

Community Living Guide 2025-2026



CALIFORNIA STATE UNIVERSITY LONG BEACH
HOUSING & RESIDENTIAL LIFE

Dear CSULB Residents,

Welcome to California State University, Long Beach Housing & Residential Life! I am thrilled that you have chosen to make our residential halls your home away from home. This moment marks the beginning of what I hope will be one of the most transformative and memorable chapters of your college experience.

Your residence hall is more than just a place to sleep and study—it's a vibrant community where lifelong friendships are forged, leadership skills are developed, and countless memories are made. I encourage you to dive headfirst into all that residential life has to offer. Within these walls, you'll find not only your living space but also a supportive network of peers, resident advisors, and professional staff who are genuinely invested in your success and well-being.

This is your invitation to step outside your comfort zone. Try something that initially feels uncomfortable or unfamiliar. Join a program you've never considered, have a conversation with someone from a different background, or volunteer for a leadership role that stretches your abilities. Growth happens when we lean into discomfort and embrace new challenges.

Central to our thriving community is the expectation that every resident will engage with kindness, respect, and genuine care for one another. Put down your devices, step out of your room, and engage in real, face-to-face conversations with your neighbors. These authentic connections will enrich your experience far more than any digital interaction ever could. Be the resident who says hello, checks on a friend, and steps up when you see someone who needs help.

Living in community also means embracing our shared responsibilities. The policies and protocols outlined in this guide exist to ensure everyone can thrive in our residential environment. I expect each of you to familiarize yourselves with both university and departmental guidelines and to uphold them consistently. These standards aren't restrictions—they're the foundation that allows our community to flourish safely and inclusively.

Our professional staff and student leaders are here to support you every step of the way. Whether you need academic resources, personal guidance, or simply someone to listen, please don't hesitate to reach out. We believe in you and your potential to not only succeed academically but to grow as leaders and engaged community members.

Your Beach Journey at CSULB Housing & Residential Life begins now. Embrace it fully, contribute meaningfully, and prepare to be amazed by what you'll accomplish and who you'll become. Welcome home, Beach!

*Best,
Fatou Olshanski
Director, Residential Life*

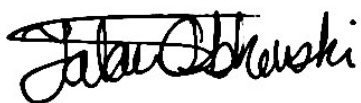
A handwritten signature in black ink, reading "Fatou Olshanski". The signature is stylized with a large, flowing "F" and "O".

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CSU 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 toward this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon the University, to be civil to one another and to others in the campus community, and to contribute positively to student and University life.

Mission Statement

Housing and Residential Life creates safe, welcoming, and inclusive communities that engage students in their personal and social development while promoting academic success and responsible citizenship through high quality services and initiatives.

Residential Education

Living on-campus empowers our students to become more inclusive, responsible, mindful, and engaged community members, embracing their authentic selves at CSULB and beyond. Residents will be encouraged to explore their own identities and values, build relationships with their peers, create a sense of community belonging and shared responsibility, and connect to various academic and non-academic campus resources. The staff will get to know residents through one-on-one conversations and group interactions. As a result of living in Housing & Residential Life residents will gain valuable knowledge, skills, and abilities that are applicable in various aspects of their lives.

The following learning goals guide our residential curriculum and reflect the core outcomes we hope students achieve through their time in Housing & Residential Life:



Being & Belonging

Residents will cultivate a sense of **being and belonging** for themselves and others by articulating their needs, participating in opportunities to understand others' perspectives, and seeking support for their own success.

Essential Life Skills

Residents will gain **essential life skills** that enable them to problem solve, self-advocate, and succeed both independently and within shared communities.

Academic Engagement

Residents will enhance their **academic engagement** with campus by identifying conditions that best support their learning and future aspirations, such as effective time management, career exploration, and utilization of campus resources.

Cultural Competency

Residents will increase their **cultural competency** by reflecting on their own identities, engaging with diverse community members and experiences, and exploring both previously held and new beliefs and ideas.

Holistic Wellness

Residents will practice **holistic wellness** by identifying practices to support well-being, learning strategies to cope with stress and barriers, and reflecting on their impact on the wellness of the shared community.

Want to learn more about what events are happening in Housing? Check out our upcoming programs and initiatives on [Events & Orgs.](#)

Residential Villages

CSULB has three residential Villages: Beachside Village, Hillside Village and Parkside Village. Each village provides a safe and comfortable living environment in which students can socialize, study, and reach their potential.

Parkside Village

Parkside is located in the northwestern part of the university campus and is adjacent to a municipal park. Parkside Village includes nine suite-style buildings, each housing an average of 115 students, and Parkside North, with approximately 470 residents.

These buildings are served by the Parkside Service Center, located in Parkside Commons, which offers many services including mail distribution for all of Parkside Village, reporting of building issues, lockouts, and the checkout of games or equipment. The Parkside Service Center also contains a large, quiet study area which may be used by residents during regular office hours. As of Spring 2025, there is a kitchen in Parkside Commons that residents can use.

Parkside North has a front desk, located in the lobby, for lockouts and reporting building concerns. From this desk, Parkside Village students can check out gaming equipment for courtyard games. Parkside North residents can check out cooking equipment for use in the Parkside North kitchens. Laundry for all of Parkside Village is located in two areas: behind the Parkside Dining Hall (behind Parkside Commons) with an entrance across from K and L Buildings; and in the Parkside North courtyard, across from M and N Buildings.

Parkside Service Center Hours	Parkside North Desk Hours
Monday-Friday, 8am-10pm Saturday-Sunday, 10am-10pm (562) 985-4990	Monday-Sunday, 10am-8pm (562) 985-1080

Buildings G-Q

Buildings G-Q are nine two-story buildings with suite-style living spaces. Each suite includes seven double rooms with a large bathroom available from either side of the suite. While the buildings are coed, suites are self-contained and house only members of the same sex. Each building has a central

lounge with a standard-sized TV and a centrally located laundry facility for the convenience of residents.

Black/Pan African Scholars House (Building H)

The Black/Pan African Scholars House (BPASH) community provides a welcoming place for students who are a part of or are in support of the Black Community at California State University, Long Beach. There are opportunities to engage in discourse about the Black/African American/African experience on campus and at large. Residents will also receive mentorship, explore identities, attend events, and create lifelong friendships. The community will connect residents to various offices and staff members across campus to provide academic, social, and cultural resources.

First Gen House (Building M)

The First Gen community strives to enhance the college transition for first generation residents of all backgrounds and share their experiences that will strengthen their ability to function in a new environment. Residents choosing to live in the First Gen house must be willing to step out of their comfort zones and explore the numerous services, resources, and opportunities available to them while enhancing their experience through community building and personal growth. As part of the community, residents will strive for academic excellence by developing academic strategies and plans that promote student success that will be carried out through their ensuing years.

Parkside North

Parkside North is a four-story building and houses an average of 470 students. It is a general housing building for all class levels. The building is air conditioned and has 3 elevators. Each floor is divided into pods based on gender, and restrooms are shared with the pod. (One pod contains gender-inclusive housing.) There are 3 shared kitchens (located on the second, third, and fourth floor) for residents to use as well as multiple study lounges, gaming rooms, and living rooms on each floor. Parkside North also has a courtyard and a roof top terrace. The laundry facility and multipurpose room are located on the first floor.

Parkside Village Leadership Staff

Community	Staff
Parkside North	<i>Area Coordinator, Ian Jacobs</i> <i>Residential Life Coordinator, Chris Badoyan</i>
Parkside Central (Buildings M, N, P & Q)	<i>Area Coordinator, Sandy Jimenez</i> <i>Residential Life Coordinator, Matilda Bunchongchitr</i>
Parkside South (Building G, H, J, K, & L)	<i>Area Coordinator, Latrece Jones</i> <i>Residential Life Coordinator, Joseph Love</i>

Hillside Village

Hillside is located south of Parkside Village and is the closest residential village to the most classroom buildings. Comprised of first year and returning students, Hillside provides traditional or suite-style living within nine buildings, each housing a range of 45 - 200 students.

These buildings are served by the Hillside Service Center which offers many services including mail distribution, reporting of building issues, and the checkout of games or equipment, including cooking equipment. The Hillside Service Center also contains a large, quiet study area, a music practice room, and a resident-use kitchen.

Hillside Service Center Hours	Los Alamitos Desk Hours
Monday-Friday, 8am-10pm Saturday-Sunday, 10am-10pm (562) 985-5161	Monday-Sunday, 10am-8pm (562) 985-4102

International House

Residents living in International House will engage with other international, study abroad, exchange, or domestic students. Residents in this community are passionate about developing a global perspective and gaining intercultural competency. This learning is achieved through high impact experiences, group discussions, and global perspective events. As members of this community, residents will have an opportunity to engage with CSULB, participate in yearly kickoff events, end of the year celebration events, and much more. International House is open to all international or domestic students.

Buildings A-F

This area of Hillside Village includes six two-story residence halls with suite-style living spaces. A suite is a cluster of either three double bedrooms or a cluster of four bedrooms (one single and three doubles); the residents in the suite share a bathroom and shower contained in the suite, and suite has a locked entrance off the main hallway. While the buildings are coed, most suites are self-contained and house only members of the same sex, unless otherwise noted as gender-inclusive housing. Each building has a laundry room and common lounge where students can meet. The lounge is complete with a faux fireplace and a standard-size TV.

Pride House (Building B)

Pride House is a community open to members and allies of the lesbian, gay, bisexual, transgender, intersex, and queer community. Residents have an opportunity to explore and celebrate their identities, learn about issues facing the community, and become connected to resources on campus. This community will empower residents and create a safe and supportive space for students to participate in educational programming and leadership development activities that will enhance their understanding of how to impact positive change in the world. The suites include gender-inclusive rooms and bathrooms. These rooms accommodate the housing needs of transgender, genderqueer and gender-nonconforming residents. All residents are welcome to use the bathrooms and live in a room that matches their gender identity. To best provide support, transgender, genderqueer, and gender non-conforming students are encouraged to contact the Housing office to find a space that best meets their needs.

Los Alamitos and Los Cerritos

As part of Hillside Village, our recently-renovated three-story traditional halls are set closest to campus and classrooms. Each building houses an average of 210 students. Hillside Traditional Halls include one general housing building (Los Alamitos) and one building that includes the

Honors Thematic Community (Los Cerritos). Both buildings are air-conditioned with separate single-gender floors, as well as a few gender-inclusive rooms. Each hall has a shared kitchen area for residents of that building.

University Honors Program House (Los Cerritos)

Residents living in the University Honors Program (UHP) House will become members of a community of high-achieving students. The UHP curriculum explores social justice, diversity, and sustainability topics that encourage students to become informed citizens, both locally and globally. The UHP House is committed to mentorship, providing professional resources, and upholding educational experiences. Students who are participating in UHP House, will participate in the hallmark civic engagement project within the Long Beach community, engage with University Honors Program Student Organization, and have opportunities to take courses with other members of the community. The University Honors Program House is open to admitted University Honors Program Students. For more information about the UHP as well as the admissions criteria and application process, please consult the [Program website](#). Residents must be admitted into the Honors program to reside in Honors House.

Hillside Village Leadership Staff

Community	Staff
Hillside East (Los Alamitos, Los Cerritos, Building B)	<i>Area Coordinator</i> , Torii Bicondova <i>Residential Life Coordinator</i> , Zachary “Zak” Labus
Hillside West (I-House, Buildings A, C, D, E, F)	<i>Area Coordinator</i> , Patrick Bell <i>Residential Life Coordinator</i> , Miguel Pacheco

Beachside Village

Beachside Village is located on the corner of Pacific Coast Highway (PCH) and Clark Avenue. Its prime location is 1.5 miles away from CSULB, offering students the off-campus experience without sacrificing convenience. There are free campus shuttles that provide service to campus every 15 minutes from morning through late night. Students can also ride Long Beach Transit by purchasing a TAP card; bus routes that directly arrive to CSULB are 171 and 121. The residents of Beachside can utilize the other two CSULB campus dining halls and may participate in all housing activities.

Beachside Service Center
Monday-Friday, 8am-10pm Saturday-Sunday, 10am-10pm (562) 985-3980

Pacific & Atlantic Hall

These residence halls offer students the off-campus atmosphere but include the on-campus amenities, security, and social activities. Students come together in this unique living-learning environment complete with more than 600 bedspaces for students, a pool, dining hall, and computer lab. A full range of educational and social activities are offered on-site in the classrooms, multipurpose rooms, and study areas to support students’ academic success and personal

development, including a thematic living community focused on the transfer student experience. Students are encouraged to explore the many local restaurants, shops, and parks conveniently located near the halls. Each three-story building has large double and triple rooms, with two rooms connected by a single-use restroom. All rooms include air conditioning, and each building has a laundry facility on each floor.

Beachside Village Leadership Staff

Community	Staff
Beachside	<i>Area Coordinator, Carmen Arrendondo</i>
(Pacific & Atlantic Buildings)	<i>Residential Life Coordinator, Sam Luley</i>

Residential Village Amenities

Common Areas

Every residential village has its own common area for residents to congregate and socialize, to the extent that they do not disturb other residents using the area. Reservations and meetings are not permitted aside from Residential Life staff. If furniture is moved it must carefully be returned to its original arrangement before leaving. It should be noted that priority use of the common areas is given to Residential Life staff and/or Residence Hall Association. Use of residence hall facilities involving non-residents, classes, or other campus organizations must be approved by the Residential Life Coordinator. Students should not move the Beachside partition without HRL staff.

Residential Village Service Centers

Each residential village has a central office known as a Service Center. The Service Center is the initial point of contact for residents when they encounter facilities issues, need activity updates, receive mail and packages, need to check-in or check-out of their room, etc.

Laundry Facilities

Laundry facilities are located throughout each residential village. Washers and dryers are utilized via credit/debit card on the WASH app. The laundry rooms are open 24/7 with key card access. If the washers and dryers experience maintenance issues, please submit a work order via the WASH app. In order to track the status of laundry in the washers and dryers and to see how many machines are available for laundry, residents should download the WASH App on their mobile device. First, they need to put in the specific code that correlates to their laundry facility (Los Alamitos, B Building, etc.), which can be found on the poster(s) inside the laundry facilities. Select the location and check to see if machines are occupied or if they are available to use.

Laundry Do's:

- Do complete your laundry within a reasonable time frame. Residents are responsible for removing their laundry from the laundry rooms in a timely manner.
- Do bring your own detergent and take it back to your room after every use.
- Do clean the lint trap after every use! Too much lint in the lint trap can make it harder for clothes to dry and create a fire hazard. Remove the lint from the lint trap.
- Do put in a work order through the WASH App if there is a machine out of order.

Laundry Don'ts:

- Don't leave your laundry behind for extended periods of time. Laundry that remains in the laundry room will be removed and taken to the Service Center. If the property is not claimed after a week, staff will donate the items to an outside agency.
- Don't use too much detergent, which could cause the washing machine to break down.
- Don't overload the washer. It can mess up the speed of the spin cycle and permanently damage the machine's drum.
- Don't touch or remove someone else's laundry. Please be respectful and patient – wait until the machine is free.

**The University assumes no responsibility for items left in laundry rooms. If laundry is missing, contact the Service Center, and, if necessary, University Police.*

Restroom and Shower Facilities

Restroom and shower facilities are available in each residence hall. They are available for the exclusive use of residents in the area. Our privacy policy requires that all guests be directed to the public restrooms. Your cooperation in keeping the restroom area neat and clean is appreciated. Large trash bins are located outside each building for emptying individual wastebaskets from the room. Residents are not to leave personal items in communal bathrooms. Personal items are to be secured in the resident's room. Shampoo, toothpaste, hair dryers, etc., left in restrooms make them difficult to clean and are an invitation for theft. Custodial staff will remove and discard such items from restrooms.

Outdoor Recreation

Students residing in our residence halls have additional outdoor space available for playing games like volleyball, frisbee, and other recreational activities. Specific locations available to students include: the lawns south of Los Cerritos (Hillside), and the lawn west of Pacific building (Beachside), and the lawn south of Building M (Parkside). Installed ping pong and foosball tables are the only sporting activities permitted on the Parkside Promenade, Parkside North Courtyard, and Hillside Gateway. Golf in and around the residence hall is always prohibited.

Residential Village Resources

Important Numbers	
Beachside Service Center	(562) 985-3980
Hillside Service Center	(562) 985-5161
Parkside Service Center	(562) 985-4990
Parkside North Desk	(562) 985-1080
Housing & Residential Life	(562) 985-4187
CSULB Police Department (Emergency & Non-Emergency)	(562) 985-4101

Additional Information

- **Bulletin Boards:** Bulletin boards are placed in each residence hall to advertise important information and upcoming events. Resident Assistants post important information regarding upcoming programs, housing information, and campus opportunities.
- **Social media:** Housing's Facebook page (facebook.com/CSULBhousing) posts events and announcements, as well as @csulbrha and @csulbhousing on Instagram.
- **Website:** The Housing & Residential Life website contains valuable information about your experience living on campus. Residents are encouraged to visit the [website](#) for important information.
- **Newsletter:** Housing & Residential Life sends a newsletter to your student email at least once per month, with information about important programs and services.

Mail Distribution Service

USPS mail and other delivery services deliver mail and packages to the Service Centers in each Residential Village. Stamped mail can be dropped off in the Service Center outgoing mail. Mail service will be different during breaks. It is important that correspondents use the complete address, including the resident's building and room number.

- You will receive an email to your student account with an access code to get your mail from the Luxor One locker in your service center. Though the tracking website may say your package has been delivered, please wait for the Luxor One email, as we have to process each item individually and there will be a delay
- You will pick up mail at the Service Center in your area. It will usually be in the Luxor One locker but is sometimes held behind the front desk
- Your mail needs to be addressed correctly
 - Be aware of using nicknames; use your first & last name
 - Make sure your loved ones know
 - To avoid delayed delivery of mail, do not include "California State University, Long Beach" in the address
- There is an Amazon locker located on campus by the bookstore - select "Amazon Hub Locker+ (The Beach)" as delivery location.

- Only mail and packages delivered by official carriers such as USPS, FedEx, UPS, etc. will be accepted. Flower deliveries, Uber Eats/Door Dash/etc., and other restaurant, grocery, or perishable deliveries are not accepted.
- Items prohibited by the Community Standards will not be released to the resident; residents will be contacted to return the item.

Mailing addresses

Hillside Village	Parkside Village	Beachside Village
5851 Beach Dr. ROOM NUMBER Long Beach, CA 90815	1601 Earl Warren Dr. ROOM NUMBER Long Beach, CA 90815	4835 Pacific Coast Hwy. ROOM NUMBER Long Beach, CA 90804

Residential Life Portal (RLP)

Residential Life Portal is a website that CSULB residents can use to submit maintenance requests, submit technology requests, visit dining sites, learn more about internet and smart devices and download important housing forms.

Residential Life Staff

Resident Assistant (RA) of Community Development

Resident Assistants (RA) are student leaders who have been selected and trained to build community amongst the residents living in the building through programming and education. Under the supervision of an AC and RLC, each RA is responsible for the general welfare of a floor and/or wing of a specific building. They are familiar with campus resources and can help refer residents or assist with incidents that occur. Multiple RAs are on call each night in each Residential Village.

Desk Assistant (DA)

DAs are trained to work in the desks and Service Centers and handle immediate issues within the residential village that residents may encounter such as a lock out, mail distribution, reporting maintenance issues, and managing the postings on the bulletin board.

Residential Life Coordinator (RLC)

Residential Life Coordinators (RLCs) are live-in full-time professional staff who are skilled in community building and program development. These staff members directly supervise the RAs of their designated residence halls. They manage the components of a comprehensive residential life curriculum through the coordination and implementation of programs, services, and facility management. The RLC provides oversight for all aspects of their Residential Village.

Area Coordinator (AC)

Area Coordinators (ACs) are live-in full-time professional staff who hold a master's degree and extensive experience in residential life. These staff members directly supervise the RLCs and a set of RAs of their designated residence halls. They manage the components of a comprehensive residential life curriculum through the coordination and implementation of programs, services, and facility management. The AC provides oversight for all aspects of their Residential Village.

Assistant Directors and Associate Director

The ADs supervise the ACs and support the RLCs, RAs, DAs, and RHA. The ADs have oversight of the following programs: student conduct, student staff selection, leadership programs, residential curriculum (The Beach Journey), assessment, marketing, operations, training, and more.

Director of Residential Life

The Director supervises the Assistant Directors and Associate Director and oversees the Residential Life programs and services. With a focus on engaging, inspiring, and improving the residential experience of students on campus, the Director is responsible for ensuring Residential Life has a clear vision and goals to enhance the student living experience.

Executive Director

The Executive Director oversees the Housing and Residential Life programs, services, and facilities, including a focus on fiscal solvency, and long-term facility planning.

University Housing Staff

Resident Assistant of Technology (RA Tech)

Techs are assigned to each residential village and provide technical support. Resident Assistants of Technology handle issues related to network troubleshooting only. They do not offer support for hardware, printer, or software installation. For technical support, submit a Tech Request online at [Technical Support | California State University Long Beach](#)

Custodial and Maintenance Personnel

Services provided by custodial and maintenance personnel include daily maintenance, repairs, and preventative inspections. Custodians are responsible for the upkeep of the residence halls including suites, lobbies, hallways, and restrooms. Maintenance staff conduct preventative and daily repairs to residential halls. Maintenance issues can be reported online through the Housing Portal.

General Information

Roommates

HRL wants all residents to have a positive experience while living in CSULB student housing and places value on people learning how to live together in a community. This includes acclimating to roommates, neighbors, and others. The residential life team has a procedure in place to remedy roommate disagreements and conflicts as necessary. If an issue cannot be satisfactorily resolved between roommates, residents may ask the Resident Assistant (RA) to assist and facilitate further discussion to resolve any differences.

If discussion with the RA does not resolve the issue, the RA will arrange a meeting with the Residential Life Coordinator or Area Coordinator to consider other alternatives, such as a meeting with an RLC or AC, or formal mediation with a peer mediator.

Roommate Success Plan

Upon the first week of move-in, all residents are required to complete a roommate and suitemate success plan. The purpose of a Roommate Success Plan is to establish a mutual understanding between roommates that can help prevent conflict. By defining expectations early, roommates can identify potential areas of tension and proactively create solutions. The Roommate Success Plan also serves as a written reference to guide the relationship if responsibilities are not met. It will be referred to in case of a conflict and can be amended at any time.

RAs will help facilitate the Roommate Success Plan process. RA facilitation may include, but is not limited to: following up about Roommate Success Plan completion, sitting down to help guide the conversation, or checking in after the Roommate Success Plan is submitted if edits need to be made. Discussion items include, but are not limited to: study time, noise level, security, guests, hygiene, cleaning, sharing items, sleeping habits, etc.

Basic rights of a roommate include the right to:

- Study, free from undue interference (noise, stereo, guests, etc.), in one's room.
- Sleep without undue disturbance from noise, guests, suitemates, roommates, etc.
- Expect that suitemates/roommates will respect each other's personal belongings. When borrowing or using others' belongings, ask their permission and get approval first.
- Live in a clean environment.
- Free access to one's room and facilities without pressure from suitemates/roommates to vacate.
- Expect that roommates will respect each other's personal privacy.
- Host guests at agreed-upon times and with the expectation that guests are to respect the rights of the host, suitemates, roommates, and other hall residents. See the Visitation policy for specific requirements.
- Expect reasonable consideration while using cell phones or other technology.
- Expect any and all disagreements to be discussed with openness and mutual respect.

While the basic rights of one roommate to privacy and reasonable quiet obviously takes precedence over the other roommate's guest privileges and other preferences, both roommates share an obligation to compromise and to discuss any problems with each other first. Let your RA know if you need assistance.

Room Furniture

Rooms are furnished with single beds (80" x 34" [XL Twin]), dressers, desks, chairs, and wastebaskets. Students are expected to provide their own towels, blankets, bedspreads, sheets, pillows, and pillowcases. Before purchasing decorative accessories and large items, we recommend that you coordinate with your roommate. All furniture must remain on the ground. Any modification or lofting of a resident's bed that is not designed to be raised is strictly prohibited (e.g. residents are prohibited from raising beds with bed lifts, cinder masonry blocks, chain link fence poles, lumber of any sort, etc.).

Request to Vacate

On-campus housing license agreements are binding contracts for the full academic year. If a resident cannot remain in housing and abide by the legal binding contract for any reason, they must submit a Request to Vacate form. Residents will not be released from the contract unless they meet certain criteria and submit written approval to vacate from the housing office. If approved to vacate the

residence halls, residents must follow the vacate instructions and not deviate from responsibilities. If not approved to vacate, residents will be financially liable for the entire academic year. The form can be accessed here: [Request To Vacate Form](#)

Repair/Maintenance

If an item in your room or suite, in a building, or on the grounds area is in need of repair, report it to a staff member, the Service Center, or complete an online service request using the QR code in your room. Service requests are processed primarily during business hours. If urgent (power outage, leaks and floods, heating/AC outage), residents must call the Service Center or the RA on-call regardless of time.

Campus ID/Key Usage

Residents are required to always carry their campus ID card with them. Campus ID cards work as the key card to open room doors, suite doors, main entry doors to the building, as your meal card, and serve as identification. It is the responsibility of the residents to maintain their ID card in their possession and under no circumstance allow others to possess or use that ID card. The University is not responsible for lost or stolen money and personal belongings in the resident's room. Residents are advised to keep their suite door, room door, and windows locked at all times, which requires bringing the ID card everywhere.

If residents are locked out of their room, they need to go to the Service Center (during regular business hours) or call the RA on call (after hours) to open the room door. If residents lose their ID card, they must get it replaced immediately. Residents may be charged a fee or go through the student conduct process for each lockout after their 2nd lockout during each semester.

If issued a temporary access card, it must be returned by the deactivation date and to the location instructed to do so. A lost card fee of \$20 will be charged to your account for any temp card not returned by the deactivation date.

Replacement of Campus ID Cards

Lost ID cards must be replaced in order to access the buildings and eat in the dining halls. New ID cards may be purchased at ID Card Services in the University Bookstore for \$5. You must inform ID Card Services that you are a campus resident.

Sustainability Efforts

- **Electricity:** Common sense applies very directly to the conservation of electricity. Students should use the smallest appliance that will perform the requisite function and turn off electrical appliances when they are not in use or when leaving an area for more than five minutes.
- **Water:** If you aren't using it, turn it off! Leaving the water faucet running while you brush your teeth or shave can waste up to 10 gallons of clean water per person daily. Turning showers down or off while applying soap can save many gallons of water daily. Dripping faucets and toilets that run continuously can waste hundreds to thousands of gallons of water per day and should be reported immediately for repair.
- **Resident Parking:** Parking is limited and not guaranteed. Students must have a valid resident parking permit purchased through [Parking and Transportation Services](#) in order to park and avoid a citation (Beachside residents must purchase a Beachside resident permit). All resident parking permits are purchased through the SSO parking portal and use a License Plate Reader (LPR) system. Parking permits are not transferable, and misuse reports will be

investigated by Parking and Transportation Services. Metered spaces are enforced, and vehicles parked on red curbs or fire lanes are subject to immediate tow away. Resident parking permits can only be purchased on a yearly basis and are valid for the entire academic year. Parking citations may be disputed with the Parking and Transportation Services office.

Visitor Parking

Parents and friends who require parking while visiting residents may obtain a Day Parking Permit from any of the Permit Purchasing Machines throughout the campus. There are also several parking meter areas throughout the parking lots which are enforced by the parking officers. Parking on red curbs, fire lanes, etc. is prohibited and vehicles are subject to immediate towing.

Emergency Contacts

Each resident lists an emergency contact and a missing person's emergency contact. Housing and Residential Life, the Dean of Students office, or the Division of Student Affairs may need to contact emergency contacts in the event of an emergency.

Maintenance Procedures

Damage

Damage to rooms, furniture, hallways, suites, and common areas that are not previously recorded or otherwise known by university staff must be reported online via the Housing Portal maintenance request system. Damage to university property within any of the residence halls and outside grounds caused by a resident and/or their guests will be held financially responsible. Do not attempt to repair damages; doing so may result in additional charges.

Furnishing

Furniture in resident rooms and common areas must remain in its place for the duration of students' residency. Residents are prohibited from removing, storing, or trading furnishings from a room, hallway, common space, lounge, living room, Multi-Purpose Room, or classroom.

Heating and Air Conditioning

- **Hillside:** Los Alamitos and Los Cerritos have heating and A/C that will shut off if the window is not closed/latched. There is a switch on one side of the closet that states off, high, or low which students can use during the summer or winter months. Buildings A-F and International House do not have A/C outside of the lounges. These buildings have heating: Residents can turn a knob that indicates high/low for the winter months.
- **Parkside:** Parkside suite buildings do not have air conditioning in individual rooms; A/C is only available in the common area. Parkside North has both a centralized heating system and A/C; the temperature is controlled between 4-5 neighboring rooms, and will shut off if the window is not closed/latched.
- **Beachside:** Beachside has both a centralized heating system and A/C. Residents cannot control the temperature of their room.

Room Condition Report

Upon moving out of the room an inspection of the resident's room can be done by a staff member and the resident. Students will be held responsible for any damages beyond normal wear and tear.

Window Screens

Red-tag security screens are located in the windows on the first floor of each residential village. Window screens in these areas are to be secured at all times. Residents are responsible for reporting open screens so that they may be secured.

Dining Services

Resident Meal Plans

CSULB Residential Dining Services offers a quality and diverse food service program designed to meet residents' dietary needs. Residents are required to purchase a meal plan when they enter into a contract with housing. All meal plans are not transferable, and any unused meals are not refundable.

Guest Rates

Family, friends, and all other guests are welcome to enter any Dining Halls by paying the guest rate at the door. Each resident is also given three (3) free guest meal swipes per semester in which they can bring in guests. The resident must be present to swipe in their guest for entry. Residents are also responsible for their guests inside the dining hall. All guests must be present and accounted for before being swiped in. In consideration of the dining hall access for all residents, a maximum of four (4) guest meals may be purchased during any one meal period.

Special Dietary Needs

- **Allergen Statement:** We strive to provide a large selection of products for customers who have special dietary needs. The information on our menu items contains the most common allergens based on the information provided by our suppliers. Our normal kitchen operations may involve shared cooking and preparation areas. Because of this, there may be trace amounts of peanuts, tree nuts, wheat, dairy, eggs, soy, shellfish, fish, sesame seeds or other allergens in menu items.

We have an allergen identification program on our menu boards to assist our residents in making their food selection.

Any residents with special or restrictive dietary needs are encouraged to speak with the Residential Dining Managers or the Residential Dining Dietitian (jenny.lew@csulb.edu).

Illness and Injury Online Dining Hall Request Form (Meal Delivery)

Residents who are not feeling well and/or unable to come to the dining hall during meal periods due to physical injury may contact their Village Service Center or their Building RA to obtain access to the Illness and Injury Online Dining Hall Request Form. Orders must be placed before 6am for same day delivery. Be sure to review the menu for your village dining hall.

Dining Hall Entry

Residents will have access to any residence dining facility by presenting their valid physical University Campus Photo ID card.

- All residents must have their physical CSULB ID card present to be swiped by the dining hall checker to verify your meal plan in order to receive dining hall access. All CSULB ID cards must have a clear visible picture of the resident on the card to gain access.
- Any CSULB ID card that has been defaced, damaged or covered up that checker cannot view picture and ID number will not be allowed access.
- Residents are asked to remove their card from their holder, cover, case, or lanyard and hand the card to the checker to be swiped.
- Allowing another person to use your Campus ID card to enter the dining hall is not permitted. Your card may be confiscated by the dining hall staff until you come to claim the card.
- Residents are to swipe/pay each time they are to enter the dining hall even if they are not going to eat.
- Lost or Damaged Campus ID Card: If you have lost your Campus ID card or your Campus ID card is damaged to the point that the dining hall checker cannot verify your meal plan, you must get a replacement in order to obtain access to the dining halls. The ID card service office is located inside the University Bookstore. You may contact the ID card service office (562) 985-7388 if you have any additional questions.
 - In the event the campus ID card service office is closed, you will need to obtain a Dining Hall Authorization form from the Service Center. The Service Center will verify if the student is a resident of the halls (another form of photo identification will be required). The authorization form will allow the resident to temporarily access the dining hall for meals until the campus ID card service office is open (e.g.: weekends).
 - Each resident is given three (3) occurrences in a semester in which to gain entry into the dining hall without a valid CSULB campus ID by using the Dining Hall Authorization form. After a resident has exhausted all three occurrences, that resident will not be allowed to access the dining hall until they can provide a valid working campus ID card. If a resident cannot provide a valid working campus ID card, that resident may purchase a meal by paying guest rate at the door. If the resident does not want to purchase a meal, the dining hall will provide a sack meal for the resident.

Green Beach To Go Program

Tokens are provided to each resident when the resident signs up for the Green Beach to-go program at the beginning of each semester. The tokens are used to redeem Green Beach To-go containers and cups. They are the only containers that are available to take to-go meals. No Dine in is allowed when utilizing the Green Beach To-Go program. Soiled boxes and cups can be exchanged for a clean set when entering the dining hall. There is a charge to replace lost boxes and cups and tokens. All containers and cups and tokens are to be returned to the dining halls at the end of each semester. There will be a \$10.00 charged placed on the resident's account.

Dining Policies

To ensure residents' health and safety, the University asks that the following Dining Hall policies and procedures be followed.

Attire

- Shoes, shirt, and pants must be worn at all times inside the Dining halls. Pajamas/lingerie, Bathrobe/Towel as cover ups and bathing suits are also not allowed in the dining halls. All

residents and guests must be dressed appropriately for a dining establishment.

Animals

- No bags, large purses or backpacks are permitted in the dining halls. Do not leave any valuables in the dining hall cubbies/lockers. The Dining halls are not responsible for any lost or stolen items.

Animals

- Only Service Animals are allowed inside the dining halls. Emotional Support Animals are not allowed inside the dining halls.

Food Service

- Residents are not permitted to bring their own food, mugs, cups, sport bottles, containers and outside food into the dining halls due to sanitary and health reasons.
- Please take a clean plate every time you get your food.
- Residents are not allowed behind the sneeze guard areas.
- Please use tongs to pick up your food where indicated.
- Please be mindful of using the specific indicated serving utensil when getting your food to prevent cross contamination. We have many residents with food allergies.
- Residents are to buss their own plates, cups, utensils to the dish return station before leaving the dining hall. We ask that you dispose of the trash in the marked trash and compost receptacles.
- Residents are not permitted to take food out of the dining hall. All food must be consumed inside the dining halls. If you are not able to dine in the dining halls, you may take a meal to go by signing in the Green Beach to-go program.
- Residents using the Green Beach to-go containers are not allowed to dine inside the dining hall. The Green Beach to-go containers are for meals to-go.
- Common courtesy to the food service staff when dining in the dining hall is appreciated.
- Dining halls do not allow any horse play, throwing of food, napkins and plates inside the dining hall. Behavior-related matters will be addressed with Housing Student Conduct. Residents are responsible for the behavior of their guests.
- This is an “All you care to eat” meal program and we ask you to be mindful of waste. You are welcome to eat as much as you like (except for steak night).
- There will be some transitional meal periods whereby the dining hall staff needs to transition from one meal period to another, therefore all menu selections will not be available.
- The dining hall menus are posted online for each semester. Some menu items may be subject to change; Download the Transact Mobile Ordering app to get the most current menu updates.
- Dining Hall hours are also posted online. Residents may choose any of the three dining halls to dine at for any meal period throughout the week. See posted signage for any closures during holidays.
- All meal plans are not transferable, and any unused meals are not refundable.

Student Conduct

Title 5, Article 2, Section 41301, Standards for Student Conduct governs student conduct process including the sanctioning process at all California State University campuses, including California State University, Long Beach. The full text of the standards is available [here](#).

In addition to University's Standards for Student Conduct, there are Housing policies and procedures that apply to residents, non-resident CSULB students, and guests while on the grounds of Housing property. These HRL policies are outlined in the next section. Residents are responsible for the behavior of their guest, regardless of their student status, and will be held accountable for such.

Philosophy

The philosophy of the Student Conduct Program is to have an intentional impact on the behavioral development of our constituents. Our purpose is to foster a holistic student development experience that educates the residential community on ethical development, critical reflection, accountability, and decision-making. The Student Conduct process proactively integrates student learning, student and community development theories, and restorative practices in order to encourage transformation in the mindset of the residents that will influence student behavior and contribute to student success.

Conduct Process

When a violation is believed to have occurred, it is documented in an incident report to be reviewed by the Area Coordinator/Residential Life Coordinator. Incident reports are not disciplinary actions in and of themselves; rather they are a way to document any alleged policy violations, emergencies, or other unusual occurrences in and around the residence hall. Incident reports that contain an alleged policy violation can be handled in a variety of ways depending on the type and severity of the incident. It may result in a conversation with the Resident Assistant, Residential Life Coordinator, Assistant Director, University Police, Office of Equity and Compliance, or Office of Student Conduct and Ethical Development.

Students who are identified in an incident report regarding an alleged policy violation will be sent an email to their university email with details about attending a conduct meeting to discuss the incident report. The conduct meeting is an opportunity for the resident to review the alleged violation and present their accounts of the incident. The assigned conduct team member will weigh the evidence and determine accountability. In the housing conduct process, there needs to be 51 percent or more likelihood that a resident is responsible in order to be held accountable for an alleged violation. Students will be given due process when charged with a violation. However, students may be required to temporarily move to another room, hall, or building until the student conduct process or roommate conflicts have been resolved.

If the resident is found responsible for violating a housing policy, one or more of the following sanctions will be imposed:

- Educational Sanction(s)
- Fine
- Housing Probation
- Housing Relocation
- Loss of Privileges
- Request to Vacate
- Recontract Denied
- Referral to Office of the Dean of Students and Director of Student Conduct and Ethical Development, and/of Office of Equity and Compliance
- Restitution
- Warning

Sanctions vary depending on the severity of the violation and conduct history of the resident. If the

resident is found not responsible for violating a housing policy, a warning is imposed, and a thorough overview of housing policy is discussed with resident to prevent behavior that will constitute a future conduct referral. If the resident does not agree with the decision during the conduct meeting, the resident has the right to appeal the decision. The appeal process is discussed below.

Conduct Appeals

Residents may submit a written appeal of a sanction (up to and including housing probation/restriction from reapplication) within ten (10) business days from the date of the meeting. Residents who have received a housing license revocation may submit a written appeal of their housing removal within three (3) business days from the date of receiving their outcome letter. The appeal process exists to review the outcome and conclude on the suitability of the sanction. Residents appealing their outcome must have a clearly articulated rationale that goes beyond not liking the sanction(s) imposed.

The appeal must specify one or more of the following reasons:

- That the sanction(s) imposed is not suitable for the violation.
- That procedural errors occurred during the conduct disciplinary process.
- That new or relevant information is available that would affect the decision.

The process by which to submit an appeal will be included in the outcome letter. Following a thorough review, the designated conduct appeals person(s) may uphold the initial decision, modify the sanction(s), or dismiss the sanction(s). The decision of the appeal is final. An appeal can only be heard once.

The Executive Director of Housing reviews all housing license revocation appeals. All other appeals are reviewed by the Associate Director of Residential Student Development or designee. The resident will receive written notice of the appeal decision within ten (10) business days after decision.

Community Standards

All residents are to adhere to University and HRL policies and procedures, including CSULB Campus Regulations and Standards for Student Conduct

Alcohol

Housing and Residential Life (HRL) at California State University, Long Beach adheres to all federal, state, and local laws regarding the sale, possession, and consumption of alcoholic beverages. HRL policies and procedures are intended to foster a culture of care and accountability that is conducive to individual choice concerning the responsible consumption of alcohol. The misuse or abuse of alcohol, therefore, does not in any way limit the responsibility of residents for the consequence of their behavior.

The following policies apply to possession, consumption, transportation, and collection of alcohol:

- Residents under the age of 21 may not possess, consume, serve, sell, or transport alcoholic beverages. Residents under the age of 21 may not knowingly be in the presence of alcohol.
- Residents 21 years of age or older may only consume alcohol in the privacy of their own room with their door closed. Residents with a roommate who is under 21 years of age (present or not present) may not possess, consume, serve, sell, or store alcoholic beverages/paraphernalia in their room, or in the presence of a resident/guest who is under 21 years of age.

- Consumption or possession of alcoholic beverages in open containers is prohibited in public areas in or around the residence halls.
- Possession of more than twelve 12-ounce containers of beer/malt beverages or two 750 milliliters bottles of wine in any one room constitutes a level of alcohol that promotes excessive alcohol consumption that can lead to community disruption and is, therefore, not permitted.
- Possession, consumption, transportation, or collection of alcohol with an alcohol content 12% per volume or more is prohibited.
- Beer kegs, punch bowls, other bulk alcohol containers, and devices that are created for the rapid consumption of alcohol ("beer bongs") are prohibited in the residence halls.
- Drinking games or simulated drinking games are prohibited. This includes but not limited to, beer pong, flip cups, king's cup, quarters, drunk Jenga, and other variants.
- Drinking from a multi-volume container is prohibited.
- Possession of alcohol paraphernalia or items used for drinking games or other activities that encourage the excessive or rapid consumption of alcohol is prohibited in the residence halls examples include, but are not limited to, beer pong tables, beer bongs, shot glasses, Solo cups, and flasks.
- Transport of alcoholic beverages by residents 21 years of age and older to and from their room is permitted only under the following restrictions:
 - Alcoholic beverage must be in original container;
 - Alcoholic beverage manufacture seal must remain intact;
 - Alcoholic beverage must be transported in an opaque bag. Coolers are prohibited.
- The manufacture or sale of any type of alcoholic beverages by any method is prohibited.
- Consumption, possession, transportation, and collection of alcohol is not allowed during fall, winter, and spring break.
- Social gatherings, where alcohol is present, are allowed provided:
 - all guests are 21 years of age or older, and
 - attendance at the gathering does not exceed two (2) guests per resident of the room.
 - Hosting of multiple room gatherings where the consumption of alcoholic beverages takes place and where people move from one room to another is prohibited. This stipulation applies even if all rooms involved are within allowable guest limits.
 - Hosting parties is prohibited.
 - Residents are responsible for the behavior of their guests.
 - Please reference "Visitation and Guests."
- Residents are not permitted to possess/decorate their rooms with empty alcohol containers and/or paraphernalia. Alcohol containers and/or paraphernalia may not be repurposed for art and/or academic purposes.
- Public intoxication is prohibited in or around the residence halls.
- Inability to care for oneself while under the influence is prohibited.
- Deliveries from liquor stores or online merchants are prohibited.

Residential Hall staff will escort a resident to dispose of alcohol confiscated in connection with alcohol policy violation.

Biohazards

The inappropriate and/or intentional discharge of a biohazard, such as urine, vomit, fecal matter or other bodily fluid, is a significant health concern that is strictly prohibited on campus. Bodily fluid cleanup must be immediately addressed and reported, as it is a public health issue. Person(s) must not intentionally discharge a bodily fluid into or on a surface that was not meant for that purpose, such as a floor, bed, couch, etc.

Business Enterprises

Residents may not carry on and/or advertise any organized business for remunerative purposes from their room.

Chalking

Chalking is prohibited on the housing grounds and on all buildings.

Cleanliness

Rooms, Restrooms, and Common Areas

All residents are responsible for the cleanliness of their individual bedrooms, which includes prompt trash removal to the appropriate locations. Residents are collectively responsible for the cleanliness of their suite common area, bathrooms, and micro/fridge. Failure to maintain cleanliness may result in the assessment of a cleaning fee and/or further disciplinary action. In the case of an insect or rodent infestation due to resident neglect, resident(s) may be charged for pest control service (see “Bugs, Rodents, and other Pests” under “Procedures” section). Residents are also responsible for cleaning any spills, clutter, or trash in residence hall common areas such as shared kitchens, music rooms, study rooms, etc.

Trash

Residents are responsible for the regular and proper disposal of personal trash. Refrain from dumping excess amounts of food in personal and community trash containers inside the residence hall buildings, including communal kitchens. Disposal of food in bathroom trash cans is prohibited. Plastic liners are available for room trash cans at the hall front desk. Personal trash bags should not be placed in bathroom or laundry room trash receptacles, or in any indoor/outdoor common areas. Trash areas with multiple large bins are located outside each residential hall for disposing of room waste. Parkside North residents must use the trash chutes located in the designated trash rooms within the building. When using the chutes, do not overfill or stuff them, as this can cause clogs and create sanitation issues.

Complicity

Resident(s) and/or non-resident CSULB student(s) present for and/or aware of violations of the Standards for Student Conduct or housing community standards may be considered involved in the activity. If you are ever in the presence of a policy violation, you have choices: 1) you may attempt to stop the violation, 2) you may notify residence hall staff or other appropriate University personnel, or 3) you may remove yourself from the situation. Even if you decide to remove yourself from a situation, all residents living in the residential community have the responsibility to inform a Residential Life staff member to get assistance if a violation of policy comes to their attention.

Computer Usage

Residents may not use computing resources for any illegal, prescribed act, and/or commercial purposes. Computing resources must be shared among users in an equitable manner. The user may not participate in any behavior, including peer-to-peer sharing, that unreasonably interferes with the fair use of computing resources by another.

Residents are not permitted to operate a personal wired or wireless router, or any device that

interferes with the campus wired or wireless infrastructure. Such signals compete and conflict with the wireless signal.

Wireless access points are located throughout the residence halls and suites in common areas as well as rooms. Tampering with or removal of any wireless access point is prohibited.

Cruelty to Animals

Under California Penal Code §§ 286.5; 596 - 600.5, cruelty to animals in any form is an offense punishable by imprisonment, fine, or both. Cruelty directed toward animals, if witnessed, should be immediately reported to a Residence Life staff member or the local police.

Damage or Misuse of Property

Damage in Common Areas

Damage to any common area will be charged to all students found responsible. In cases where the responsible parties cannot be determined, charges may be assigned to all students who have access to the shared space. This includes damage done to corridors, lounges, and any other common areas. In the case of negligent or intentional damage, the person(s) responsible may be held responsible for restitution and participate in a student conduct process.

Damage to Rooms or Furnishings

Any negligent or intentional damage to a residence hall room or its furnishings is prohibited. This includes unauthorized tampering with any furniture, appliances, or room fixtures. All residence hall rooms are inventoried prior to the opening of the hall and again following the closing of the residence hall. Damages, missing furniture, and policy violations are noted, and the occupants of the room are billed accordingly.

Furnishings Misuse

All resident rooms and common areas in University Housing facilities are furnished. All University furnishings, including beds, must remain assembled and in their designated room at all times. Residents may not lend or swap furniture with other residents or remove furnishings from the property. Common area furniture and equipment may not be removed from the common space (i.e. lounges, lobbies, conference rooms, study lounges, etc.). All University-owned furniture must remain in its proper area. Furniture in lounges and common areas is provided for the use and enjoyment of all members of the hall community. Students are prohibited from removing furniture from public areas. Removal of any University furniture outside of the halls will be considered theft. Any unauthorized modifications to room furnishings must be removed within 24 hours of discovery. Waterbeds and other water-filled furniture are prohibited in all residence halls.

Dartboards

Hard point dartboards are prohibited in the halls due to the damage darts cause and the potential risk to others. Magnetic or plastic point dartboards can be installed; however, they must not be near a doorway where someone entering a room could be struck by a dart.

Disruptive Behavior

Engaging in behavior that a reasonable person would view as lewd, obscene, vulgar, discriminatory, disorderly, or harassing within or around any campus living area or any Housing & Residential Life related function is not permitted. Willful, material, and substantial disruption or obstruction of residence hall operations or activities is prohibited.

Drugs

The possession, use, manufacture, distribution, sale, or consumption of narcotics or controlled substances as defined by State and/or Federal laws is prohibited. In addition, the possession, use, distribution, sale, or consumption of medicinal drugs not prescribed to yourself and/or hallucinogenic substances (including but not limited to salvia and legal hallucinogenic mushrooms) is prohibited. Resident(s) should not remain knowingly in the presence of drugs.

Cannabis and all related products

The use, possession, or sale of cannabis and any THC derivatives are prohibited at CSULB. Under the federal law -- which supersedes state law -- cannabis is still illegal. The campus is held to the Drug-Free Schools and Community Act, and the Drug-Free Workplace Act. These laws say that in order to receive any federal funding (work-study, financial aid, and federal research grants), the university must prohibit all illegal drugs. As for medical cannabis, the Drug-Free Schools and Community Act, and the Drug-Free Workplace Act do not distinguish medical and non-medical use.

Paraphernalia

Possession of drug paraphernalia is not allowed in or around the Housing complexes or dining halls. Paraphernalia includes any item fashioned for the purpose of facilitating drug use (pipes, bongs, vaporizers, grinders, baggies, scales, etc.). Additionally, possession or use of items that conceal or disguise drug use is prohibited.

Intoxication

Public intoxication is prohibited in or around the residence halls. Inability to care for oneself while under the influence is a violation of the policy. Furthermore, University Housing & Residential Life staff may investigate a possible drug policy violation based on reasonable evidence. Evidence of drug use can include, but is not limited to, smell, smoke, seeds, residue, presence of odor, fans, towels near or under doors, open windows, attempts to mask scents, residue, bongs, pipes, clips, plant cultivation, etc.

Elevator Safety

Elevators are provided in Parkside North, Los Alamitos, and Los Cerritos. The elevators are intended to offer a safe way to move between floors, however, there are simple rules that will ensure your safety when using an elevator and reduce disruptions of service. Elevator incidents that find residents and/or their guests responsible for the damage, emergency maintenance, or vandalism of an elevator will be subject to the student conduct process and damage cost.

Residents and visitors must adhere to the following guidelines:

- When there is a fire and/or fire alarm in the building use the stairs.
- Do not participate in and/or encourage others from unsafe behavior in and around elevators.

- Do not interfere with closing doors. Wait for the next elevator.
- Never attempt to pry open elevator doors.
- Never jump up and down when inside, exiting, or entering the elevator cabin.
- Report elevator vandalism, accidents, or mechanical issues to the front desk of your building.

Exterior Doors

The exterior doors of each hall are locked 24 hours a day, 7 days a week for the safety and welfare of residents and their belongings.

- Do not prop open exterior, suite, or hallway doors at any time.
- Do not allow individuals to “tailgate” or follow you into the building without swiping in themselves.

Empty Bed Spaces

If at any time a resident is living in a room/suite without a roommate/suitemate, they are responsible for keeping belongings out of the vacant space and may not utilize that vacant space in any way (this includes pushing two beds together, moving items associated with the vacant space around the room, utilizing the vacant bed space for storage or hosting guests, etc.). This policy exists because an incoming resident may be assigned and/or moved into a vacant bed space at any time throughout the semester, with or without notice. Residents who fail to have their room prepared for a new roommate at the time of their arrival may be subjected to student conduct.

Additionally, students with a vacant bed space may be asked to move to another room by Housing & Residential Life. Failure to move may result in being charged a single room rental rate and improper check out fees in addition to student conduct.

Failure to Comply

Students are required to comply with directions of University personnel (such as Resident Assistants, Residential Life Professional staff, University Police, etc.) while in the performance of their duties. Resisting or interfering with University personnel while in the performance of their duties is prohibited. Students must provide identification to University personnel upon request.

Fire and Life Safety

All students share responsibility for the health and safety conditions of their hall. To keep halls safe, students must keep the following policies in mind:

Appliances

To meet fire, health and safety requirements, the University must discourage the proliferation of electrical appliances in student rooms.

- **Permitted Items:**
 - Fully enclosed coffee makers with internal heating devices (such as Keurig and K-Cup).
 - Electric kettles with a UL certificate.
 - Blenders with an automatic shutoff.
 - Fans (desk, tower, window, box fans).
 - Irons, steamers, hair tools with automatic shutoff.
 - Electric blankets with automatic shutoff.

- Only UL Approved, 15-amp, surge-protected power strips with built-in fuses may be used to plug in multiple devices to one outlet.
- There may only be one power strip maximum per outlet.
- **Prohibited Items:**
 - All appliances with open heating coils are prohibited. This includes, but is not limited to: hot plates, hot oil fryers, rice cookers, popcorn makers, personal space heaters, sun lamps, electric grills/griddles/sandwich makers, toasters, toaster ovens, crock pots, air poppers, or other appliances with open heating coils.
 - High-wattage appliances are prohibited. This includes, but is not limited to: air fryers, ice makers, window or portable air conditioners or air coolers, pressure cookers, broilers, rotisseries/convection ovens, ceiling fans, skillets, dimmer switches, tabletop grills, bread makers, food dehydrators, food warmers, portable dishwashers, electric can openers, electric blankets without automatic shutoff, humidifiers, dehumidifiers, or halogen lamps (such as lava lamps).
 - As micro-fridges are provided, no resident may bring an additional microwave or refrigerator of any size. Special permission to bring an additional mini-fridge for medical purposes must be requested and approved in advance through both BMAC and the Housing Office. Each micro-fridge is plugged in to a provided surge protector, and must be the ONLY plug in the surge protector. The other outlets on the surge protector are covered with a sticker that must not be removed.
 - Black lights are prohibited in University fixtures. (Light bulbs may not be removed or replaced.)
 - Extension cords are prohibited. Non-breaker, multi-outlet devices such as adapters, cubes, etc. are prohibited.
 - UL Approved power strips may not be “daisy chained” (two or more connected cords/strips).
 - Electrical cords must not be routed unsafely (under carpets, in pathways, through doorways, taped down, etc.). Spliced, taped or frayed cords must not be used. Electrical wiring which is homemade or otherwise modified is prohibited.

Candles and Open flames

Open flames for any reason are prohibited in or around the residence halls. Candles and incense are prohibited in the residence halls, whether lit or unlit. Warmers for wax, oils, or candles are prohibited. Candles and incense for religious/cultural practices and birthday parties must be approved in advance by a Residential Life professional staff member.

Construction

Students may not construct partitions, modify furniture, subdivide their rooms, construct additions that increase fire loads, or install or modify electrical wiring. Only bunk beds provided by the University are permissible; guard rails CANNOT be removed. Any modification or lofting of a resident's bed that is not designed to be raised is strictly prohibited (e.g. residents are prohibited from raising beds with cinder masonry blocks, chain link fence poles, lumber of any sort, etc.). Platforms or structures at any level constituting additional floor surfaces are prohibited. Each of these modifications increases the risk of fire or personal injury accidents. Residents may not attach locks, latches, slide bolts, hooks and eyes, chains, or similar devices (for interior or exterior doors) beyond what is provided by University Housing. Opening and closing the partition in the Beachside Multi-purpose Room requires a residential life staff member; residents are not permitted to move the partition. Additionally, changing or modifying shower heads or any plumbing fixtures in the bathrooms is prohibited.

Decorations

All decorations must follow fire safety regulations and community standards to ensure a safe living environment for all residents. Please note that the decoration guidelines below apply only to the interior of rooms.

- All decorations are limited to the interior of the room; the suite and hallway are not to be decorated by residents (unless taking part in an official HRL event).
- Residents are prohibited from decorating or posting on residence hall room doors, suite doors, suite walls, hallway walls, doorknobs, and bathroom walls; posting in these areas is only permitted by Residential Life staff.
- All decorations must be noncombustible or factory-treated with flame retardant.
- Prohibited materials include, but are not limited to wallpaper, combustible fabrics, tapestries (even if flame retardant), flags, burlap, paper, cork, plywood paneling, plywood sheets, decorative wood shingles, particleboard, hardboard, paperboards, and any other flame and smoke-propagating materials.
- Decorations may only cover up to 10% of the wall space.
- Carpeting is not permitted on walls or ceilings. Ceilings shall not be draped with any fabric, netting, or paper products, including mosquito netting or bed canopies/curtains.
- No floor decorations are allowed that may pose a trip hazard, especially in emergency routes. This includes welcome mats, seasonal decor, or other items in suites or hallways.
- Electrical cords cannot run through doorways, windows, or fire doors. Twinkle and LED lights are permitted in the rooms only, not in the suite area.
- Nothing may impede or hinder occupants' access to exits, including obstructing the view of an exit sign or exit doorway.
- Only artificial, flame-retardant wreaths and trees may be used. Natural evergreen branches or trees are not allowed.
- Residents may not display items in windows that are visible from outside. This includes hanging flags, signs, banners, or drawing/writing on windows.

Failure to Evacuate

Students must evacuate in a timely manner when a fire alarm sounds (within 1-3 minutes). This includes during evacuation drills, which are held semesterly. It is a resident's responsibility to familiarize themselves with evacuation routes and protocols. Emergency procedure protocols are posted in each resident's room and/or building.

Fire Doors, Escapes, and Exits

All means of egress and components must be properly maintained at all times, in accordance with the requirements of the State Building and Fire Prevention Regulations. Means of egress shall include but are not limited to, corridors, doorways, fire escapes, stairwells and exterior sidewalks that lead to parking lots or streets. For this reason, storage is not permitted in corridors or stairwells. No bed structure or other furniture can block the use of the connecting room doors. A clear passage or direct access to the center room for exiting is required. All corridors in every room (including suites) shall be maintained for easy exit.

Fireworks, Explosives, Chemicals

No fireworks or explosives of any type are permitted in the residence halls. Storing or discharging firecrackers, rockets, cherry bombs, or any other incendiary device in or around the residence hall complex is prohibited. Chemicals, other than over-the counter cleaning agents and similar types of retail items, are likewise prohibited. This includes any fuels or similar type of combustibles. Prohibited

items include, but are not limited to, lighter fluid, spray paints, charcoal or hookah coals, laboratory chemicals, gun powder, grills, gasoline, kerosene, or propane, or any other type of liquid gas tanks, or any substances that can be combined to form combustible and/or chemical agents. In addition, residents must keep their rooms clear of clutter that poses a fire danger such as large quantities of paper, rags, or trash.

Tampering with Fire Alarms and Emergency Systems

Residents are strictly prohibited from tampering with any equipment related to emergency systems and the fire alarm system (pull stations, extinguishers, hoses, smoke detectors, sprinklers, emergency exit door alarms, exit signs). Tampering with, removal of, covering, or misuse of fire extinguishers, fire alarms, smoke detectors (including the removal of batteries), emergency evacuation instructions, or unauthorized use of any fire equipment, or door, is a violation of Penal Code 148.4, University, and Housing regulations. Sprinklers associated with residence hall fire safety systems may not be tampered with, including hanging decorations or other objects from them, or within 18" of a sprinkler head. If a sprinkler is set off accidentally or intentionally, the individual(s) involved will be responsible for all costs associated with clean up and damage and will be subject to disciplinary action.

Gambling

Gambling for money is prohibited in the residence halls and at the University. Under California Penal Code Section 330, any percentage game played with cards, dice, or any device, for money or other representative of value, is a misdemeanor.

Indoor/Outdoor Sporting Activities

Sporting activities are not to be conducted in any area within a residence hall. Examples of prohibited activities include, but are not limited to, running, bouncing and/or kicking balls and/or hacky sacks, throwing objects (including balls, Frisbees, darts, etc.), golf, water guns (see "Weapons") and water balloons, riding a skateboard/scooter/bicycle or e-skateboard/scooter/bicycle (see "Wheeled Transportation.").

Outdoor sporting activities are prohibited in courtyards, grass areas, and similar locations that may cause disturbance or are deemed unsafe are prohibited. Golf is prohibited in any location. Specific locations available to students to play sports (like frisbee and volleyball) include: the lawns south of Los Cerritos (Hillside), and the lawn west of Pacific building (Beachside), and the lawn south of Building M (Parkside). Installed ping pong and foosball tables are the only sporting activities permitted on the Parkside Promenade, Parkside North Courtyard, and Hillside Gateway. Playing any sport or recreational activity in areas not previously listed is prohibited. (See "Outdoor Recreation")

Kitchen use

Kitchens are a shared community resource. To ensure safety, cleanliness, and continued access for all residents, the following expectations must be followed:

- Never leave the kitchen unattended while cooking or baking. You must stay in the kitchen while using any appliance, including the oven, stovetop, or microwave.
- Misuse of the kitchen (e.g. leaving appliances unattended, improper cooking practices that result in setting off the fire alarm or creating hazards) may result in revoked kitchen privileges for the individual and/or community.
- Residents are responsible for cleaning up immediately after use of the kitchen. This includes washing, drying, and putting away all dishes and utensils used, wiping down counters and

appliances, disposing of all trash and food waste properly, and removing personal items (including leftover food, supplies, etc.). Failure to clean up may result in documentation, a cleaning charge, or loss of access to the kitchen.

Laundry Facilities

Laundry facilities are for the use of residents only. Residents may not permit a non-resident to access and utilize the laundry facilities.

Ledges, Roofs, and Walls

The use of ledges and roofs for any purpose - e.g.: sunbathing, barbecuing, hanging or sitting on railings, and the scaling of exterior walls - is prohibited. Windows in rooms with access to roofs have been modified to prevent access to roofs. Tampering with security measures is prohibited. Throwing objects from ledges, roofs, balconies, windows, etc., is strictly prohibited.

Noise

Since studying is an important aspect of life for university students, it is expected that residents and their guests will respect the rights of others by maintaining a reasonable limit on noise at all times, and by keeping room doors and windows closed as appropriate. Excessive noise, or any activity which may disturb other residents and/or the community members, is not permitted in the residence halls at any time.

Quiet Hours

Quiet hours are established as 10pm-8am Sunday-Thursday and midnight-8am on Friday and Saturday. This means that students should avoid loud talking or disturbance in or around the residence halls, and radio, TV, and stereos should be set at very low volumes. (The use of headphones is strongly encouraged.)

Consideration Hours

Consideration hours are in effect 24 hours, 7 days a week. It is expected that students are considerate of their roommate, neighbors, and hall mates. Loud stereos, shouting or other similar activities are prohibited. If a student requests another to turn down music or to quiet any activity, it is expected that the student that has that requested of them be considerate and compliant. Refusal to adjust noise is considered disrespectful of the entire community and will elevate the response of residential life staff.

24 Hour Quiet Hours

Prior to final exams, 24-hour quiet hours are in effect and no organized activities will be scheduled. The building should be quiet for these high-stress times.

Amplified Sound

Any outside sound which interferes with others' right to study or sleep is prohibited. Outside music/noise must be kept to levels that do not interfere with these rights. Directing or playing stereo speakers outside a residence hall window is prohibited, including at the Beachside pool. Heavy bass from subwoofers is disruptive to the community and therefore is prohibited.

Instruments

Ear/headphones are encouraged to be used when playing electrical instruments and utilizing music production software in a residence room. Acoustic musical instruments are allowed in resident rooms only if they are accompanied by a muffling device, kept at a low volume, do not raise objections from the person's roommate, and are not in conflict with quiet hours policy. The Music Department has excellent areas designed specifically for the practice of musical instruments and should be utilized.

Responsibility for the observance of quiet hours and consideration hours rests with everyone living in the halls. Any time noise is bothering you, it is best to politely and clearly discuss it with the responsible person(s). If your initial effort fails, your RA or a DA can join you in a second attempt.

Noxious Odor

A noxious odor is ANY aroma of such intensity that it becomes apparent and/or offensive to others. Any odor can become noxious or offensive when it is too strong. Some examples are cigarette, cigar, or pipe smoke; cannabis or cannabis smoke (see "Drugs" policy); incense (see "Candles and Open Flames" policy); perfume; air freshening spray; animals (see "Pets and Animals" policy); excessive body odor or poor hygiene; excessive dirty laundry; excessive trash or unclean living environment; excessive food/cooking smells.

Painting

Painting is strictly prohibited. Residents may not apply paint or permanent markings to residence hall rooms or public space.

Personal Property

Misuse, abuse, theft or destruction of the personal property of residents is prohibited.

Pets and Animals

Due to the need for pest control, the potential for disruption, and safety and medical reasons, animals other than non-harmful fish in an aquarium (less than 30 gallons) are not permitted in any Housing facility for any length of time. Fish must be kept in a clean, odor free and well-maintained aquarium. Aquariums are limited to a maximum of 10 gallons. Each resident is allowed one aquarium. Residents should be mindful of break periods and planned and unforeseen electrical outages which will shut down aquarium pumps and equipment. Guests and visitors may not bring pet animals into the residence halls. Additional cleaning and/or pest control resulting from unauthorized pets or unkempt aquariums will be charged to the resident. This policy does not apply to service and assistance animals approved (by both BMAC and HRL) as a reasonable accommodation for people with disabilities. Approval must be received prior to the animal entering facility. For information on accommodation, please contact the Housing and Residential Life office. Once approved, all provided policies must be followed.

Pool Use (Beachside Only)

The pool is open exclusively to Beachside residents and their escorted guests. Residents are responsible for the behavior of their guests at all times. Pool hours are daily from 8am-10 pm. For safety, jumping from roofs, windows, or railings into the pool is not allowed. Pool furniture must remain inside the gated area and cannot be removed. The pool gates must remain closed and

securely locked at all times to ensure everyone's safety.

Pranks

Pranking or playing a practical joke on another person can lead to injury, inappropriate behavior, or acts of retaliation that can be detrimental to the residence hall community.

Recording Devices

In accordance with the Campus Regulations, the following behavior is prohibited and may result in removal from the university:

- Making, attempting to make, transmitting, or attempting to transmit audio or video of any person(s) on University premises in bathrooms, showers, bedrooms, or other premises where there is an explicit expectation of privacy with respect to nudity and/or sexual activity, without the knowledge and consent of all participants subject to such recordings.
- The use and/or possession of camera doorbells in the residence hall.
- Undisclosed and unauthorized recording of other individuals and/or personal property within the University community, including but not limited to social and digital media platforms.

Satellite Dishes and Antennae

Satellite dishes and antennae are not permitted and will be removed by Facilities. Charges for removal will be incurred by the student.

Smoking and Tobacco Products

Smoking, the use or sale of tobacco products, and the use of designated smoking areas are prohibited on all California State University properties. Smoking is prohibited inside all buildings within the housing complex. Smoking is defined as inhaling, exhaling, burning or carrying a lighted cigarette, cigar, pipe, or other smoking apparatus. Electronic cigarette/vape use is also prohibited on campus. Hookahs, either fully or partially assembled, are prohibited in student rooms. Heating of hookah coals is prohibited within residence halls.

Social Media and Electronic Communication

Any conduct taken via social media, online communities, or through electronic communications (text, Teams, pictures, and videos) that violates any Housing & Residential Life Community Standard or University policy will be considered a violation of policy. Resident Assistants and Residential Life Staff are the only ones permitted to advertise programs and resources in official floor/community Teams chats. In addition, residents should be aware that materials sent electronically or posted on social media may be used as evidence during the student conduct process for policy violations occurring in the residence halls.

Please follow recommended safety guidelines when sharing personal information on social networking sites and online communities (such as hall and room number, cell phone number, date of birth, time away, and photographs).

Solicitation and Distribution

Door-to-door solicitation, both commercial and noncommercial, is strictly prohibited. Sliding ads/fliers under doors, affixing on/near doors, using door hangers, collecting money or information, or handing out fliers/information is strictly prohibited (with the exception of HRL staff and approved campus partners). Vendors are prohibited from selling, soliciting, or making deliveries in University residences.

For their own protection, students are urged to report solicitation or distribution to a member of Hall Staff or the University Police.

Threatening Behavior

Conduct that threatens or endangers the health or safety of any person within or related to the residence hall community, including fighting, physical assault or abuse, threats, intimidation, harassment, bullying (including cyberbullying) or sexual misconduct is prohibited.

Vandalism

Vandalism to any Residence Life or University building, machinery, property, or signage (including bulletin boards, fliers, posters and signs) is prohibited. Violations of this policy will result in individual or shared billing and/or conduct referral.

Visitation and Guests

A guest is defined as a person who does not have key card access to the building, suite, or room, regardless of whether or not they are a resident in another room, suite, building, or village. Invited guests are permitted to visit residents in their rooms at times mutually acceptable to all roommates, as well as permitted to visit the building and suite.

The following policies apply:

- Guests should be escorted by a resident of that building at all times. The following procedures are required: (1) guests should be met in the public area and escorted to the room, (2) when departing, the host will escort the guest out of the building.
- Guests must not be left unattended in buildings, suites, or rooms.
- Guests must not be given a key card or room key.
- Guests must use public restrooms located on the first floor of the building and/or in the village service center.
- For fire safety, the maximum capacity of a room is as follows:
 - Single rooms: 3 people total
 - Double and triple rooms: 6 people total
- Overnight guests may stay no longer than two (2) nights per month. (Guests in the halls anytime between 2am-8am are considered overnight guests.)
 - Permission of the resident's roommate must be obtained (written permission is highly recommended).
 - Roommate agreements always supersede a resident's right to host guests; issues or concerns should be worked out between roommates.
- Cohabitation is not allowed in the residence halls. Cohabitation is defined as a person using a residence hall room as if that person were living in the room, but not actually being assigned as a resident of that room. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the room, sleeping overnight in the room on a

regular basis, and using the bathroom and shower facilities as if they lived in that room. Violating a roommate's right of entry into their room or hindering a roommate's ability to study and/or sleep within their room because of a guest's continual presence is considered a violation of this rule.

- Residents are responsible for the behavior of their guests.
- Guests are not permitted during early move in, Winter break, and commencement week. (During winter break, a “guest” is considered any person who has not paid the break housing fee and signed the break period license agreement. During commencement week, a “guest” is defined as any person who does not live in the halls, including those who just vacated the residence halls, unless they are actively helping the resident move out.)
- Guests who are involved in an incident or are creating a disturbance in the residence hall community will be asked to leave the hall/area.

Weapons

Real and/or simulated weapons or related accessories are NOT permitted in or around the residence halls. This policy applies to:

- firearms,
- knives* and swords,
- any device, loaded or unloaded, that expels a metallic or similar projectile, such as a B-B, pellet or paintball, through the force of air pressure, CO2 pressure, or spring action,
- spot-maker guns,
- Tasers (or other electroshock weapons),
- full size pepper spray, or inappropriate discharge of small personal-protection-size pepper spray;
- electronic stun devices,
- slingshots,
- archery equipment,
- martial arts devices,
- inoperable weapons,
- toy guns or weapons,
- sheath knives,
- “buckskin” knives,
- any dirk, dagger, sword, ice pick, unguarded razors, folding knives, knives, throwing stars or throwing cards,
- explosives,
- firecrackers, ammunition, chemicals or
- any other material or instrument which, in the opinion of University authorities, poses an unreasonable risk of damage or injury.

Residents found in violation of this policy are subject to removal from the residence halls.

**Kitchen knives are permitted to be used solely for the purpose of cooking; length may be restricted. Kitchens are only available in Parkside North, Los Cerritos, and Los Alamitos (residents of those buildings only) and in Parkside Commons and Hillside Commons (for all residents), but kitchen knives are only to be used in these kitchens and should be transported/stored safely.*

Wheeled Transportation

Bicycles

Residents bringing bicycles on campus are advised to park and secure them in the bicycle racks placed near the residence halls and to utilize the highest quality bike locks available. Residents are encouraged to register bicycle with the University Police Department. Bicycles will be removed if secured to anything other than the bike racks provided. Please follow the guidelines below:

- Riding bicycles or attempting bicycle repairs and maintenance in the buildings is prohibited.
- Leaving bicycles in suite living rooms, lounges, laundry rooms, hallways, stairwells, or other public areas is a violation of fire and public safety regulations and a hindrance to other residents and the custodial services provided. Any bicycles found in such locations will be immediately removed.
- Residents may not store nor should they leave bicycles from bike share services in or around the residence halls.
- During Winter and Spring Breaks only, bicycles may be kept in individual student rooms when (1) the person's roommate does not object and (2) the bicycle owner agrees to be responsible for any damage (grease, tire marks, etc.) caused by the bicycle. Please remove any excess dirt or mud from the bike before bringing it into the building. E-Bikes are prohibited in campus housing. See below.

Coasting Devices

The use of coasting devices (roller skates, rollerblades, scooters, skateboards, etc.) is prohibited within any building, any covered area and in the designated pedestrian-only zones on campus. Persons may coast or ride upon any sidewalk or improved surface used for pedestrian purposes, subject to certain restrictions. Traditional skateboards and scooters can be carried through the buildings to be stored in student rooms. Riding bikes/skateboards/scooters of any type indoors is prohibited. Refer to the University Skateboard Policy; csulb.edu/police/skateboard-policy

Electronic Skateboards/Electronic Bikes/Electronic Scooters/Hoverboards

The use, possession, and storage of electronic skateboards, electronic bikes, electronic scooters, and hoverboards is strictly prohibited inside the housing complex. This includes all residence halls, suites, the Dining Commons, and surrounding housing grounds. This includes similar motorized devices that use lithium-ion battery packs. Most of these devices are also not permitted for use on campus, as they have caused injuries to pedestrians and are a safety concern. Residents who bring these devices must store them outside using designated bike racks.

Mopeds, Motorcycles, and Motor Vehicles

Parking permits are required for all motorcycles and mopeds. These vehicles must be parked only in designated areas within the University parking lots. Fire regulations and safety procedures prohibit mopeds and motorcycles from being parked in or around the residence hall buildings at any time, including vacation periods. Violation of this policy may result in citation and immediate tow and impound of the vehicle at the owner's expense. Additionally, maintenance work on motor vehicles is prohibited inside the residence halls.

Window and Screens

Throwing, dropping, or allowing any object or person(s) to pass through a window constitutes a safety

hazard and is prohibited. Window screens are provided for health and safety and should not be removed. Damaged and missing room screens will be repaired and replaced at resident's expense. Security window screens are located on each of the ground level rooms. If the security tag is broken on these rooms, residents will be charged for the tags to be replaced. Climbing in and out of windows is also prohibited. Some windows have a regulator installed to limit how far the window can be opened; regulators must not be removed.

Unauthorized Access

Entering a resident's room without the express permission and presence of the resident who resides in that room is prohibited. This includes, but is not limited to, borrowing another resident's key to access their room, forcing a door open, or entering a room through a window or bathroom. Residents are also not permitted to enter spaces to which they do not have access, such as offices, etc.

Unauthorized Recording

California's wiretapping law is a "two-party consent" law. California makes it a crime to record or eavesdrop on any confidential communication, including a private conversation or telephone call, without the consent of all parties involved in the conversation. See Cal. Penal Code § 632.

Procedures

Abandoned Property

After a resident has moved out, an item is considered abandoned if it is left behind. Per the License Agreement, HRL may retain or dispose of the property as deemed appropriate. Items of value are turned into the approved University Lost and Found locations. Residents shall not store articles and belongings in the housing facilities during the summer.

Breaks

The License Agreement covers the fall semester up to the end of finals in December, and the Spring Semester up to the end of May finals. Residents may stay in their rooms for Fall Break and Spring break, but services will be limited and dining will be closed. Residents may keep their belongings in their room for Winter Break, but if residents wish to reside on campus for Winter Break, they must fill out a Winter Break License Agreement and pay a license fee. Information about license agreements and fees will be sent to CSULB student email as the break approaches.

Bugs, Rodents, and other Pests

Housing Facilities will utilize environmentally appropriate pest-control practices when possible to remediate any situation. If students wish to report pest-related problems, they should contact the Service Center or the RA on call or submit a work order.

- If a bug, insect, pest or rodent problem is attributed or thought to be attributed to, poor housekeeping practices, the space will be inspected, and housing will instruct students on how to appropriately take corrective action to reduce the hazards.
- If more aggressive housekeeping is required or if the timeline for cleanup has not been met by the occupant(s) of the room(s), Office of Environmental Health and Safety will request the response of the Custodial Department, who will rectify the adverse health conditions at the expense of the residence hall or individual(s) responsible.
- Additional information regarding bed bugs is available [here](#).

Check Out

Checking out is required when conducting a room/hall change, upon approval of a request to vacate, or at the end of the License Agreement. Residents must check out for break and the end of the year 24 hours after their last final, unless granted an exception.

Please complete all components below:

- Fill out a Request to Vacate Form. (This form is not needed if a room change has been granted or if checking out at the end of the License Agreement.)
- Thoroughly clean all areas of room and all furniture; vacuum room; remove trash to the dumpsters.
- Defrost and clean refrigerator, unless still being used by a roommate. The last person checking out of a room is responsible to ensure that the refrigerator has been defrosted and cleaned.
- Remove all personal belongings from room, suite, and bathroom areas.
- Lock the windows to the room, close all blinds, and turn off all lights.
- Pick up mail from Luxor One box and/or the Service Center. Change mailing address in the Housing Portal in order to ensure receipt of future mail.
- Visit the Service Center during regular business hours complete the checkout only after completing each of the steps above. Be prepared to relinquish access to the room at this time.

Once a resident has checked out of a room in a residence hall, that individual is now considered a guest and no longer a resident of the building (all guests must be escorted by a current resident of the building and follow all of the guest visitation policies, which can be found in this handbook).

In the event a resident does not properly check out of their room at the end of the license period as requested, residence hall staff will dispose of or turn in items based on our “Abandoned Property” policy. Residents who abandon their room will incur charges if there is excessive trash/uncleanliness, or damage to the premises beyond normal wear and tear.

Emergencies

- **Earthquakes:** The important thing is to shield yourself from falling objects. In the event of an earthquake, if you are:
 - *Inside*
 - Get under sturdy furniture or stand in a doorway to prevent injury from flying objects, falling material, and/or ceiling failures.
 - Earthquakes frequently have aftershocks, therefore be prepared.
 - Except in case of fire, opening room doors is advised to prevent locks jamming.
 - Do not evacuate until evacuation routes have been checked for safety.
 - *Outside*
 - Move away from buildings and areas subject to falling glass, electrical wires, and debris.
 - If you cannot get to a clear area, take cover in a door or archway.
 - Do not enter any buildings immediately, even after the shaking has stopped.
- **BeachALERT Emergency Notification System:** The emergency notification system allows the University to send important information and instructions during emergency situations to students, faculty, and staff via home phone, cellular phones, text messaging, and e-mail. Notification will be sent without delay once an immediate threat or hazard to campus safety has been identified. We encourage all residents to ensure their contact information is current by logging in to my.csulb.edu. BeachALERT will use the entered home, cellular, and Emergency Text Alert Message information for emergency notification.

- **Emergency Response and Evacuation:** In the event of an actual emergency, information will be provided to the campus community through Channel 3, CSULB webpage, voicemail broadcasts and the BeachALERT Emergency Notification System.
- **Fire Alarms and Drills:** Every room has full smoke detection with at least one smoke detector in each room where required. When activated, these devices will sound an alarm locally. All smoke detector alarms will report to the University Police Department. All residents are required to evacuate a building during a fire alarm. If a fire alarm sounds, doors to rooms should be closed and students should proceed to the closest exit. If smoke hampers a means of egress, persons should seek an alternative route. Fire drills will be conducted during the academic year. Building occupants should not use elevators to evacuate the building. The stairs should be used to evacuate safely.

When outside the building, every resident should proceed to a pre-designated assembly area, at least 50 feet away from the building. (Assembly points are listed at the California State University Long Beach Emergency Preparedness website.) Residents should not stand in front of or near the entrances to the building, obstructing firefighters' access to the building. Residents must not re-enter the building until the fire alarm has been silenced and University Police Department has indicated that it is safe to reoccupy.

If you think you might need specialized assistance in recognizing an alarm (i.e. a visual alarm device) or help during an evacuation (i.e. specialized evacuation equipment or alternative egress route planning) due to a medical condition or disability, you may contact your Area Coordinator or Residential Life Coordinator to arrange for an evaluation. Self-identification is voluntary. All such requests and any special arrangements made will only be disclosed to Public Safety and individuals who have a responsibility to assist under the plan.

- **Health and Safety:** All students share responsibility for the health and safety conditions of their hall. To keep halls safe, students must keep the following facts in mind:
 - Know the fire exit routes from the residence hall.
 - Corridors and stairwells in residence halls have the following life safety equipment: emergency lighting, exit signs, fire extinguishers, fire alarms and smoke detectors.
 - Burned-out light bulbs in corridors will be replaced by Maintenance Technicians. Students should not replace any light bulb, as oversized bulbs can overload the circuits and create a fire hazard.
 - Combustible materials should not be placed against or left in contact with radiators, heating units, light bulbs or lighting fixtures, or any other electrical items.
 - Lamps should never be placed near curtains, bedding, posters or pictures.
 - Bed structures may not render windows unusable for emergency access or for air circulation. Bed structures may not block access to heating or ventilating units, plumbing, lighting fixtures, and thermostats.
 - Fire safety equipment may not be tampered with or interfered with for any reason. Automatic sprinkler heads must be kept clear of all obstruction.

Good Samaritan

Housing and Residential Life may offer amnesty for minor conduct violations to (1) a resident who may have committed a minor violation at the time of a more serious incident or (2) a resident who offers help to those who need medical assistance. If amnesty is offered, educational options may be explored, but no conduct actions or record will result.

Health and Safety Inspections

Housing staff will conduct bedroom, bathroom and common area inspections to ensure the safety and sanitation of each room. Inspections will be announced ahead of time and will occur between the hours of 10:00 a.m. and 10:00 p.m. on the scheduled days. It is not necessary for residents to be present during the inspection. Residents in rooms designated “unacceptable” after the inspection will have 48-72 hours to clean the space or correct the violation. Failure to comply may result in a conduct referral. If a Code of Conduct or University Housing Services policy violation is found during the inspection, it may result in a conduct referral. Inspections will take place twice in the academic year: once in the Fall AND once in the Spring semester.

Medical

The facilities of the Student Health Center are for your benefit. If you become ill, go to the Student Health Center. The center is open from 8am-5pm on Monday, Tuesday, Thursday, and Friday and on Wednesday from 9am-5pm. In case of after-hours illness, see your Resident Assistant, call the RA on-call Duty Phone number, inform any residential life staff member, or dial 911.

Personal Property Insurance

The University and the Office of Housing do not carry insurance on student belongings and, therefore, accept no responsibility for theft, loss, or damage, etc. Therefore, the University strongly recommends that the resident obtain additional coverage, such as a renter's insurance policy. Homeowners insurance may cover property outside of the home, which means that you should consult your policy to determine if you are covered.

Policy Governance

The three Residential Villages are governed by the laws of the State of California and the policies and procedures of the University and University Housing. All residents share the responsibility for the living environment, and it is important to read and understand the material in this handbook, as well as the Terms and Conditions on your Housing application and License Agreement, as well as any Addenda to the License Agreement. University Housing adheres to the CSULB University policy regarding standards for student conduct. Housing and Residential Life reserves the right to change any of the policies at any time and will notify residents of any such changes via communications through campus email and/or building postings.

Privacy and Security

Residents should take the following precautions concerning the protection of their property in the residence halls:

- When leaving a room, always take your key card and close the door.
- If locked out, contact the Service Center or RA on call. Consider calling your roommate.
 - If an ID card is lost, replace it and inform HRL staff immediately.
 - Temporary key card access may be provided by the Service Center for technical issues, if the Bookstore is closed and room access is needed, or for room changes.
 - Temporary key cards are only available to the resident of the bed space, must not be shared with someone else, and must be returned by the deadline received via email or a replacement fee will be charged.
- Beachside residents should also lock the bathroom door when not in use.
- Report any broken or faulty locks to staff immediately.

- Avoid bringing large amounts of cash or valuables to campus.
- Keep cash and valuables secure.
- Close and lock windows when rooms are unoccupied, especially first-floor rooms.
- Keep an inventory of property and when appropriate, keep a list of serial numbers and manufacturers. Residents should consider engraving their name or ID number onto the equipment.
- Keep valuables out of sight by closing blinds and storing items away from windows. Consider keeping valuables/large sums of money in a safe.
- Never leave a note on your door or on social media sites sharing that you are out of town.
- Report any unfamiliar persons or individuals immediately to staff.
- Residents should never admit anyone into the buildings who they do not know for certain is a resident or a member of the University staff, including holding open the door for someone or allowing someone to “tailgate” behind you. Never make assumptions about strangers’ identities or credentials.
- If you feel you are victim of a crime, report immediately to UPD and inform residence hall staff.
- Bicycles should be secured on bicycle racks or bicycle cages at all times. In addition to heavy duty bicycle locks, students should register their bicycles with University Police (information here: [Bike Program](#)) and with Long Beach Police Department.

Room Changes

- University-initiated: The University reserves the right, as stated in the housing license agreement, to make changes in room assignment.
- Student-initiated: The residence halls are typically full; therefore, the ability to change rooms or halls may be extremely limited.
 - If a resident has an issue or concern with a roommate, they should first try to resolve and then contact their RA for assistance before they request a room change. Only after all efforts for mediation and compromise have been exhausted (revisit roommate agreement, communicate verbally with roommate, address concerns with RA) will a room change request be considered.
 - The resident initiating a roommate concern may not force the other party to relocate.
 - Room change requests within a building are not reviewed until after the first 30 days of the fall semester and after the first 14 days of the spring semester.
 - You will be contacted by the Residential Life Coordinator to discuss the room change request and reason for change. A meeting will occur with the Residential Life Coordinator, who will verify that a mediation has taken place (in the event of a roommate conflict). If the request is granted, the Residential Life Coordinator will coordinate with the Housing Office. Once that begins, the request cannot be changed. Requests are honored on a first-come, first-serve basis based on availability. Residents are not able to move back into the old room after the request has been approved.

Making a physical room changes without written permission from the Residential Life Coordinator and HRL is prohibited and may result in an improper check out fee, disciplinary action, and loss of moving privileges. Once the Residential Life Coordinator has notified the resident if the room change has been approved, the move must be completed within 3 days (or before leaving for semester break, whichever comes first). Residents will need to follow the Check Out procedure for their old room. More information about the room change process can be found [here](#).

Room Entry

Housing and Residential Life reserves the right to enter rooms with notice to conduct necessary

maintenance repairs, for emergency responses, and to check upkeep of furniture and equipment. When room entry is necessary, every effort is made to have a resident present. Residents may specify certain normal daytime working hours (8am-5pm) for maintenance work to be performed in their rooms when filling out the Maintenance or IT request forms. University Housing reserves the right to enter rooms to perform health and safety checks once per semester (see "Health and Safety Inspections") and when deemed necessary to ensure the safety and security of residents and their guests.

Roommate Conflict/Mediation

Honesty and open communication help resolve problems before they become serious. The following may assist you in discussing concerns with your roommate.

- **In Person Communication:**

- In any conflict it is generally best to examine yourself first and acknowledge where you may have fault in the relationship. Asking your roommate if there is anything you can do to improve the roommate relationship shows that you are willing to work with the roommate in a spirit of cooperation. Listen first, then talk.
- After acknowledging any faults on your part, it is important to discuss your concerns with the other person in private. While it may be wise to seek counsel before talking to the other person, talking inappropriately about another person to others can be very destructive to the relationship.
- Suggest positive things you may appreciate about your roommate. People are generally less defensive and more receptive when they know that you care about the relationship.
- Express your thoughts with language that does not immediately put the other person on the defensive. Use, "I" statement. "I" statements sentences that communicate your feelings, thoughts, observations, perceptions, and reactions. When confronting someone, talk in terms of yourself. For example, "I think..." "I feel..." "In my experience...", "I need..." and "I've observed..."
- Be specific in your description of the behavior and the effect it has on you.
- Use your speech and body posture to deescalate a situation. Remaining calm and open will always accomplish more than raising your voice or trying to intimidate.
- Use appropriate non-verbal behaviors. Look the other person in the eye. Speak clearly, without hesitation, and lean toward the listener while still respecting their personal space.
- Do not engage in name calling or other behavior which would be disturbing to others. If tempers begin to flare, consider moving the discussion to an alternate location or time.
- State your request clearly. Be honest and direct. Do not explain or apologize unnecessarily.
- Visit your RA to document any changes to your prior roommate agreements.
- It may be important to remember that you don't have to be best friends with the person you're living with as long as you can effectively communicate with each other.
- Express your concerns early and often, before tension builds to the point where personal communication is strained.

- **If you are not satisfied with the results of your discussion, consider the other strategies noted below.**

- Mediation is a voluntary way to resolve disputes without giving the decision-making power to someone else. It involves sitting down with the other side in the dispute and a third-party who is neutral and impartial (the mediator). The mediator helps the parties identify the important issues in the dispute and decide how they can resolve it themselves. The mediator doesn't tell each person what to do or make a judgment

- about who's right and who's wrong. Control over the outcome of the situation stays with the roommates. Your RA, AC, or RLC can serve as a mediator. Roommates that are threatening, hostile, or who refuse to engage in the mediation process will be moved.
- CSULB has trained mediators who can help resolve issues and concerns with roommates, suitemates, and friends. Additional information on requesting mediation can be found [here](#).
 - More information, including the room change process, can be found [here](#).

Storage

Limited storage space is available in the residence hall room. Storage space is not available in other places in the building.

Termination of License Agreement

Repeated violation of the Residence Hall Policies may result in cancellation of your housing license agreement and will result in restriction from reapplying to housing in the future, as well as a restriction from housing buildings and events.

Title IX

Title IX of the Education Amendments Act of 1972 (20 U.S.C. § 1681) is an all-encompassing federal law that prohibits discrimination based on the gender of students and employees in educational institutions that receive federal financial assistance. Best known for requiring gender equity in collegiate athletics, Title IX broadly prohibits discrimination on the basis of sex in any education program or activity. Sexual violence is viewed under the law as an extreme form of hostile environment/sexual harassment.

Title IX states, “No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance” (20 U.S.C. § 1681).

California State University, Long Beach, takes pride in its tradition of maintaining a civil and non-violent learning, working, and social environment. Civility and mutual respect toward all members of the University community are intrinsic to the establishment of excellence in teaching and learning.

Reports of sexual harassment and sexual violence may be made directly to the Title IX Coordinator listed below.

Larisa Hamada
Title IX Coordinator
(562) 985-8256
Foundation Suite 120
Office hours: M-F 8am – 5pm
[**Larisa.hamada@csulb.edu**](mailto:Larisa.hamada@csulb.edu)

University Office of Equity & Compliance

The Office of Equity & Compliance provides leadership and direction to achieve a positive, continuing, and vigorous campus nondiscrimination and equal opportunity program that goes well beyond the fulfillment of basic regulatory and procedural requirements to one with emphasis on providing positive attention to serving the needs of the campus. Students are encouraged to seek assistance from the Office of Equity & Compliance for complaints pertaining to discrimination, harassment, or retaliation based on a protected category.

Location:

6300 State University Drive (Mail Stop 0605),
Foundation 160
Long Beach, CA 90815-0605
Phone: (562) 985-8256
Email: larisa.hamada@csulb.edu
Website: www.csulb.edu/equity-compliance

University's Notice of Nondiscrimination

All university programs and activities are open and available to all regardless of race, sex, color, ethnicity or national origin. Consistent with California law and federal civil rights laws, California State University, Long Beach (CSULB) provides equal opportunity in education and employment without unlawful discrimination or preferential treatment based on race, sex, color, ethnicity, or national origin. Our commitment to equal opportunity means ensuring that every student and employee has access to the resources and support they need to thrive and succeed in a university environment and in their communities. The California State University, Long Beach complies with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, the California Equity in Higher Education Act, California's Proposition 209 (Art. I, Section 31 of the California Constitution), other applicable state and federal anti-discrimination laws, and CSU's Nondiscrimination Policy. We prohibit discriminatory preferential treatment, segregation based on race or any other protected status, and all forms of discrimination, harassment, and retaliation in all university programs, policies, and practices.

California State University, Long Beach (CSULB) is a diverse community of individuals who represent many perspectives, beliefs and identities, committed to fostering an inclusive, respectful, and intellectually vibrant environment. We cultivate a culture of open dialogue, mutual respect, and belonging to support educational excellence and student success. Through academic programs, student organizations and activities, faculty initiatives, and community partnerships, we encourage meaningful engagement with diverse perspectives. As a higher education institution, we are dedicated to advancing knowledge and empowering individuals to reach their full potential by prioritizing inclusive curriculum development, faculty and staff training, student mentorship, and comprehensive support programs. At CSULB, excellence is built on merit, talent, diversity, accessibility, and equal opportunity for all.

Notice of Non-Discrimination on the Basis of Gender or Sex

The California State University does not discriminate on the basis of gender, which includes sex and gender identity or expression, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of gender or sexual orientation in employment, as well as in all education programs and activities operated by the University (both on and off campus), including admissions. The protection against discrimination on the basis of gender or sexual orientation includes sexual harassment, sexual misconduct, sexual exploitation, dating/domestic violence, and stalking.

Any person may report sex discrimination, including sexual harassment (whether or not the person

reporting is the person alleged to have experienced the conduct that could constitute sex discrimination or sexual harassment), in-person, by mail, by telephone, or by electronic mail, using the contact information listed below for the Title IX Coordinator, or by any other means that result in the Title IX Coordinator receiving the person's verbal or written report. Such a report may be made at any time (including during non-business hours) by using the telephone number or electronic email address, or by mail to the office address listed for the Title IX Coordinator.

For complaints pertaining to student sexual harassment, sexual misconduct, dating or domestic violence, sexual exploitation, or stalking please refer to a separate University policy outlined in CSU's Nondiscrimination Policy. The University's Policy on confidentiality is on a "need to know" basis. In addition, the University upholds a strong non-retaliation policy which means individual have a right to file a complaint or share information without fear of retaliation.

The following person has been designated to handle inquiries regarding the non-discrimination policies:

Larisa Hamada, AVP / Title IX Coordinator & DHR Administrator

Kerry Duncan, Associate Director / Deputy Title IX and DHR Administrator

Nick Rodriguez, Associate Director / Deputy Title IX and DHR Administrator

Location: Office of Equity & Compliance | 6300 State University Drive, Suite 160, Mail Stop-0605,
Long Beach, CA 90815

Monday - Friday, 8:00AM - 5:00PM

Email: Larisa.Hamada@csulb.edu | Phone: (562) 985-8256

The OCR office for California is located at:

Seattle Office

Office for Civil Rights

U.S. Department of Education

915 Second Avenue Room 3310

Seattle, WA 98174-1099

Telephone: 206-607-1600

FAX: 206-607-1601; TDD: 800-877-8339

Email: OCR.Seattle@ed.gov

Resources for Survivors of Sexual Assault

If you have been sexually assaulted, you are not alone, you are not to blame, and there are many resources to help you. Further information on reporting and resources, including confidentiality information, is included on the Title IX website: csulb.edu/titleix

Confidential	Non-confidential	Campus-based Support
<i>Jacqueline Urtez & Rocio Telumbre</i> <u>Campus Confidential</u> <u>Advocates</u> Student Health Services (562) 985-2668 advocate@csulb.edu M, Tu, Th, F 8am-5pm W 9am-5pm	<u>CSULB University Police</u> <u>Department</u> (562) 985-4101	<u>Wellness and Health</u> <u>Promotion</u> Student Health Services (SHS), Room 268 (562) 985-4609
<i>Linda Peña</i> ATOD/Violence Prevention & Sexual Misconduct Counselor (562) 985-1732 Student Health Services Linda.pena@csulb.edu	<u>Office of Equity and Compliance</u> Foundation 160 (562) 985-8256 oec@csulb.edu	<u>Women's & Gender Equity Center</u> Celia Mejia, Associate Director Student Success Center 240 (562) 985-8576 csulb.edu/wgec
<u>Student Health Services</u> Merriam Drive and Beach Drive (562) 985-4771 M, Tu, Th, F 8am-5pm W 9am-5pm Emergencies: 911 (after hours)	<u>Not Alone @ the Beach</u> Shelley Ericksen	<u>Bob Murphy Access Center</u> Mary Nguyen, Director Student Success Center 110 (562) 985-5401 csulb.edu/bmac
<u>Counseling & Psychological Services (CAPS)</u> Brotman Hall 226 (562) 985-4001 M-F 8am-5pm <u>After hours crisis phone</u> <u>counseling:</u> (562) 985-4001		<u>Center for International Education</u> Eugenia Kim Director, International Students and Scholars Foundation 185B (562) 985- 8090
<u>YWCA Greater Los Angeles Sexual Assault Crisis Services</u> 24 Hour Crisis Hotline 877.Y.HELPS.U / 877.943.5778		<u>Night Escort Program/Community Service Officers (CSO)</u> (562) 985-4101

Appendix

Appliances	
Permitted Items	<ul style="list-style-type: none">• Fully enclosed coffee makers with internal heating devices (such as Keurig and K-Cup).• Electric kettles with a UL certificate.• Blenders with an automatic shutoff.• Fans (desk, tower, window, box fans)• Irons, steamers, hair tools with automatic shutoff• Electric blankets with automatic shutoff• Only UL Approved, 15-amp, surge-protected power strips with built-in fuses may be used to plug in multiple devices to one outlet• There may only be one power strip maximum per outlet
Prohibited Items	<ul style="list-style-type: none">• All appliances with open heating coils are prohibited. This includes, but is not limited to: hot plates, hot oil fryers, rice cookers, popcorn makers, personal space heaters, sun lamps, electric grills/griddles/sandwich makers, toasters, toaster ovens, crock pots, air poppers, or other appliances with open heating coils.• High-wattage appliances are prohibited. This includes, but is not limited to: air fryers, Ice makers, window or portable air conditioners or air coolers, pressure cookers, broilers, rotisseries/convection ovens, ceiling fans, skillets, dimmer switches, tabletop grills, bread makers, food dehydrators, food warmers, portable dishwashers, electric can openers, electric blankets without automatic shutoff. humidifiers, dehumidifiers, or halogen lamps (such as lava lamps).