – 6:00 p.m. (excluding weekends and university/federal holidays). No mail is accepted at Oak Hall unless it is addressed to the name of a current resident. Therefore, in order to ensure packages are received and processed by ResLife, students must ensure their mail is addressed like so:

Student's Full Legal Name
UMSL Residential Life
2911 Laclede Lane
Oak Hall Room # (i.e. Oak Hall 534C)
St. Louis, MO 63121

Mail not addressed to current resident's by legal name will not be accepted and instead will be returned to sender. Additionally, it is important for students to know that all mail is often first delivered to the campus mail center, and then later brought to Oak Hall by UMSL Staff. Due to this and processing times, students should wait for an email notification from ResLife stating they have a package ready to be picked

up. Students must bring an ID (TritonID accepted) to retrieve their package, and mail will never be given to anyone other than the addressee.

Upon receiving notification from ResLife that a student has a package available for pickup, students must retrieve the package within one week. Students who do not retrieve their package mail within this timeframe will be given a final warning notification via paper slip at their suite. Packages that remain in the ResLife Office after the final warning period will be returned to sender.

Meal Plans

Meal Plans are required for all Oak Hall residents. For the Academic Year 2024-2025, students may select from the options below.

Option 1: 100 Block Plan; 100 blocks and \$500 declining dollars; \$2,163/semester.

Option 2: 150 Block Plan; 150 blocks and \$250 declining dollars; \$2,431/semester.

Option 3: 200 Block Plan; 200 blocks and \$150 declining dollars; \$2,498/semester.

Option 4: Not Currently Available.

Option 5*: All Declining Plan; \$1,950 declining dollars; \$1,950/semester.

Option 6:** 80 Block Plan; 80 blocks and \$600 declining dollars; \$1,597/semester.

**Returning residential students only.*

***Athletes and Apartment students only.*

Meal Plans are selected during the housing application process but may be changed up until August 30th via the [Housing Portal](#) under 'Forms and Resources'. After August 30th, students may request to add more declining dollars to their plan (via the same form) but will not be permitted to change their meal plan option. As with all other costs, meal plans and additional declining dollars requests will be charged to the student's account.

How to Use Blocks: Unlike prior years, there are no longer designated times to use your meal blocks. However, you cannot exceed 6 meal blocks per day.

You can select any items in The Nosh up to \$13.00 and 1 meal block will cover that purchase. Meal Blocks *do not* roll over to the next semester, and you *do not* get refunded any amount for not using the entire \$13 allowable amount. **To make the most of all your meal blocks, it is recommended you always purchase \$13.00 worth of food.** For example, if your lunch only costs \$10, grab an extra drink or snack up to \$3 and save it for later. If you want to get lunch at the Nosh and then grab some more food for later in the evening or over the weekend, you can do so in \$13 increments to use up to 6 blocks/day. (multiples of 13 are 26, 39, 52, 65, 78)

There are 115 days from the first day of classes until meal plans end on December 12th, including weekends, holidays, and break periods. Use this to calculate how you should budget your blocks.

Where to Use Blocks: Meal blocks are only currently accepted at The Nosh. You can use a meal block for breakfast, lunch, dinner, or snacks in between.

How to Use Declining Dollars: Declining Dollars can be used to cover costs over the allowable amount for a meal block or can be used to make food and drink purchases outside of The Nosh. For example, your chosen dinner items may cost \$15. You can use 1 meal block to cover the first \$13, then \$2 declining dollars to cover the remaining. Purchases outside of The Nosh are ‘dollar-for-dollar’. For example, if you go to Einstein’s and your order cost \$7.58, the entire \$7.58 will be deducted from your declining dollars balance.

Where to Use Declining Dollars: Anywhere! The Nosh, Einstein’s, SLB Café, and the Oak C-Store all accept declining dollars.

Where to Get Breakfast: WOW Café in the Nosh is serving some breakfast options (Monday-Friday from 7:30am-10am) and Einstein’s Café has bagels and coffee.

How to Order Ahead: Sodexo has launched a new app this fall called “Everyday”. This app allows you to order ahead and avoid the long lines.

Students may check their meal plan balances at any time utilizing the [Triton Card Account Center](#) (must register for use first), or by asking a cashier for a receipt at the time of any purchase.

Move-In

Moving onto campus is a very exciting time, both for students and UMSL staff. However, moving into a Residence Hall is more than packing and unpacking boxes. Moving into Oak Hall is a multi-step process that requires attention, engagement, and preparation. The preferred option for learning all requirements is to attend the Move-In Webinar. Details on the date, time, and location of this webinar will be sent out via email in the summer before classes begin. Should students not be able to attend, the information below is a general guide on necessities.

Before Move-In Day Students Should:

- Log in and begin monitoring their UMSL email. Very important information regarding the start of the school year will be sent to students by multiple offices, including ResLife, prior to move-in.
- Contact their suitemates (available to view in the Housing Portal after July 1). Get to know each other and coordinate who will bring which shared items. See more about this in the ‘What to Pack, What to Leave Back’ document appended to this Guide.
- Complete and submit all required forms, including [immunization records](#) and [photo](#) for TritonID. Both are required for checking in to Oak Hall.
- Make the required 25% [payment](#) on their student bill.
- Review the entirety of the Oak Hall Community Guide.

- Label ALL boxes, bags, and large items with full name and room number.
- Verify their specific move-in day. New, new Global, and all Succeed students, as well as some athletes and campus student-staff, have specialized move-in days. These will be advertised to all residents via email.

On Move-In Day:

- Students may arrive at any time after 8:00 a.m. on their designated move-in day. This includes late night and next day(s) arrivals.
 - Students should attempt to move-in during the time communicated to them via email as that is when staff and volunteers will be readily available to assist. However, as that is not possible for all students, especially those traveling far from home, staff will be available 24/7 to check you in.
 - Students arriving after their designated time slot should call the RA on-call to check in and receive their keys.
 - Students with a legitimate need (determined on a case-by-case basis) to arrive **prior** to their designated move-in day should request an early arrival by emailing ResLife at umslreslife@umsl.edu at least 72 hours prior to their departure from home.
- Before unpacking, students must complete their Room Condition Report, which is emailed at the moment of check-in. Room Condition Reports allow students to document all pre-existing minor damages or defaults in order to avoid financial responsibility upon checkout.

Move-Out

Move-out pertains to the process and procedures for residential students leaving Oak Hall for the summer after the conclusion of the spring semester. Students moving out prior to this due to cancellation should refer to 'Cancelling an Application' on page 3 of this document for proper procedures.

- Oak Hall closes at Noon on the Friday of finals week. Students must have all personal items removed from their room and keys returned to ResLife staff **before** this deadline. Card access to Oak Hall, the floors, and student suites will automatically shut off at noon **exactly** on this day. Students who do not meet this deadline will be charged a \$75 improper checkout fine.
 - Students must also tidy their room, hallway, and bathroom, including basic cleaning (such as sweeping and wiping down of surfaces) and removal of trash.
 - Students should plan for packing and cleaning to take no less than three hours. Poor planning and time management are not reasonable excuses for late departure.
 - Check for letter mail and packages one last time.
 - Provide a forwarding address at the front desk and return all keys.

- Students remaining in Oak Hall for the summer term should still plan to pack, clean, and move to a new room. Specific instructions will be emailed to all students who have successfully completed and submitted a summer housing application.
- Students with special circumstances, such as graduation or far-distance flights, will be granted permission to check out at a later time appropriate for their situation. Students who have personal reasons for needing to move out after the deadline may be granted permission to do so on a case by case basis and will be charged the daily rate to do so. ALL students, regardless of circumstance, **must request a late departure in writing** to ResLife no later than the last day of classes, or one week prior to the move-out deadline.

Pests

As with any structure, bugs and insects will sometimes find their way into Oak Hall. Students who notice several pests, or pests that may cause concern for cleanliness, health, or safety in their room or suite should immediately submit a [work order](#). An *infestation* of pests or the presence of bed bugs should also be brought to the **immediate** attention of ResLife Staff via the on-call phone.

Proof of Address

Students may require proof of residency when obtaining a driver's license, registering to vote, or any other number of governmental or personal reasons. For convenience, residents may at any time obtain a proof of address letter from the [Housing Portal](#) under 'Forms and Resources'.

Renter's Insurance

Neither the University, nor the department of Residential Life and Housing, assumes responsibility for the loss of or damage to the personal property of a student. For this reason, residents are highly encouraged to purchase individual renter's insurance through the housing application process using Grad Guard. While students are not required to purchase insurance, they must still navigate through these pages in the housing application in order to complete and submit their application. ResLife does not manage, nor can view, a resident's insurance policy at any time. Therefore, questions or concerns about your coverage or policy should be directed to Grad Guard directly. Alternatively, residents may consider being added to a parent or guardian's homeowner's insurance.

Room Change Requests

Students may desire a room change for a number of reasons, including irreconcilable differences with suitemates, a preference to live with a friend in another suite, medical need, or preference for a specific floor. To request a room change students must first discuss the change with their Resident Advisor. RAs will be able to inform the student of the room change process and intervene to avoid a room change when

possible and appropriate. The room change request form is in the [Housing Portal](#) under 'Forms and Resources' and is available after August 30th.

Safety Procedures

Fire: No matter how small the fire, or even if it is extinguished, residents should always report these incidents to ResLife Staff, whether in person or via the on-call phone. ResLife Staff will then notify the proper emergency authorities, including on-campus and local response teams. In the event the fire alarm sounds, residents shall leave the building immediately via the nearest stairway exit and meet in their hallway groups in Lot KK. Never, under any circumstances, should any person use the elevator in the event of a fire or fire alarm. Residents shall not return to the building until instructed to do so by emergency personnel or Residential Life staff. *Residents who may require assistance leaving the building quickly should notify their RA at the start of the semester.*

Smoke Detectors: In compliance with Missouri statutes, each student room is furnished with a smoke detector. These smoke detectors are designed to protect student life. Smoke detectors must remain plugged into the wall outlet with the battery in place. Any perceived malfunctions of these units should be immediately reported to staff via a [maintenance request](#).

Tornado Watch: When issued, this indicates conditions are favorable for a tornado to form in the area, but there is no immediate danger. At this time, residents should:

- Be prepared and ready to act quickly if a warning is issued.
- Review your emergency plans and notify any emergency contacts if desired.
- Pay close attention to local sources of weather information.

When a watch has been issued for St. Louis County, the UMSL Police and Residential Life Staff will monitor the situation for additional information. Students should stay alert by listening to the radio, television or a weather radio for the latest weather information.

Tornado Warning: When issued, this indicates a tornado has been spotted in the area or Doppler Radar has indicated an area of rotation. When a warning has been issued for St. Louis County, residents shall take shelter immediately. Residents who are in Oak Hall at the time of the warning or sirens, shall shelter in the basement, an interior hallway, a restroom, or anywhere on the lowest level floor possible, away from doors and windows. Students and Staff shall not use the elevators when evacuating.

During severe weather, the Front Desk and Residential Life staff will be notified on severe weather watches and warnings. The Desk Assistant will notify the Resident Advisor On-Call. Staff will then immediately recommend, but not force, that residents seek shelter. Staff will provide suggestions on where to go and when it is expected to pass. After notifying residents, staff will seek shelter themselves, but will remain in close contact with the Police Department and local weather stations on the status of the Warning. Please note, sirens often end before the area is completely

free of danger. For this reason, residents and staff should stay in their safe areas until instructed otherwise.

Medical: If any student, staff, or visitor requires medical help, the person(s) who become(s) aware of such should, to the best of their ability:

- Assess the situation by obtaining the person's full name and the nature of their problem.
- Call UMSL Police at (314)516-5155 and/or 911 with as much information as possible.

Criminal Activity: If any resident should notice a crime being committed, they should:

- Not intervene!
- Remove themselves from the situation as calmly and quietly as possible.
- Call UMSL Police and/or 911.
- Be attentive to the details of the incident and report that information to the authorities, i.e. the four W's: *who, what, where and when.*

Service & Emotional Support Animals

A Service Animal is an animal, usually a dog, that is individually trained to do work or perform tasks for people with disabilities. Students who need to bring a service animal to UMSL are covered by Title II of the ADA, and may bring their service animal to campus, including to live with them in Oak Hall. Students with service animals are *strongly* encouraged to register with the Disability Access Services Office on campus, and should notify Residential Life via the housing application, to ensure they and their animal can be prepared for a smooth transition to living on campus.

An Emotional Support Animal (ESA) is any animal that provides emotional support alleviating one or more symptoms or effects of a person's disability, but do not have special training to perform tasks related to the disability. Emotional Support Animals are not covered by ADA laws and regulations. Any student wishing to bring an ESA to Oak Hall *must* register with the Disability Access Services Office (DAS) on campus, which will notify Residential Life of approval once all appropriate documentation is received. Upon approval from DAS, Residential Life staff will then communicate with the student via their UMSL e-mail on additional requirements specific to Oak Hall, including but not limited to a photo of the animal and standards of care and behavior of the animal while in Oak Hall. Residents may **not** bring an ESA to Oak Hall until approved by both DAS and ResLife.

Standard of Conduct/Process

The Standard of Conduct exists to support the mission of the University of Missouri as an educational institution. The expectations set forth in the Standard of Conduct have been established in order to protect a specialized educational environment conducive to learning which fosters integrity, academic success, personal and professional growth, and responsible citizenship. In accordance with Section C Part 12 of this document, the Oak Hall Community Guide and the policies herein are, in

effect, an extension of The Standard of Conduct. Students are therefore responsible for knowing and understanding all policies and will be subject to the [Conduct Process](#) when alleged violations occur.

Suitemate Agreements/Conflicts

One of the many benefits of living on campus is the exposure to people of different backgrounds, upbringings, and identities. This typically lends itself to positive experiences that forge new friendships, allow for a widened worldview, and lead to a greater appreciation for the ways in which we are all unique. That being said, it is also natural for the transition to college and living with new folks to lead to conflict. One way to reduce the chance of future conflict, or to have a means of resolving conflict when it occurs, is by completing the Suitemate Agreement, a form sent to all residents in the first week of school designed to assist suitemates in agreeing on how they wish to live together. Residents who do not complete the suitemate agreement and end up in conflict will be asked to engage in a mediation process, by which the Resident Advisor will assist all suitemates in restoring any harm caused and establishing agreed upon rules. **Residents are not eligible for a room change until they attempt mediation.**

Visitors

Guest policies and procedures are designed to ensure safety and fairness of all residents and guests. Residents are responsible for knowing and following these procedures.

Check-In & Out: Residents are required to check in their guests at the front desk at the time of entry to Oak Hall. Residents and guests (when 16 or over) are required to have a valid, active, government issued ID. Student IDs, Driver's Licenses, State IDs, and Passport Cards are accepted. Expired IDs, IDs without a photo, and Passports are not accepted. Residents are also required to check out all visitors at the front desk. Visitors may not check themselves in or out without the resident present.

Daytime: Guests who visit between 8:00 a.m. and 12:59 a.m. are considered daytime guests. There is no limit to the number of times you may have a daytime guest. However, only 2 guests per resident are allowed at **any one** time. Exceptions are made for move-in, move-out, family weekend, or other occasions or circumstances deemed appropriate and necessary by the Director of Residential Life.

Overnights: Guests who visit between 1:00 a.m. and 7:59 a.m., no matter the duration, are considered overnight guests. Residents and guests shall not have more than two consecutive overnight visits. Additionally, residents are limited to 10 overnight visits per month. The visitation month begins and ends on the 15th of every month. While desk staff may provide courtesy reminders of your number of overnights, it is the responsibility of the resident to know how many they have used. Guests attempting to check in when the resident or guest has reached or exceeded the allowable

amount will be asked to leave and may only return during the daytime or after the start of a new visitation month.

Age: Guests under the age of 16 must always be accompanied by a parent or legal guardian, who is subject to the same check in and out procedures as any other guest. Guests under 16 years old may only visit during daytime hours. Guests under 16 years old may only visit for a duration of one hour without prior approval. For visits with guests under the age of 16 that expect to last longer than one hour, resident's must request approval from ResLife, via email at umslreslife@umsl.edu, 48 hours in advance of the visit.

Approval: Another instance that requires prior approval includes residents who wish to visit with more than two people at a time. For prior approval, the resident must email ResLife at umslreslife@umsl.edu at least 48 hours in advance of the visit.

Accompaniment: All guests, including but not limited to, parents, coaches, siblings, non-resident UMSL students, and children, are required to be accompanied by the hosting resident at all times. Under no circumstances should any guest be anywhere in Oak Hall without the hosting resident directly present, including when the guest is checking out to leave.

Resident Responsibilities and Hall Policies

The [Standard of Conduct](#) of The University of Missouri System is implemented through *Section 200.020 Rules of Procedures in Student or Student Organization Conduct Matters*. The policies listed herein are supplemental to this Standard and have been established in order to protect residents of Oak Hall and ensure a clean, safe, and supportive living and learning environment for all residents and guests. Any student who allegedly violates any of these policies or The Standard of Conduct will be subject to disciplinary procedures as outlined in [200.020 Rules of Procedures in Student or Student Organization Conduct Matters](#).

Alcohol

Only those students of legal drinking age (21 years and older) may possess or consume alcohol in Oak Hall.

- Alcoholic beverages may only be consumed in individual rooms while the room door is closed.
- Alcohol may not be stored in shared spaces of a suite unless all suitemates are 21 or older.
- If there are other residents or guests in the individual room when alcohol is being consumed, all must be 21 or older.
- Social drinking or parties (of 4 or more people including the resident) is prohibited.

- Alcohol may not be consumed in hallways, stairways, elevators, lounges, outside on campus property, or any other public area of campus.
- Providing alcohol to a minor or assisting a minor in any way in obtaining alcohol is a violation of state law and is expressly prohibited.
- Students under the legal drinking age, whether personally consuming or not, who are present in where alcohol is present will be subject to disciplinary action.
- Possessing, furnishing, consuming or serving from a common source of alcohol (i.e., kegs, beer balls, punch bowls or other source of 12 or more servings), unless being served and monitored by a licensed vendor after properly registering an event for provision of alcohol at a College activity, is strictly prohibited.
- Drinking games, beer funnels, beer pong tables and other practices or materials that encourage unsafe or rapid consumption of alcohol are prohibited.
- Alcoholic containers for decorative purposes, i.e. flowerpots and storage, are not permitted within Oak Hall.

Animals

Pets, (with the exception of fish) are not allowed to visit or be kept in Oak Hall for any length of time. Fish tanks may not exceed five gallons in size. Students must maintain proper care and cleanliness of the fish and tank. Service animals and emotional support animals are allowed; please see page 15 for more information.

Appliances

Personal appliances permitted in resident rooms and suites are limited to single-cup coffee makers, 3 quarts or smaller air fryers, and electric kettles with no exposed heating element. All other personal appliances shall be considered prohibited unless stated otherwise by the Director of Residential Life and Housing.

Bicycles & Micro-Mobility Vehicles

Bicycles shall be parked so as not to obstruct free passage of vehicles and pedestrians. For your protection, make sure that your bike is locked securely to the approved bike rack. Bicycles cannot be brought into the residence hall for any reason. No person may park or store their bicycle on sidewalks, driveways, to trees, or in motor vehicle parking spaces. Any motorized vehicle (including but not limited to, electric scooters and e-bikes, motorcycles, mopeds, hoverboards, self-balancing scooter boards, Segway's, drones, etc.) are prohibited in the residence halls (which includes for charging purposes). If you have questions about prohibited items or are considering bringing an item that might be considered a prohibited item, please contact University Housing prior to bringing it to the residence hall to determine whether it can be allowed. This is for the safety of all pedestrians who use the surrounding sidewalks.

Bullying

The physical, verbal, or psychological harm, intimidation, or coercing of any student, whether in-person or virtually, is prohibited. This includes but is not limited to the bullying of another resident in an effort to convince them to request a room change.

C-Store

Only one student is permitted in the C-Store at a time. Bags, backpacks, purses, or the like are not allowed to be brought into the C-Store for any reason. Students must pay for all selected items at the kiosk before leaving the Store.

Cameras & Video

Recording, attempting to record, sharing, publishing or distributing unauthorized video or photographic images of one or more persons taken in locations where there is a reasonable expectation of privacy is prohibited.

Community Spaces: Kitchen, Laundry, Lounges

Unless noted otherwise, all community spaces in Oak Hall, including the kitchen(s), laundry room, game room, and hall lounges are open at all times for any resident and/or their guest(s) to use.

- Residents and/or guests shall not remove furniture, appliances, fixtures, games, the belongings of others, or the property of ResLife from these spaces. This includes but is not limited to the removal of clothes from washers/dryers and the moving of furniture to personal rooms.
- Residents shall immediately report to the Front Desk any items found believed to be the personal property of another.
- Residents who utilize these spaces in any capacity shall throw trash in the proper receptacles and return any used furniture, appliances, games, or other property to their original condition, including the cleaning of surfaces dirtied where appropriate.
- Students shall not store personal items in the community kitchen(s) unless labeled with their full name and room number, as well as an expiration date. Students assume all responsibility for use, loss, and/or theft of items kept in community spaces. Any personal food items left in these spaces will be disposed of without notice if not retrieved by the expiration date.
- Immediately after use, residents shall ensure the stove and/or oven is turned off and all cabinets and appliances closed.
- Students shall not begin utilizing a washer or dryer unless they will remove their belongings promptly at the end of the wash or dry cycle. Students assume all responsibility for items moved, loss, or stolen if left unattended.
- Neither residents nor guests shall use any community space for sleeping.

Drugs & Smoking

The consumption, manufacture, use, possession, sale or distribution of any controlled substance in or on the premises of any Residential Life-owned or -operated facility or dining location is prohibited without proper prescription, required license or as expressly permitted by law or university regulations. Any possession of drug paraphernalia is not permitted. As UMSL is also a smoke-free campus, the possession or use of cigarettes, vapes (or any ENDS), cigars, hookahs, bidis and pipes is prohibited.

Décor & Room Safety

All ResLife-provided furniture, appliances, and structures in a room must remain in the room at all times. Furniture may be rearranged provided it follows all other safety procedures and University policies. Small nails and painter's tape are permitted for use for temporary décor or functional fixtures.

- Students must maintain a clear path in and out of their room at all times.
- No item may be placed on or hung from pipes or sprinklers.
- No item may be attached, secured, or permanently affixed to furniture, doors, ceilings, floors, or walls.
- The use of wall or ceiling hooks, mirror tiles, plant hangers, paneling, belt and tie racks, wall coverings, screw-in hooks, carpet glue, black light paint, bolts, duct tape, stickers, glow in the dark stickers, glow in the dark crayons, paint, markers and staples are prohibited.
- Flags, nets, parachutes, sheets, tapestries or the like may not be hung from the ceiling or any fixture in the room, nor may any of these items be hung in such a manner that it obstructs the window or clear and easy access to and from the room. Additionally, no items may be hung or placed outside of the window.
- Drapes and/or curtains must be made of fire-resistant materials and must be hung utilizing tension or curtain rods.
- Vents shall not be covered and must be easily accessible.

Email

Each student, upon being admitted, is issued an UMSL e-mail account with an address in the umsl.edu domain. This is the account used for University business and official University communications to students via e-mail, including those concerning Residential Life and Housing. Students are expected to regularly check their UMSL account for University communications and are responsible for communications sent to this account. Communications sent to this account will be considered to have fulfilled any University obligation for notification.

Equipment Checkout

Students who borrow or use available items from the Front Desk must return all items in their same condition within 24 hours. All cooking tools borrowed must be

thoroughly washed, rinsed, and dried before return. Failure to return items within 24 hours or in their original condition may result in fines or other penalties.

Flyers and Advertisements

No person shall leave, hang, or distribute any flyers, advertisements, marketing materials, publication, or copy on or in Oak Hall without prior approval from ResLife. Approval may be obtained by providing a digital copy of the material via email to umslreslife@umsl.edu and obtaining written consent of a professional staff member.

Gambling

Gambling in any form is prohibited in and around Oak Hall or any Residential Life and Housing owned or operated facility.

Grilling

All campus grilling must take place between 9:00 a.m. and 9:00 p.m. Portable and personal grills are prohibited. The individual reserving the space is responsible for safe behavior during the grilling event. The individual reserving the grill shall clean the grill and drip pan after use. Any damage to the grill and/or surrounding environment, or other policies violated in the course of grill use, will be referred to The Office of Student Conduct and may result in fines or other sanctions.

Guests

For the safety of all people in Oak Hall

- Residents are required to check in their guests at the front desk at the time of entry to Oak Hall.
- Residents and guests (when 16 or over) are required to have a valid, active, government issued ID. Student IDs, Driver's Licenses, State IDs, and Passport Cards are accepted. Expired IDs, IDs without a photo, and Passports are not accepted. Residents are also required to check out all visitors at the front desk. Visitors may not check themselves in or out without the resident present.
- Each resident may have no more than two guests at any one time.
- Guests who visit between 1:00 a.m. and 7:59 a.m., no matter the duration, are considered overnight guests. Residents and guests shall not have more than two consecutive overnight visits. Additionally, residents (and guests) are limited to 10 overnight visits per month. The visitation month begins and ends on the 15th of every month. While desk staff may provide courtesy reminders of resident's number of overnights, it is the responsibility of the resident to know how many they have used. Guests attempting to check in when the resident has reached or exceeded the allowable amount will be asked to leave and may only return during the daytime or after the start of a new visitation month.
- Guests under the age of 16 must always be accompanied by a parent or legal guardian, who is subject to the same check in and out procedures as any other

guest. Guests under 16 years old may only visit during daytime hours. Guests under 16 years old may only visit for a duration of one hour without prior approval. For visits with guests under the age of 16 that expect to last longer than one hour, residents must request approval from ResLife, via email at umslreslife@umsl.edu, 48 hours in advance of the visit.

- Approval: Another instance that requires prior approval includes residents who wish to visit with more than two people at a time. For prior approval, the resident must email ResLife at umslreslife@umsl.edu at least 48 hours in advance of the visit.
- Accompaniment: All guests, including (but not limited to) parents, coaches, siblings, and non-resident UMSL students, are required to be accompanied by the hosting resident at all times. **Under no circumstances should any guest be anywhere in Oak Hall without the hosting resident directly present, including when the guest is checking out to leave.**

Interacting with Staff

When being addressed by a University staff member, whether full-time professional or student employee, residents and their guest(s) must comply with all orders related to policy and procedure in a timely and respectable manner.

Keys

No person may duplicate a university key or request the unauthorized duplication of a university key. No person may transfer any university key from an individual entrusted with its possession to an unauthorized person or be in unauthorized possession of a university key. Keys in the possession of unauthorized persons may be confiscated. No person shall replace without permission, damage, tamper with or vandalize any university lock or security device.

Lofts

ResLife does not permit the construction or use of resident-supplied lofts. Any personal loft found to be in use will require immediate disassembly and removal from Oak Hall.

Maintenance Work Orders

It is the responsibility of each resident to report maintenance concerns that exist in their room or suite or have been observed in a public area in or around Oak Hall. Residents who do not immediately report broken, damaged, inoperable, or malfunctioning equipment, devices, furniture, structures, or other property of Residential Life and Housing may be financially liable for additional damage caused by delayed reporting.

Operating a Business

Residents of University Housing are not permitted to carry on any organized business from their room or within any on-campus residential area. No sign, advertisement, or announcement promoting such business may be displayed on the outside or inside of any University Housing building or premises.

Pool

The Oak Hall pool is free for any resident and their guest(s) to use. No lifeguard will be on duty at any time and residents and guests are responsible for their own safety. No person shall, while in or around the pool, behave in such a way that interferes with other's ability to swim, lounge, or otherwise equally enjoy the premises. This includes but is not limited to maintaining reasonable noise levels and respecting personal space. No minor guest or inexperienced swimmer shall be in the pool without adult supervision.

Prohibited Items

The following items are not allowed in Oak Hall: dart boards, candles, incense, wax warmers, toaster ovens, pizza ovens, coffee pots (with exception; see 'Appliances' on page 18), George Foreman grills, hot plates, popcorn poppers, hot pots, crock pots, rice steamers, blenders, toasters, space heaters, halogen or lava lamps, personal WIFI routers, boosters, or splitters, and 3D printers.

Items such as skateboards, roller skates, rollerblades, scooters, frisbees, foam-firing guns, and water guns or the like may be stored within a resident's room but may not be used inside the residence hall.

Quiet Hours

Oak Hall Quiet Hours are as follows:

- Sunday to Thursday: 10:00 p.m. – 9:00 a.m.
- Friday to Saturday: 12:00 a.m. (Midnight) – 9:00 a.m.
- Finals Week (beginning 5:00 p.m. the Friday before): 24 hours

Any activity that produces noise that interferes with quiet hours is prohibited. Violations of quiet hours will be documented and may result in disciplinary action. Courtesy hours are in effect 24 hours/day and refers to the time outside of the listed quiet hours in which all residents are expected to be sensitive of the noise that they make, and how it could negatively contribute to the communal living environment.

Safety

Students who tamper with smoke detectors and/or fire prevention equipment are subject to a fine and/or disciplinary action, and/or criminal action, and/or a combination of the remedies listed. If a student is found responsible for tampering with fire safety equipment, their housing contract will be terminated immediately, and they will be held financially responsible for the remainder of their contract.

Storage

Under no circumstances may anyone store personal property in Oak Hall or any Residential Life and Housing owned or operated facility. Personal belongings may only be kept in a resident's room for the dates of their active contract or dates provided by Residential Life and Housing professional staff.

Trash

Residents shall routinely remove personal trash from their room and/or suite to prevent unwanted odors and the attraction of pests. Residents shall not leave any trash anywhere but a trash receptacle. All trash shall be disposed of in size-appropriate and tied trash bags and discarded in the basement level garbage bins. Residents who leave trash in their room or suite at the time of checkout will be financially responsible for the cleanup and disposal of these items.

Vandalism

Vandalism, whether deliberate or reckless, is the destruction or damage to Oak Hall or private property and is expressly prohibited. This includes but is not limited to furniture, structures, decorations, or the belongings of others in the building. Non-student guests who are found to have vandalized property may be prohibited from entering Oak Hall in the future, and the student hosting this guest may be responsible for damage or destruction caused, dependent on student conduct investigation and findings.

Weapons

The possession or use of firearms, explosives, other weapons, or hazardous chemicals that violates federal or state law or applicable foreign law or University rules is prohibited anywhere on campus, including Oak Hall.