Acknowledging the land, we reside and work on

On behalf of Cal Poly, we would like to acknowledge that the land that we reside on today carries the heritage and culture of the indigenous people of San Luis Obispo County, the yak titʸu titʸu yak tiłhini, Northern Chumash tribe. We honor the indigenous people’s connection to these territories and respect the land on which we live and work today.
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Maintenance Section

Cal Poly is nearly the size of a small city! We have a large team of painters, carpenters, plumbers, pest control, and even our own warehouse! Please review this section to understand how we can make the conditions of our on-campus city the best we can.

Safety and Maintenance Checks

- During periods of low occupancy, Safety and Maintenance Checks will be conducted of rooms and apartments by University Housing staff. In all non-emergency situations, the University will protect individual privacy by providing notice prior to any required health, safety, and maintenance checks.

Repairs and Maintenance

- Did a chair break? Is your sink acting funky? Did those pesky ants return? Fill out a maintenance request through your University Housing portal or by clicking here.

Sustainability

- University Housing and Cal Poly are committed to sustainability. Whether it’s through opt-in composting or our annual CP Thrift. To learn how to get involved or find your sustainability options, click here.
- E-waste options are available, click here for programs and opportunities.

Electronic Device Guidelines

- Curious about connecting your electronics on campus or what’s compatible? Find out more from our Student Affairs Technology Office by clicking here.

Water

- Curious about our water sources? Click here to find out more!

Electrical Outages

- Whether caused by heavy storms or wildfires, click here to find out how to best prepare for electrical and power outages.

Heating and Cooling

- Heat availability is controlled centrally and is available from mid-October until early April based upon local temperatures. Individual room control is determined by fans and/or
control valves. Air conditioning is not available and portable and/or window units are not permitted.

Laundry Rooms

- All of our communities are equipped with laundry machines. To learn more about the specifics, click here.

Lost and Found

- All lost and found items are taken to the Cal Poly Lost and Found in Building 70. To learn more, click here.

Windows and Doors

- Residents are encouraged to keep their windows and doors locked and screens securely fastened at all times for safety reasons. Residents should immediately report any maintenance concern regarding doors, windows or screens repair by completing a service request in your University Housing portal.

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Sexual Harassment

- Cal Poly is committed to sexual harassment prevention. If you feel that you or another member of the campus community has experienced sexual harassment, please see the Complaints & Action Guidelines to report the incident to the appropriate office immediately. General questions and concerns should be directed to the Director of Equal Opportunity at 805-756-6770. Support resources are available through Safer.

Gender Based Violence Policy

- Cal Poly is committed to ensuring that students, employees, or other persons who have been sexually assaulted are provided treatment, assistance, and information. We provide individuals with care and confidentiality, to the extent permitted by law. For more information, please visit the website here.
- For support resources please visit the Safer webpage https://safer.calpoly.edu/home

Civil Rights & Compliance Office/Title IX- How to report an incident

- Cal Poly's Civil Rights & Compliance Office works strategically within the University to promote an inclusive campus environment, in line with campus policies, as well as Federal and State mandates. For more information, please visit their website here.

Bias Reporting

- To report any bias-related incident please click here.

Access Cards/Room Keys

- University Housing Planning and Support Services provides all key control and tracking for the residence halls and apartments, including the programming of the electronic locks and access cards. Please note there is a fee for losing your key card and/or your brass key. Please visit your front desk if you need a key replacement.

Animal Safety

- Cal Poly is proud to be located along the Central Coast in such a beautiful part of California. Occasionally pests or wildlife, such as ants, mice, turkeys, deer, swallows, tarantulas, or snakes, may appear around or in living areas. If you notice any problems, please let us know by doing one of the following:
  - Tell the person at the front desk of your residence hall or apartment.
  - Submit a "Housing Service Request" through the Cal Poly Portal.

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Room and Apartment Furniture

- The University shall provide Licensee with a living unit and furnishings. Pre-existing conditions are to be noted on the Room Condition Inventory by Licensee upon move-in. It is a Licensee’s responsibility to accurately report the condition of their room and/or apartment by completing a Room Condition Inventory report upon taking occupancy. If a report is not submitted upon occupancy, Licensee will not be able to appeal damage charges assessed at move out.
- Each room is furnished with a bed, mattress, armoire, chest of drawers, desk, chair, recycling basket, and wastebasket for each resident. All furnishings must stay in their designated locations. Lounge furniture is not allowed in individual student rooms or to leave the building.
- Residents are expected to give reasonable care to their room, apartment or unit and its furnishings and make prompt payment for any damage or loss.
- Students are not allowed to bring any furniture into any University Housing facility.
- Please submit a service request via your Housing Portal if you are interested in lofting or bunking your beds.

Storage

- Storage space is not available.

Trash and Recycling

- Wastebaskets and recycling baskets are provided in each apartment, room or unit. Please empty your room trash and recyclables into the bins provided outside the building and not in any public area trash can, including lobby, lounge or corridor areas. If you choose to dispose of trash in public areas, you or the community may be charged. Residents are encouraged to recycle whenever possible.
- See sustainability information for other options.

Television Provider

- Spectrum is our cable provider. While on-campus, residents have access to a digital library of shows and live content.

Wireless Network Policy

- Wireless network is available throughout University Housing. Network authentication is required for each device. Familiarize yourself with the Responsible Use Policy to be

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aware of possible violations when using the computer network.  
https://security.calpoly.edu/content/policies/rup/index

- For more policies from Information Security for the campus visit
  https://security.calpoly.edu/content/policies/index

Vending Machines

- Snack and beverage machines (if provided in your building) are located on floors, in the central lounges or community centers. When vending machines malfunction, refunds are available through Campus Dining. Please report empty or malfunctioning machines to the Front Desk immediately or call University Housing extension (805) 756-1226.