

Guide to CoHo Living



Academic Year: 2018-2019

Table of Contents

Important Contacts	3
EMERGENCY (Fire, Police & Medical)	
Useful Telephone Numbers	
Residential Life and Learning Numbers	
Nuts and Bolts of CoHo Living	4
Rights and Responsibilities	
Repair Requests	
Housekeeping and Care	
Garbage Pick Up	
Trash	
Recycling	
Furniture	
Prohibited Items	
Fire Safety	
Fire Safety Policy for CoHo	
Fire Alarms/Evacuation	
Life Safety Inspections	
Occupancy Information	8
Occupancy Dates/Agreement Terms	
Check-In and Check-Out	
Parking	
Smoking	
Unauthorized Access	
Understanding How “Stuff Works”	10
Keys, Lock-Outs, and Building Access	
Kitchens/Cooking	
Internet Service	
Mail & Packages	
Laundry Service	
Storage	
Temperature Control	
Community Policies/Being a Good Neighbor	13
Social Event/Noise Policy	
Bicycles	
Guest Policy	
Pets	

Important Contacts

Emergency (Fire, Police & Medical)

911

Tufts University Police (non-emergency)

617-627-3030

Tufts University Police (emergency)

617-627-6911

Useful Telephone Numbers

Administrative Services (ID Issues)

617-627-3692

Tufts Technology Services

617-627-3376

Health Services

617-627-3350

Counseling and Mental Health Services

617-627-3360

Dean of Students Office

617-627-3158

Tufts Student Services (Registrar/Fin Aid/Bursar)

617-627-2000

CoHo Facilities

During Business Day (Mon-Fri: 9am-5pm)

781-391-7459

After Hours / Building Issues that can be addressed in a.m. (voicemail)

781-391-7459

After Hours/Emergency (be sure to identify your room in CoHo)

617-627-3030

Residential Life Numbers

Residential Life and Learning

617-627-3248

Tufts Dining

617-627-3566

Your Staff

Assistant Director – Donisha Thaxton (Donisha.Thaxton@tufts.edu)

GRD – Kristin Wederski

Welcome to CoHo!

We are excited that you have chosen to reside in CoHo for the upcoming term(s). This guide will be helpful in your transition from on-campus residence hall living to more independent/cooperative living. **We highly recommend that you and your roommate(s) review the information contained in this guide and the [Student Handbook](#) carefully.** On-Campus [Housing Policies can be found here](#). CoHo is defined as University-owned housing on Winthrop Street, Bellevue Street, Fairmount Road and University Ave – between Capen Street and Boston Ave.

Nuts and Bolts of Living in CoHo

Rights and Responsibilities

Residents are responsible for understanding and complying with the social conduct standards as stated in the Tufts University Student Handbook and On-Campus Housing Policies. Behaviors that threaten or endanger the well-being of others or substantially interferes with the rights of others may result in eviction, as well as student conduct actions. Tufts students are expected to have good judgment and the sense of responsibility to regulate their lives in ways that make positive contributions to the community in which they live. CoHo houses are located in a residential neighborhood and respect for the residents of Medford should be shown at all times. Students are expected to be good citizens as well as scholars and to be conscious of and respectful toward the basic needs of others.

Repair Request Process

CoHo Housing Management Office request line is (781) 391-7094. They are open Monday- Friday 9A.M. – 5 P.M.

Emergency/Afterhours:

Contact Tufts University Police Department at 617-627-3030 to have a professional repairperson dispatched to your location. Examples of emergency situations are:

- Flooded bathroom/kitchen
- Leaks that will not subside
- Power Outage/Tripped Circuit Breaker
- Broken Window/Door

Housekeeping and Care

Residents are responsible for day-to-day upkeep of their house/unit. The University will provide garbage cans/bags, toilet paper, and a toilet plunger. All other items are the responsibility of the residents.

Once a week, a housekeeping service will visit each house/unit to clean common areas (only). This includes hallways, stairs, kitchens, bathrooms and living areas. Any areas that have personal items in them will not be cleaned.

Housekeeping Schedule:

- 11 Bellevue: Every Tuesday
- 14-16 Bellevue: Every Tuesday
- 22 Bellevue: Every Tuesday
- 11 Fairmount: Every Wednesday
- 21 Fairmount: Every Wednesday

Garbage Pick-Up

Trash and Recycling are picked up every Monday and Thursday morning. Curbside trash /recycling pick up is scheduled for each Monday and Thursday morning. CoHo residents must bring marked bins to the curb by 7:00 a.m. In the event of a Monday holiday trash is picked up on Tuesday.

Please remember to return the barrels to the holding areas at the end of the day to avoid a fine by the city of Medford.

What you should recycle:

- Aluminum/Steel Cans
- Glass
- Plastics
- Newspaper
- Cardboard
- Hazardous Waste
 - While it is unlikely that you will encounter the need to dispose of hazardous waste, please call Steve Nasson at 781-391-7459 and he will assist you in disposing of the item in question.

Furniture

Each bedroom comes furnished with a full bed, desk chair, desk, dresser and storage space for clothing (i.e., built-in closet or wardrobe). The kitchens are furnished with appliances (stove/refrigerator), table and chairs, and the common spaces include upholstered furniture based on the size of living space and occupancy. There should be enough seating for the number of students assigned to the house/space. Personal furniture is not permitted, with the exception of desk/task chairs (you are not allowed to bring futons, couches, etc.).

Prohibited Items

- Air conditioning units (unless approved through the Housing Accommodations process)
- Candles, incense, or any item that produces an open flame (even if unlit)
- Dartboards (with metal tipped darts)
- Excessively loud speakers and amplifier
- Explosives, including fireworks or incendiary device
- Grills (both outdoor and indoor)
- Charcoal and lighter fluid
- Halogen or multi-armed floor/desk lamps
- Unauthorized upholstered furniture (non CAL-117 rated)
- Installed satellite systems
- Pets/animals (except approved service animals or fish in tanks no larger than 10 gallons)

- Space heaters
- Waterbeds, jacuzzis, and/or hot tubs
- Weapons/firearms/knives (including martial arts equipment either replica or practice and paintball equipment)

Fire Safety

Fire Safety Equipment

All campus residences (including fraternities and sororities) are equipped with smoke, heat, and carbon monoxide detectors as well as fire suppression sprinkler systems. You will also find manual fire alarm pull-stations and fire extinguishers on all of the floors of the buildings. Bedroom smoke detectors (local device) are designed to alert the occupants if the origin of the smoke is in your room only. The detection devices (system devices) in the common areas (i.e., kitchens, living rooms, hallways, stairways, and basements), sprinkler head activation, or the activation of a manual alarm pull-station will sound a building-wide evacuation alarm that will also sound in all of the individual student rooms.

Fire safety equipment within the residence halls is provided for the protection of our students. Any disabling of or damage to fire safety equipment will not be tolerated.

It is a violation of Massachusetts State Law to disable, disconnect, obstruct, remove, or destroy fire protection equipment including tampering with smoke or carbon monoxide detectors, fire extinguishers, sprinkler heads, and horn/ strobe warning devices. Students found in violation of this policy will be subject to the following consequences:

First Offense: Deferred Residential Separation and University Probation: includes parental/legal guardian notification and transcript notation for a specified amount of time

Second Offense: Suspension from the University for a specified amount of time

Fire Alarm Evacuation Process:

As soon as the fire alarm sounds, EXIT the building immediately. Upon exiting your room, look for the nearest stairwell or emergency exit door and leave the building. Once outside you should move to the designated gathering spot, which is most often across from the building.

It is important for you to familiarize yourself with at least two EXITS in case of an emergency. If, during a fire alarm, you are aware that there are fellow hallmates remaining in the building (due to illness or injury, etc.), please call TUPD for assistance: 617-627-6911.

Once the local fire department is on-site, they will handle the situation. The building is not safe to reenter until the situation has been properly addressed and the fire alarm system has been reset. You may not enter the building until you have been given instructions to do so.

Life Safety Inspections

The Fire Safety Office conducts fire prevention inspections in the common areas (lobby, lounge, hallways, stairways, laundry rooms, utility rooms, and storage rooms) of all residence halls (including fraternities and sororities) multiple times each year. The inspections are performed to ensure the following:

1. Fire detection and fire sprinkler systems are operational
2. Fire extinguishers are in their proper locations, are not obstructed and are ready for use
3. Doorways, lobbies, corridors, stairways, and fire escapes are clear and unobstructed of any items (bicycles, furniture, duffle bags, footwear, luggage, etc.) that could cause tripping or congestion during an emergency evacuation of the building
4. Trash receptacles are emptied regularly to prevent the accumulation of potentially combustible material
5. Evidence of smoking within the halls is not present

Safety violations are reported to Residential Life and Learning. A staff member will follow up with the resident. When notified of a violation, you are expected to correct the situation immediately. Failure to do so may result in residential or University disciplinary action.

Occupancy Information

Occupancy Dates/Agreement Terms

Occupancy begins at Noon on the Sunday prior to classes starting and ends at Noon on the day after finals end. Graduating seniors are permitted to stay until Noon on the day after commencement. Students are not permitted to sublet their room/apartment. **In the event of a vacancy in your house/apartment, Housing Operations will allow three business days for roommates to find a replacement.** The replacement must be a current junior or senior. In the event you do not find a replacement, Housing Operations may assign an individual to that vacancy.

Check-In and Check-Out

Check-In

Upon checking in with Housing Operations, you will be given information (via email) on how to complete an online room condition report and receive instructions on your common space inventory. Your room condition and common space inventory reports are due within 72 hours of check-in. If you do not submit your inventory reports by the posted deadline, we will assume all items are in excellent condition and you will be assessed for any damages found at the end of the year.

Check-Out

Upon checking out of an assigned space, residents must restore the assigned space to check-in condition. This means furniture must be in proper order, trash and garbage must be removed, and the space must be clean. In addition, food must be removed from the unit, including food in the refrigerators. All members of the unit will be held responsible for any cleaning, trash removal, or broken furniture.

Residents living in CoHo will be able to contact a Housing Operations Assistant during the closing periods. If a resident is checking out mid-year, they must contact the Office of Residential Life and Learning during business hours to have a Housing Operations Assistant check the resident out. Once you have checked out – you are not permitted to reside in the space any longer. This includes the end of the year during senior week (if you are not a graduating senior).

All keys must be returned at check-out. All charges, including lost or non-returned keys will result in a \$70 fee assessed to the student bill.

Parking

There is no parking in the CoHo community. CoHo residents must park in the Hill Hall or Carmichael Hall parking lots. Please visit the [Tufts Parking Portal](#) to obtain a residential parking pass.

Smoking

It is a violation of the Massachusetts State Fire Prevention Regulations to smoke (tobacco, etc.) inside schools, colleges, universities, public buildings and institutions.

- The No-Smoking policy affects all indoor spaces of the campus, including all university facilities, residences, fraternities and sororities.
- The use of smoking materials, including, but not limited to: cigarettes, cigars, pipes, and hookahs inside any university building or residence hall is strictly prohibited.
- Students found in violation of this policy will be documented by in-hall staff, TPD or members of the Fire Safety Office and reported to the Assistant Director for Community and/or Director of Community Standards. Students found in violation of this policy will be subject to the following consequences:
 - First Offense: Residential Probation and University Reprimand.
 - Second Offense: Deferred Residential Separation and University Probation. This includes parental/legal guardian notification as well as a transcript notation for a specified amount of time.
 - Third Offense: Suspension from the University for a specified amount of time as designated by the Director of Community Standards.
- You are always financially responsible for any damage caused by smoking within the residence halls, whether intentional or not.
- If your careless behavior from smoking results in a fire, you will lose your eligibility to reside in any University residence hall, fraternity or sorority.

We request that students who do smoke tobacco outside the residence halls do so at least 20 feet away from any building. This ensures smoke traveling through the windows. Students are also encouraged to dispose of their tobacco products in the appropriate receptacles.

Unauthorized Access

Students are not permitted to access attics, basements, roofs, ledges, balconies, garages or any unsafe areas. Students found tampering with security screens to gain access to unauthorized areas will be referred to the student conduct process.

Understanding “How Stuff Works”

Keys, Lock-Outs and Building Access

Each CoHo unit has card access on the front door. All CoHo residents will be issued a room key. We strongly advise students to keep this key with them at all times, and remember to lock their doors when they are not home.

In the event a resident is locked out, they should contact their CDA or:

- During business hours: Call the Office of Residential Life and Learning at 617-627-3248 to dispatch a Housing Operations Assistant
- After business hours: Contact TUPD at 617-627-3030 to dispatch a member of the Residential Life team.

All CoHo residents will also have ID card access into shared spaces/laundry areas. Any authorized access (sharing IDs, keys, etc) will result in documentation and referral through the student conduct process.

Kitchens and Cooking

Students living in CoHo are not required to purchase a meal plan. Please visit Tufts Dining Website for all supplemental meal plan options.

Cooking is permitted in the house/apartment kitchens. Students must supply their own cooking supplies and utensils. Students need to practice safety procedures when using cooking appliances. Below are a few “Cooking 101” tips to keep safe and prevent setting off the fire alarms:

- 1) Keep an eye on your cooking and stay in the kitchen whenever the stove is in use.
- 2) Use your vent fan anytime you are using the stove.
- 3) Wear short or close-fitting sleeves. Loose clothing can catch fire.
- 4) Clean cooking surfaces after each use to prevent food and grease build-up.
- 5) Keep towels and potholders away from hot surfaces.
- 6) Turn panhandles to the rear to prevent food spills.
- 7) Never pour water on a grease fire. Use baking soda or a fire extinguisher.

Internet Service

Internet Service is provided through the Tufts University Wi-Fi (Tufts Secure/Wireless/Guest). Should you have any questions about connecting to the internet, please contact Tufts Technology Services at help@tufts.edu.

Mail

All CoHo residents will receive mail/letters directly to their house/unit. Please make sure you communicate with your housemates on checking the mail every day, so the Mail Services team can deliver to your mailbox.

All packages will be delivered to the Hill Hall mailroom and an email notification will be sent to residents as packages are received.

Laundry Service

CoHo Residents have access to the central laundry facility located adjacent to 22 Bellevue. Washers and Dryers are managed by CSC (same company as all other residence halls) and can be operated using your JumboCash or cash. The JumboCash cost for a wash is \$1.25. The cash price is \$1.50 and requires quarters. The dryers are \$1.25 per cycle with JumboCash and \$1.50 with quarters. Additional drying time is \$.25 per 12 minutes.

LaundryView is an on-line monitoring system in the larger residence halls. Using the LaundryView website, you can check machine availability and status from any place with internet access. www.laundryview.com/tufts.

LaundryView saves time. You can check machine availability before you head to the laundry room, receive notification when your laundry is done, or report a problem to keep all machines up and running.

To report a problem with any of the washers or dryers, submit the issue directly to MacGray /CSC through their LaundryLinX website: <http://www.macgray.com/laundrylinx>. Put in the password (jumbos) if requested, and immediately place a service request using the Machine ID located on the plate on the front of the washer or dryer. See sample Machine ID plate below. You will get a confirmation email of the service request and another email upon completion of the service, which may take 1-2 business days.

Storage

CoHo residents are **not allowed** to use the basements/attics of their units/houses to store belongings.

Tufts University has partnered with The UPS Store Student Storage Service to make move-out (and move-in) easy and stress-free by providing convenient on-campus drop off locations for summer storage and UPS shipping solutions. To make move-in as easy as possible, Tufts and The UPS Store Storage Service have arranged to have your storage **returned directly to your dorm room and will be waiting for you when you return to school.**

The UPS Store will be set up at different locations on campus during the week of move-out to hand out free supplies for storage customers, take incoming storage, or ship your items home! For More information on the student storage program including specific dates when on-campus storage stations will be set up, visit **The UPS Store's Tufts University info page** at <https://packstoreship.com/16/Tufts-University-Medford-Somerville-Campus-Student-Storage>.

Have further questions about The UPS Store Student Storage Service? Visit www.packstoreship.com/ or call (617)-208-8226 today!

Temperature Control

As a general matter, you are not allowed to install an air conditioner in your residence hall room.

- You may have fans in your room for personal comfort.

- The only exception to this policy is if you need an air conditioner for an approved medical condition. In order to request approval, students must complete the Medical Housing Accommodations process. If the request is approved, SAS will work with other departments in the University to ensure air conditioning is available in the assigned room.

Heat is provided from the midway point of the fall semester through the end of the spring (dates to be determined by the outside overnight temperatures). If you have any questions about the heat in your building/room, please contact CoHo Facilities Management at (781) 391-7094, Monday through Friday, 9am-5pm.

Community Policies/Being a Good Neighbor

Noise Policy

Designated Quiet Hours

- Sunday evening through Friday morning, 11:00 p.m. to 8:00 a.m.
- Saturday morning through Sunday morning, 1:00 a.m. to 9:00 a.m.

Consideration Hours

All the time!

Out of respect for others/community neighbors, at no time should noise interfere with a person's right to sleep or study. If a person's noise is disturbing to you, we recommend that you ask the individual(s) to quiet down. If the noise persists, seek help from a Residential Life staff member or Tufts University Police Department.

Continuous Quiet Hours During Exams

- Begin at 11:00 p.m. the last day of classes
- End the last day of Final Exams

Social Event Registration Policy

We are committed to providing the opportunity for you to host safe, enjoyable, and successful social events. All social events within the residence halls, including Small Wood-Frame/Special Interest Houses, must be registered with us anytime alcohol will be served (to those 21 years of age or older) or if the event/gathering could be perceived as social in nature. See the University's full Social Event Registration Policy.

Follow these steps to register your event:

- 1) The host (or house manager for Small Wood-Frame Houses) of the event needs to contact our office to schedule a meeting at least seven business days before the event.
- 2) The host should complete the ORLL Social Registration Form prior to the scheduled pre-event meeting.
- 3) If alcohol will be served during the event (to those 21 years of age or older), the host must be at least 21 years old. Alcohol may never be served at an event held in the common area of a larger, traditional residence hall. Please note that the host of the event must always be a resident of the building/suite/house where the event will be held. Student organizations or groups of students may not utilize these spaces for their events.
- 4) During the pre-event meeting we will talk about:
 - Date, time, and location of event: In accordance with the campus quiet hours, all events must end by 11:00 P.M. on weeknights and 1:00 A.M. on weekends.
 - Approximate attendance: Who will be keeping track and what methods used.
 - Theme of event: If the theme of the event is not appropriate or does not align with our mission, it will need to be modified before the event is approved. If the inappropriate theme is not modified, the event will be canceled.

- Advertising the event: i.e., Facebook, other social media, flyers, etc. Absolutely *no* advertisement can be posted (online or otherwise) until all content is approved by the Associate Director. If the event is prematurely advertised, the event will automatically be canceled.
- Alcohol service: Who will be serving alcohol? (All alcohol servers must be at least 21 years of age or older.) In what form will the alcohol be served and where will it be served from? Kegs and other bulk quantity alcohol containers are *not allowed* in all residence halls, including small wood-frame houses and fraternities/sororities.
- What food and alternative non-alcoholic beverages will be served?
- Safety concerns within the house and a review of fire safety policies.
- Guest list: A list of all invited guests (as well as all house residents attending) must be submitted to the Associate Director at least three business days prior to the event.

Once the event has received full approval, the Associate Director will send all pertinent information to the Tufts Police.

When deemed appropriate, a pre-event consultation may be scheduled with the host of the event and the Associate Director at the location of the event. The purpose of the consultation is to further discuss safety concerns, access to the event, noise control, etc.

During the Event: TUPD may conduct a site visit to check on how the event is running and to address any issues. Hosts and/or other residents are strongly encouraged to call TPD/TEMS at any time during the event if assistance is needed.

Disregard for university/residential policies, state laws, or unsafe conditions may result in immediate closure at the time of TUPD arrival and appropriate documentation will be submitted to both the Dean of Student Affairs Office as well as ORLL. If this occurs, residents of the residence hall/house may lose the privilege to host another event for a specified amount of time designated by the Associate Director.

Unregistered events are subject to immediate closure upon discovery.

After the Event: The host(s) is responsible for the cleanup of the event and it is expected to take place by the following day. Fines will be imposed for any damages to landscaping/excessive trash. The Associate Director will conduct a post-event walk-through to note the condition of the event location. This walk-through will take place on the next business day after the event.

Students who wish to inquire about the social event registration process may contact the Associate Director of ORLL at **617-627-3248**.

Bicycles

Residents *must* register their bicycles with the Tufts Police. TUPD offers a free bicycle registration service. While the Tufts campus is very safe, bicycle theft does occur. Registering bicycles with the Tufts Police and using a good quality lock (i.e., U-Lock) will help prevent theft. Bicycle parking is permitted in only designated areas. Bicycles parked inappropriately, particularly in stairwells, porches/railings, or on handicap ramps, will be ticketed and/or removed. Please contact Tufts Police at **617-627-3030** to register a bicycle. Bicycles must be removed from bike racks by the day after Commencement.

If you will be attending Tufts Summer Session and plan on keeping your bike on campus, you must notify the Tufts Police either by phone or in person. In an effort to ensure sufficient space for incoming students, the

Tufts Police will remove any abandoned bicycles. These will be available for pick-up by July 15 or they will be donated to local charities.

Pets

Health and safety concerns prohibit students from keeping animals in all University residences.

Exceptions Include:

- Fish in tanks no larger than ten gallons. Arrange to take them when you leave for winter recess and at the end of the academic year. We are not responsible for the care of your fish in your absence from the room.
- University-approved service animals when needed. According to Title III (28 C.F.R./36.104) of the Americans with Disabilities Act (ADA), a service animal is defined as follows: *“Service animal means any guide dog, signal dog or other animal individually trained to work or perform tasks for the benefit of any individual with a disability, including but not limited to: guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items.”* University-approved emotional support animals, request through Accessibility Services.

Possession of any unauthorized pet or animal is a violation of community standards. Students who are found in possession of any such animal will be expected to remove it from their residence immediately.

Guests

Please refer to the Guest Policies within the Residential Life website for full information on host/guest expectations and limitations: <https://students.tufts.edu/student-affairs/residential-life/on-campus-housing/housing-policies>