

# FACILITIES GUIDE FOR RESIDENCE HALL LIVING



**LOYOLA**  
UNIVERSITY CHICAGO

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## **Introduction**

Hello Rambler family! Welcome to your new home at Loyola University Chicago!

To ensure a smooth and comfortable living experience, we have compiled a troubleshooting manual to help you address common issues that may arise in your residence hall. Please refer to the sections below for guidance on resolving these issues.

## **Work Order Tickets**

To ensure the successful completion of a requested task, specific details are needed. This information is collected through a work order ticket, which serves as a document outlining all the necessary details for the task.

To learn how to submit a work order ticket, watch a brief tutorial by following the link below. You can also use this link to request or submit your work order ticket directly.

### **Work Order Ticket Quick Guide:**

Step 1: Go to the Facilities Management web page: <https://www.luc.edu/facilities/>

Step 2: Go to the “Make A Request” tab, then select request a work order.

Step 3: Directed to the following page and scroll to the bottom of the page to “Submit Work Order.”

[/ FACILITIES/ REQUEST A WORK ORDER](#)

## **Request a Work Order**

Watch this short video tutorial (2:58) on [how to submit a work request](#)

Non-Facilities Related Work Requests:

- Fire alarm, building flood, power outage, elevator entrapment, natural gas odors call Campus Safety  
LSC/WTC (773) 508-7233 or HSC (708) 216-9077
- Networking / ITS: <https://luc.saasit.com/>
- Laundry (Residence Life): [LUC.edu/reslife/resources/maintenance/](https://luc.edu/reslife/resources/maintenance/)
- Key Request-Core Change (Campus Safety): [Luc.edu/securityaccess](https://luc.edu/securityaccess)
- Residence Hall Furniture: Please contact your RA

ABOUT US

MAKE A REQUEST

CURRENT AND RECENT PROJECTS

ENVIRONMENTAL SERVICES

RESOURCES

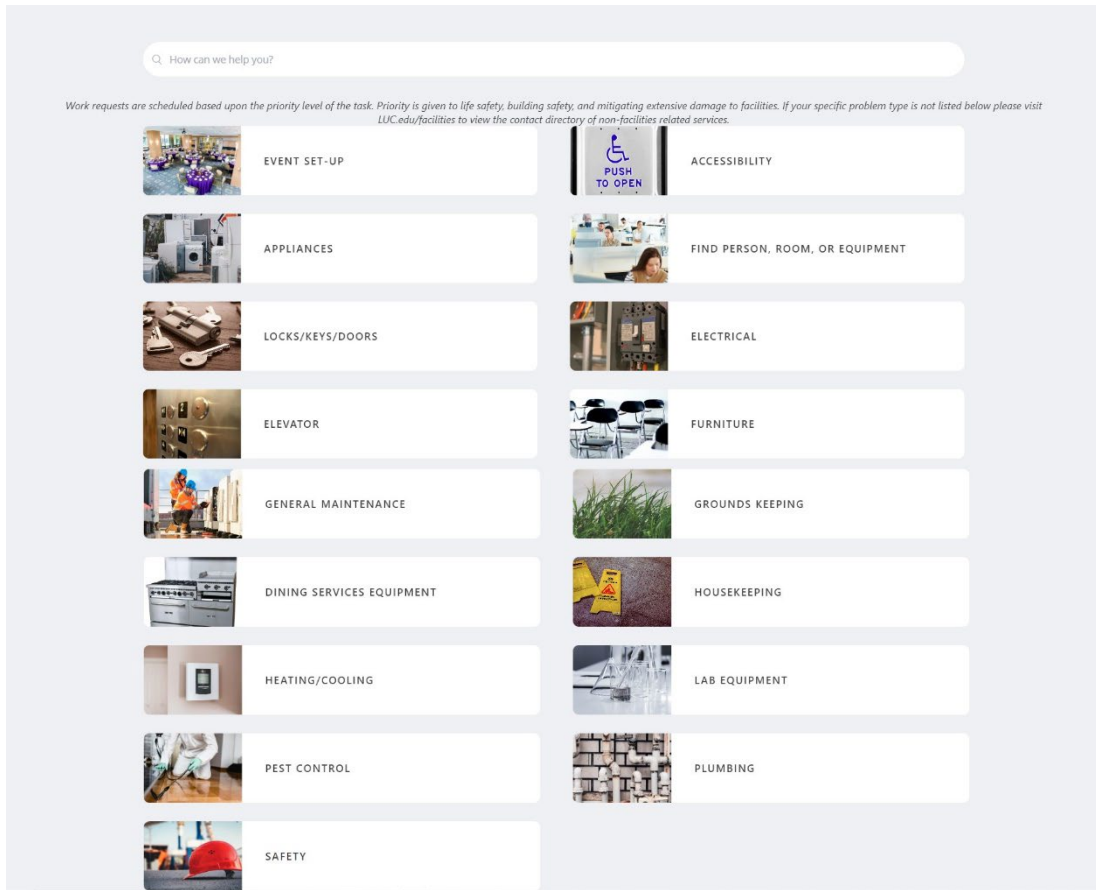
**SUBMIT WORK ORDER**

Step 4: Directed to Archibus log in page. Enter UVID log in and password.

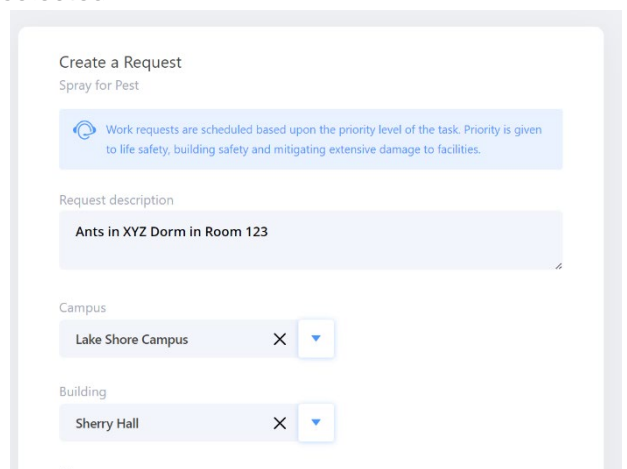
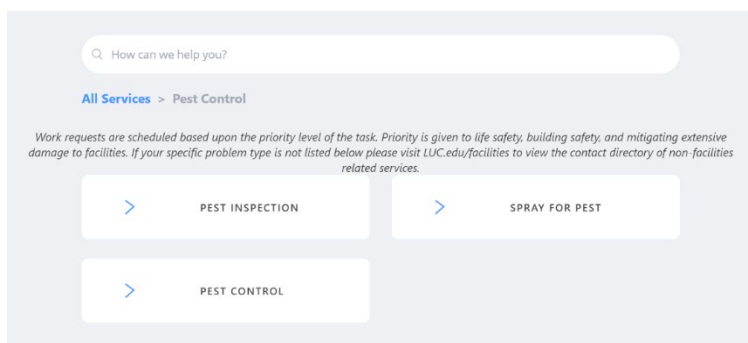
Step 5: Select a work order category.

Work order requests are scheduled based upon the priority level of the task. Priority is given to life safety, building safety, and mitigating extensive damage to facilities. If your specific problem type is

not listed, please visit [LUC.edu/facilities](http://LUC.edu/facilities) to view the contact directory of non-facilities related service.



Step 6: There may be a subcategory based on the choice selected.



Step 7: Click on desired category and complete the "Create a Request."

Step 8: Upload photos, if applicable, check the contact information, and click on send.

## **Electrical Issues**

### **Power Outages**

**Issue:** No power in your room or a specific outlet.

**Solution:**

Check if other rooms or common areas are also affected. If so, it may be a building-wide issue. Contact the residence hall office.

**In either case, submit a work order ticket, indicating if it is an isolated incident or a building wide outage.**

### **Ground-Fault Circuit Interrupters (GFCI) Outlets**

**Issue:** GFCI outlet not working.

Ground-Fault Circuit Interrupters (GFCIs) are installed where electrical circuits may accidentally come into contact with water. They are most often found in kitchens, bathrooms, and laundry rooms. GFCIs are fast-acting circuit breakers designed to shut off electric power in the event of a ground-fault. It works by comparing the amount of current going to and returning from equipment along the circuit conductors.

**Solution:**

If your power outlet isn't working, follow these steps to troubleshoot:

#### **1. Unplug All Appliances:**

Disconnect all appliances or devices that share the same circuit as the GFCI outlet.

#### **2. Check the Reset Button:**

Look for the reset button on your GFCI outlet and press it to see if it resolves the issue.

#### **3. Press the Reset Button:**

Firmly press the "Reset" button on the GFCI outlet. You should hear a click once it has been pressed successfully.

#### **4. Test the Outlet:**

Plug your appliances back into the outlet and check if they are working properly.

#### **5. Put in a Work Ticket:**

By following these steps, you should be able to resolve most GFCI outlet issues.



## Power Cords and Strips

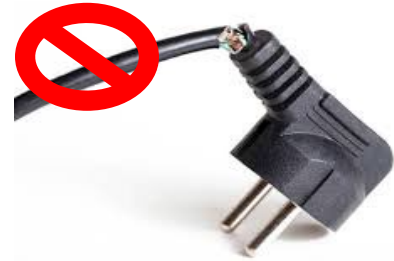
**Issue:** Devices not powering on.

### Solution:

All power strips should be UL Certified

If you lose power to your devices that are plugged into a power strip, first check to make sure that the reset button on your power strip has been pressed. Ensure the power strip or extension cord is plugged into a working outlet.

Check if the power strip has a switch and ensure it is turned on.



Inspect the power cord for any damage. Replace, if necessary.

If, after resetting or replacing your power strip, your devices still do not have power, please submit a work order ticket.



In some residence halls, the wall power outlets are controlled by a wall switch that looks just like a light switch (we know, it is weird). If you believe that your power outlet is not functioning, please make sure that your wall switch that is labeled “Wall Outlets” is in the “on” position.

**If your power outlet still does not work, please submit a work order ticket.**

### Power Strip and Extension Cord Dos and Don'ts:

#### PLEASE DON'T OVERLOAD YOUR POWER STRIPS OR EXTENSION CORDS

When using a power strip or extension cord, always check its maximum wattage, which can be found on the label or in the device's documentation. Ensure the total wattage of the devices plugged into the power strip does not exceed its capacity. Most power strips are rated for 15 amps, which equals about 1,800 watts. To avoid overloading, only connect as many devices as the strip can safely handle.

Certain appliances, which consume large amounts of power, should not be plugged into a power strip, as this could cause overheating and potentially lead to a fire. Always make sure the product is UL certified, indicated by a reflective sticker on the device.

These are a few appliances (but not limited to) which should be plugged directly into the wall:

- refrigerators
- microwaves
- coffee pots
- hair dryers,
- curling wands
- flat irons

Power strips should not be used with other power strips. Plugging multiple power strips together violates fire codes and can quickly overload the electrical system. Similarly, avoid using extension cords with power strips for the same reason.



### **Switched Outlet or Motion Sensor Outlet**

A switched outlet is a type of electrical outlet that can be controlled by a wall switch. A motion sensor outlet is an electrical outlet that automatically turns on or off when it detects motion.

#### Switched Outlet

- **Wall Switch:** Look for a wall switch near the outlet. If there's a switch that doesn't seem to control any lights, it might be connected to an outlet.
- **Testing:** Plug a lamp or another device into the outlet. Flip the nearby switch on and off. If the device turns on and off with the switch, it's a switched outlet.
- **Labeling:** Sometimes, switched outlets are labeled. Check for any markings or labels on the outlet cover or nearby wall switch.

#### Motion Sensor Outlet

- **Sensor:** Look for a small sensor on the outlet itself. This sensor is usually a small, round or rectangular window that detects motion.
- **Automatic Activation:** Plug a device into the outlet and move around in front of it. If the device turns on when you move and turns off after a period of no motion, it's a motion sensor outlet.
- **Indicator Light:** Some motion sensor outlets have an indicator light that shows when the sensor is active. This light might blink or stay on when motion is detected.



## **Plumbing Issues**

### **Low Water Pressure**

**Issue:** Weak water flow from faucets or showerheads.

**Solution:**

Check if the issue is isolated to one fixture or all fixtures.

### **Kitchen or Bathroom Faucet**

The kitchen or bathroom faucet may have an aerator. If the faucet has an aerator, it may need to be cleaned to clear any potential debris, which would restrict water flow. A sink aerator is a small, round device that you can screw onto the tip of your faucet to create a more consistent, splash-free stream of water. An aerator on a sink looks and feels like a mesh screen disk.

**Do not attempt to remove the aerator yourself as it may break if removed incorrectly. Submit a worker order ticket to Maintenance.**



### **Shower Head**

The shower head may have an accumulation of minerals, which would restrict water flow, or there may be a potential issue with the water pipes. Installation of a new off-market shower head is not approved by the university.

**If there is weak water pressure in the shower, submit a work order ticket to Maintenance.**

### **Clogged Drains**

**Issue:** Slow or clogged drains.

**Solution:**

**Plunger:** In most cases, a plunger may not be available. If a plunger is available, use it to try and clear the clog following the steps outlined below.

**Chemicals:** Avoid using chemical drain cleaners as they are prohibited by the university. Many chemical drain cleaners are advertised to break up blockages that a plunger cannot, but they can be damaging to your pipes.

**If the clog persists, submit a work order ticket to Maintenance.**



### **Flushable Wipes and Menstrual products**

While it might be tempting to flush items like wet wipes or menstrual hygiene products down the toilet, doing so can cause significant problems for plumbing systems and the environment. Even though some wet wipes are labeled as "flushable," they don't break down easily in water like toilet paper does. Instead, they can get caught in your pipes, leading to clogs that can be expensive and inconvenient to fix. When these wipes make it into the sewer system, they can combine with fats, oils, and other debris to form massive blockages, known as "fatbergs." These blockages can cause serious damage to sewage systems, resulting in costly repairs and environmental harm.

Flushing menstrual products like pads and tampons can be even more damaging. These products are designed to absorb moisture and expand, which makes them especially prone to causing clogs. Once they enter the plumbing system, they can block pipes, leading to backups and overflows. In some cases, these blockages can cause wastewater to back up into homes or businesses, creating unsanitary and hazardous conditions.

When non-biodegradable items like wet wipes and menstrual products end up in the sewage system, they can also cause harm to the environment. These products can make their way into waterways, where they contribute to pollution and harm aquatic life. The materials in these products don't break down easily, leading to long-lasting environmental damage.

To avoid plumbing issues and protect the environment, it's important to remember that the only things that should be flushed down the toilet are human waste and toilet paper. Dispose of wet wipes, menstrual products, and other non-flushable items in the trash.

### **Running Toilets**

**Issue:** Toilet continuously runs or leaks.

#### **Solution:**

If the toilet continuously runs, it is usually due to some part of the internal components in the toilet tank not working properly. **Submit a work order ticket to Maintenance.**

### **Water Leaking from Toilet**

**Issue:** Water leaking from the base of the toilet.

#### **Solution:**

If water is leaking from the base of the toilet, ensure that the water is cleaned up and **submit a work order ticket to Maintenance.**



## Heating and Cooling

At Loyola University Chicago, the transition between heating and cooling in campus buildings during the shoulder seasons (spring and fall) is carefully managed to ensure comfort and energy efficiency. The switch is determined by monitoring both outside temperatures and internal building conditions, with weather forecasts playing a key role in the timing of the change. If forecasts indicate a prolonged shift in temperatures, either warmer or cooler, the system is adjusted accordingly. Typically, when daytime temperatures consistently rise above or fall below a certain threshold for several days, we adjust our systems to match.

Once the heating or cooling mode is switched, it remains in place for the season, as these transitions involve significant effort from our facilities team and the infrastructure does not allow for frequent back-and-forth changes. Therefore, the decision to switch is made carefully to minimize any disruptions and ensure long-term comfort. We appreciate your understanding and patience during these seasonal transitions!

## Thermostats

**Issue:** Room temperature is too hot or too cold.

**Solution:**

You will see a number on the thermostat display. This number is the ambient temperature in the room. Use the up and down arrows on the thermostat to set the thermostat to the desired temperature. The room should adjust to the temperature over a period, depending on the temperature set point.



Ensure vents are not blocked by furniture or other objects.

In addition, windows should not be open if the thermostat is on, as this can lead in inefficient heating/cooling and mechanical failures of the equipment.

**If the temperature problem has not been solved, submit a work order ticket.**

## Window Air Conditioning

**Issue:** Room temperature is too hot or too cold.

**Solution:**

You will see a number on the display. This number is the temperature the room is being cooled to. Use the up and down arrows on the thermostat to set the thermostat to the desired temperature. The room should adjust to the temperature over a period, depending on the temperature set point.

Ensure the fan remains open and not blocked off in any way.

In addition, windows should not be open if the AC unit is on, as this can lead in inefficient cooling and mechanical failures of the equipment. The unit may be set to fan mode to help circulate air, but not cooling.

During winter months, when the temperature drops below 45°, AC units should be turned off, but for the fan is air circulation is desired. Failure to do so can lead to equipment failure.

**If the temperature problem has not been solved, submit a work order ticket.**

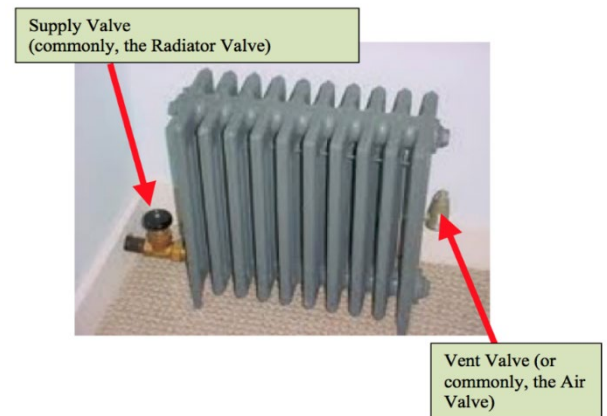
### **Opening and Closing Valves on a Steam Radiator**

If your dorm room has a steam radiator, the following steps will help to control the temperature within the room.

Find the supply valve on the left or right side at the bottom of your radiator. The other valve on the radiator will be fixed or will be capped (vent valve).

To turn your radiator off, turn the valve clockwise as far as it will go. Turn the valve anticlockwise to turn it back on.

A supply valve on a steam radiator cannot be partially open or closed to regulate the amount of heat the radiator generates. They must be either fully open or fully closed.



### **Windows and Doors**

#### **Closing Windows During Severe Weather**

**Issue:** Windows left open during storms.

**Solution:**

Close all windows to prevent water and wind damage. Lock the windows to ensure they stay closed.

**If there are any leaks, submit a work order ticket.**

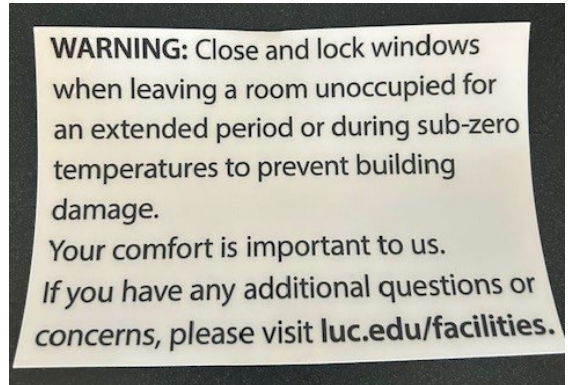
#### **Closing Windows During University Breaks**

**Issue:** Windows left open and/or unlocked during University breaks

## Solution:

There are window stickers as seen beside in all rooms.

- Close all windows to prevent weather elements from impacting the room.
- Close all windows to ensure room safety.
- Lock the windows to ensure they stay closed.



## Door Locks

**Issue:** Difficulty locking or unlocking doors.

## Solution:

Ensure the key or keycard is used correctly.

If using a key and the key sticks in the lock or the lock will not turn correctly, submit a work order ticket.

If you break or lose your key contact Residence Life right away.

If using a key card, ensure the card has not been demagnetized. Contact the Residence Hall office. If after, lock is still not working, submit a work order ticket.

## Pest Control

**Issue:** Presence of pests (insects, rodents, etc.).

Loyola University Chicago relies on an Integrated Pest Management (IPM) program. IPM is a comprehensive approach to controlling pests that focuses on minimizing risks to people, property, and the environment. Instead of relying solely on pesticides, IPM uses a combination of techniques to manage pest populations. Below are common seasonal insects that you might encounter:

### Spring and Summer:

- Mosquitoes: Common around water sources like Lake Michigan, they are most active during warm, humid months.
- Ants: Particularly in spring and fall, as they search for food and water.
- Houseflies: More prevalent in the summer, these pests are attracted to food and garbage.
- Spiders: Although they're present year-round, spiders like to come indoors during summer to escape the heat.
- Gnats: Small, flying insects often found near windows or plants, especially in the spring and early summer.

### Fall:

- Boxelder Bugs: These bugs often try to enter homes as the weather cools in search of warmth.
- Stink Bugs: Also seeking warmth, stink bugs may gather on the outside of homes in the fall, trying to get inside.
- Ladybugs: In cooler weather, ladybugs may seek refuge indoors, often gathering in large numbers.
- Beetles: Various beetles might also be found indoors in the fall, trying to escape the cold.

Winter:

- Cluster Flies: These flies are known to enter homes to hibernate during winter, often clustering in attics or walls.
- Spiders: Some species, like the house spider, can be more noticeable in the winter as they seek warm places inside.

**Solution:**

- Keep your room clean and free of food debris.
- Store food in sealed containers and in the proper location.
- Throw out disposable plates, utensils, cups, etc.
- Wash and dry dirty dishes.
- Take out the trash on a regular basis.
- Clean regularly and keep clutter to a minimum.
- Submit a work order ticket to report any pest sightings for prompt treatment.

### **Dishwashers**

If you live in a residence hall with a dishwasher, you'll find the power switch for the dishwasher in the cabinet beneath your sink. If you suspect that your dishwasher is not working, please submit a work order ticket for repair.

### **Bathrooms**

#### **Common Bathrooms**

Common bathrooms in Res Hall spaces are cleaned regularly by Facilities Custodial team. If there are any concerns about cleanliness or any issues with equipment within the space, please put in a work ticket. In addition, if potential mold growth is observed, report the bathroom location to Residence Life so they can submit a work order for the area to be cleaned.

#### **Private/Dorm Bathrooms**

Restrooms within a dorm or apartment are the student's job to maintain. Suggested cleaning products include commercial cleaners, vinegar, baking soda, or hydrogen peroxide. Additionally, using a squeegee to remove excess water from the walls/shower doors will help reduce the risk of mold and aid in keeping the bathroom clean.

Additional steps to help prevent mold in a dorm bathroom include:

- If there is a bathroom exhaust fan, make sure to always use the fan while showering and for a period afterwards. Ensure that the fan is turned off prior to leaving the bathroom.
- If there is a window, but no bathroom exhaust fan, open the window 2-3 inches to aid in moisture release. Ensure the window is closed and secured prior to leaving the bathroom.
- Wipe up any water spills or excess water prior to leaving the bathroom.
- Hang towels to allow them to dry.
- Avoid storing excessive items in the bathrooms, unless in designated locations.
- For private bathrooms, it is the responsibility of the room residents to clean the bathroom.



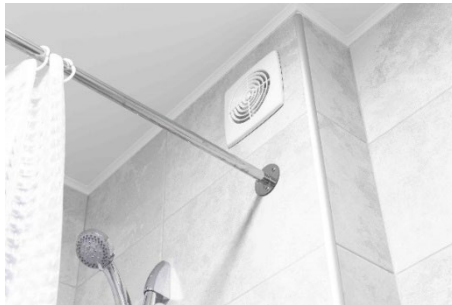
### **Bathroom Exhaust Fans**

**Issue:** Excessive moisture in the bathroom.

**Solution:**

Some common signs that there is excessive moisture in the bathroom during a shower include, but are not limited to:

- steam on the bathroom mirror,
- moisture on a bathroom window,
- moisture on the ceiling and/or walls.



If this is the case, ensure the exhaust fan is turned on during and after showers. The exhaust fan is usually controlled by a switch on the bathroom wall (it looks like a light switch). If the exhaust fan is utilized, but there is still excessive moisture in the bathroom, or the exhaust fan does not work, submit a work order ticket.

If there is no exhaust fan, a window may be opened during the shower to allow for the moisture to escape. Pay attention to close and lock the window after the shower.

## **Room Customization and Decoration**

Students are encouraged to personalize their rooms but need to recognize that for building maintenance and fire safety reasons they are restricted from excessive interior decorations as determined by university personnel. Exterior door decorations should be limited to 20% of the door surface (including dry erase boards and name tags).

As you move into your new room, we would like to make you aware of the residence hall decoration guidelines. It is the expectation of Residence Life that the condition of your room upon checkout is the same as when you moved in. To avoid damage charges, it is important to take a few precautions when decorating your room.

- Do not put holes in the wall.
- Only use blue "painter's tape" to affix decorations to your walls. Blue painter's tape is specifically designed to prevent damage to walls and painted surfaces.
- Any marks left on your walls by other tape or adhesives will not be considered normal wear and tear when you check out and you may be charged for damages.
- Do not use any kind of tape on the floors or carpeting.
- When moving furniture, lift it to move it, do not drag it.
- When you place furniture against a wall, check to see that it will not rub/scrape the wall when in use.
- Fire alarm pull stations, fire extinguisher cabinets, smoke detectors, sprinkler heads and exit signs cannot be covered and exits cannot be blocked. Nothing should be hung from a fire sprinkler head.
- Decorations, unless nonflammable, cannot be used to cover entire hallway areas, walls, or doors due to the fire hazard these decorations present. Some portion of the hallway, wall and door must be left uncovered.
- Decorations cannot be hung from the ceilings. Ceiling tiles cannot be moved or removed. (Nothing should be hung from the metal frame around the ceiling tiles.)
- Any supplemental lighting such as holiday lights or lights on a string must be UL approved and low wattage or LED.
- No more than 4 strings of lights per room.
- Light bulbs must be 100 watts or less and must not exceed wattage limitations for the lamp. Light bulbs in permanent fixtures cannot be removed and replaced with colored lights. Light fixtures that are incandescent (with bulbs) or fluorescent (long tubes) cannot be covered nor have any materials draped around them.
- Halogen floor lamps (torchiere lamps) are prohibited.

Specific guidelines regarding Holiday trees and public area decoration (which are only allowed in lounge/lobby areas) are available from the Resident Director. In order to ensure the safety of everyone, please adhere to the guidelines when decorating service desks, hallways, stairwells, room doors, bathroom doors, etc. These guidelines also apply to resident rooms and doors. If you have any questions, please contact the Resident Director of your building.



## **Painting**

Painting of student rooms is prohibited. Residents wishing to paint public areas (e.g., floor lobbies and hallways) should submit a proposal to the Assistant Director of Residence Life Operations for Facilities that includes a drawing, colors, dimensions, and purpose. If approved, the proposal will be referred to the maintenance staff for consideration. Upon final approval, painting public space is subject to general guidelines and supervision of the maintenance staff.

## **Furnishings**

Students residing on campus are welcome to keep personal furniture/items such as small futons/chairs, tables, lamps, etc. to make the room feel more like home. Any room furnishing added by a student must be free-standing, and no part of one's personal furnishings may be attached, wedged, or secured in any manner to the ceiling, floor, or walls of the room. No item may be located so as to obstruct direct access to the door or windows so that evacuation is hindered. Large furnishings are discouraged, and any damage caused by these items will be the responsibility of the student. No room furnishings may be altered from their intended design or removed from the room by the student or his/her guest(s). No furniture should be stacked on cinder blocks or the like. Non-university lofts are prohibited.

Any requests about university furniture moving, repair, or replacement should be directed to your RA.

## **Laundry**

Maintenance request for Laundry Facilities is handled by Res Life. If Washers/Dryers aren't not working properly, please see Res Life resource for more information:

<https://www.luc.edu/reslife/resources/laundryandmaintenancerequests>

In addition, some simple steps can be taken to ensure safety and maintenance of machines:

- Don't use too much detergent, use the instructed amount as indicated by the bottle.
- Don't over fill the washer, it should be no more than 75% full.
- Make sure the load is evenly distributed in the drum.
- Leave washer doors open to allow them to dry out and prevent mold.
- Check and clean lint trap out in dryer before and after each load.

## **Wifi and Networking**

All requests for troubleshooting the university network should be directed to ITS:

<https://luc.saasit.com/Modules/SelfService/#home>

## **Waste Management and Recycling**

### **Trash Disposal**

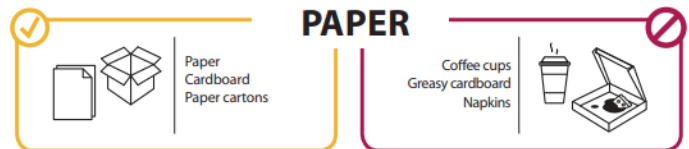
Check with the residence hall office regarding locations of trash or recycling bins and dumpsters.

## Recycling Guidelines

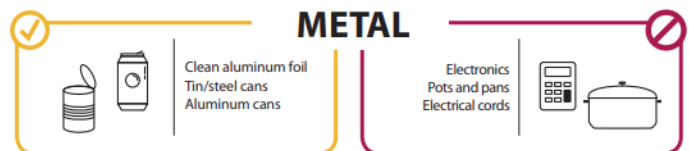
Recycling at Loyola University Chicago is easy and convenient. Bins should be located inside and/or outside of residence halls. Additionally, recycling receptacles are located throughout each campus.

*For everything listed, please empty any liquids in a nearby sink before putting the container in the recycling. Anything that has significant food or grease on it should be composted or landfilled.*

**Paper:** All paper, including glossy paper, paper with envelopes, textbooks, newspaper, and paper with staples. Additionally. Paper cups without lids, straws, or food/liquid residue.

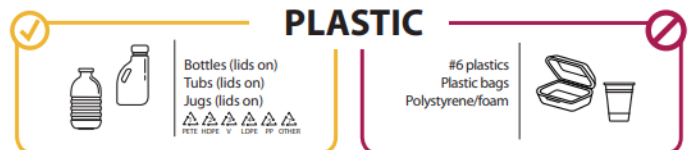


**Cardboard:** Please break down the cardboard, if possible, and remove any packaging (plastic, foam, etc.)



**Metal:** All aluminum and tin cans.

**Glass:** Glass bottles and other containers. Broken glass should be placed in a landfill bin.



**Plastic:** Plastics labelled #1-5 and 7 are accepted. The focus should be on plastics with the recycling arrow, including containers, packaging, and other items.



## Special Recyclables

At the Lakeshore campus, there is the **Cycle and Recycle Center** for disposal of those difficult to recycle items all in one place. There are bins set up for specific categories. By recycling these special items, you are not only recycling responsibly, but you will also help Loyola earn points for prizes with each pound of special items the University recycles.

**Location:** South side of the first floor of the main parking garage just past the Welcome Center

Please go to the School of Environmental Sustainability web link for a listing of what can be recycled, as well as additional information.

<https://www.luc.edu/sustainability/sustainabilityatloyola/takeaction/recycling/>

**Welcome Home!**

By following this troubleshooting manual, you can address many common issues that may arise during your stay in the University residence hall. If you encounter any problems that you cannot resolve on your own, do not hesitate to contact the residence hall office or maintenance team for assistance. Enjoy your time at the University and in your new home!