

University Housing Resource Guide

License Reference

- Please refer to your license agreement for your specific occupancy period, cancelation process and more information. [Cal Poly license agreement website](#)

Room/Apartment Roommate Agreement

- Living with anyone can be exciting, challenging, maturing, and eye-opening. Check out our resources on ways to build the best possible roommate experience: http://www.housing.calpoly.edu/content/res_life/roommate-life

Room/Apartment Trade Process

- To learn more about room trades, roommate swaps and cancellations, check out our FAQs <http://www.housing.calpoly.edu/content/frequently-asked-questions>

Individual and Community Damages

- Whoops! Sometimes things wear out and break. You won't be charged for normal wear and tear, but you can be charged for intentional damage or excessive cleaning. Avoid possible charges by completing your Room Condition Inventory upon move-in. You can see our damage charges and fee schedule [here](#).

Winter Break and Summer Move Out

- University Housing closes twice every year: winter break and summer break. Break housing is available but needs to be planned in advanced. Check out our occupancy dates and University Housing calendar by clicking [here](#).

Overnight Guest Registration Procedures

- For safety and security, all overnight guests must be registered upon arrival. To view the full guest policies, check out our policy guide.
 - The guest webpage is <http://www.housing.calpoly.edu/visitor-and-guest-information>
- Additionally, all roommates and/or apartment mates must approve the overnight guest.
- Overnight guests are not permitted during no-guest time periods
 - During no-guest time periods, no guests are permitted in any University Housing community. All students with meal plans must have their University ID to enter these locations.
- No-guest time periods include:
 - **Halloween:**
Thursday, October 30, 2025, at 8:00 p.m. – Monday, November 3, 2025, at 8:00 a.m.

- **St. Patrick's Day:**

Thursday, March 12, 2026, at 8:00 p.m. – Tuesday, March 17, 2026, at 8:00 a.m.

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.

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 thermostats that adjust dampers or Variable Air Volume terminals within the air ducts. Setpoints are 70 degrees for heating and 76 degrees for cooling. Air conditioning is not available, and portable and/or window units are not permitted.

Laundry Rooms

- All 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.

Safety Section

University Housing is committed to your safety and provides security measures for the wellbeing of our community. Read below to find out more about what we provide and safety tips.

Roofs and Balconies

- Avoid any policy violations by staying OFF the roof and balconies! This is for your safety.

Cameras

- Selected facilities are equipped with video cameras located in elevators and other common areas (e.g., lobby, lounge, laundry room, hallways, dining facilities, etc.) for the protection of residents. Exterior cameras may monitor outside areas near the residential communities. Covering, breaking, damaging, or tampering with video cameras is a violation of policy and will result in disciplinary action. Cameras do not have access to individual bedrooms, common restrooms or apartments. Cameras are not monitored 24/7 and are reviewed only when needed.

Emergency Preparedness

- In the event of an emergency, you may need to evacuate your residence hall or apartment building, so study up on our evacuation points [here](#). We will conduct fire drills to stay in compliance with fire marshal expectations. We highly recommend you be prepared for any type of emergency so check out some tips on our campus emergency preparedness site by clicking [here](#).

Fire Alarms & Safety

- Each of our residence halls and apartment buildings are equipped with fire safety equipment including fire alarms. When a fire alarm sounds, you will need to evacuate the building. Be sure you know your [evacuation point](#) (it can also be found on the back of your room/apartment door)!
- Residents who may require special assistance in emergency evacuation situations should contact Cal Poly's Disability Resource Center before move-in or as soon thereafter as possible to make arrangements in the event of an emergency.
- Fire Drills are conducted yearly in each University Housing neighborhood. Residents are expected to evacuate the building and proceed to their designated evacuation areas for attendance and further staff instruction. Failure to evacuate properly will result in community standards action.
- The Cal Poly Police Department and the Fire Department will automatically be notified when your smoke detector goes off in on campus housing. If you set off your smoke detector/fire alarm and there is no fire, please contact the Cal Poly Police Department at (805) 756-2281 and let them know. They will still send an officer to verify your safety and turn off the alarm.
- Per the Housing Policy Guide, the possession and/or use of candles on University Housing premises is strictly prohibited. Candles and open flames, when used incorrectly or left unattended, can ignite combustible materials. Fires caused by candles and open flames can result in loss of life and/or the destruction of millions of dollars' worth of property. Licensees found in possession and/or use of candles are subject to immediate removal and potential charges.

Lithium-Ion Battery Safety

- Lithium-ion batteries store a large amount of energy in a compact space due to their high energy density. They power many types of electronics, including (not limited to): battery packs, e-bikes and e-scooters, phones and tablets, laptops, drones, and power tools. Improper handling or damage can cause swelling, off-gassing, fire, or even explosion.
- Warning Signs of Battery Issues
 - i. Stop using or charging a battery if you notice any of the following:
 - Unusual smells – chemical, burning, or electrical odors

- Overheating – battery is hot to the touch or discolored
 - Physical changes – swelling, bulging, leaking, loose wires
 - Performance issues – strange noises, decreased battery life, sudden voltage drops
- Battery Safety Tips:
 - i. Buy certified products – Look for UL (Underwriters Laboratories) or similar certification
 - ii. Use original chargers – If replacing, ensure voltage/amperage compatibility
 - iii. Unplug when fully charged – Prevent overcharging
 - iv. Never leave charging devices unattended
 - v. Charge on hard, flat surfaces – Keep away from flammable materials
 - vi. Don't block exits – Never park/charge e-bikes or scooters near fire exits.
 - vii. Mind the temperature – Avoid charging below 32°F (0°C) or above 105°F (40°C)
 - viii. Check for recalls – Visit [cpsc.gov/Recalls](https://www.cpsc.gov/Recalls) Proper Disposal Guidelines
 - ix. Tape the terminals – Use clear packing tape to cover exposed terminals
 - x. Do NOT discard in trash – Batteries contain hazardous materials and must be recycled
 - xi. 1-year storage limit – California law requires used batteries to be recycled within one year
- In Case of Fire:
 - i. If a battery catches fire:
 1. Move combustible materials away.
 2. Evacuate immediately.

Missing Persons process

- Cal Poly University Housing staff is committed to student safety. If you have concerns over a missing friend, roommate, or classmate, please call your Resident Advisor or call Cal Poly Police Department at 805-756-2281. Please read up on personal safety by clicking [here](#).

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 Civil Rights & Compliance Office to report the incident to the appropriate office immediately. General questions and concerns should be directed to the [Civil Rights & Compliance Office](#) 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.
- Residents can get a new access card or room key at their community front desk, at no cost, if their access card or key are broken or do not work. Please note there is a fee for losing your key card and/or your brass key.
 - Replacing a lost access card is \$20 and replacing a lost room results in a core change and a charge of \$75.

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](#).

- Contact University Housing Planning and Support Services via phone: 805-756-1226 or email: housingservices@calpoly.edu
- In an emergency, please contact Cal Poly Police Department at 805-756-2281.

Common Area Space Usage

- All common area space is available for residents. Please keep in mind that quiet hours and all other policies also apply to common spaces, not just individual rooms. Plenty of events are hosted in common areas by Resident Advisors and Community Council, [check it out!](#)

Recreation Amenities

- Looking for a pickup volleyball game? Interested in hosting a ping-pong tournament? University Housing provides plenty of recreational amenities for our residents. Check them out [here](#).

Mail Services

- Need a package shipped? Ordering your books online? Friends want to send a care package? All your mail questions, including your residential mailing address, can be found [here](#).

Parking

- Looking to bring your car on campus? Make sure you check out your eligibility and understand parking regulations prior to bringing your car to avoid any tickets! Check it out [here](#).

Pool

- Did you know San Luis Obispo averages 290 sunny days each year? The pool is a great way for continuing students to relax and soak up some rays. Our pool is accessible for Poly Canyon Village residents and is open 10am to 7pm daily. Please follow all posted signage and refrain from bringing food or glass containers.

Restrooms

- Common restrooms are for residents. Personal items are to be secured in bathroom lockers (where provided) or within your room. Custodial staff may remove items from common restrooms.

Room and Apartment Furniture

Furniture

- Due to safety concerns, only furniture provided by University Housing may be used in student rooms; additionally, bed height and bed safety rails can only be modified by

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University Housing staff pending approval. To have the bed assessed for changes, submit and work order request via the housing portal. Please note, not all beds can be altered.

- Beds must not be moved. Beds are located where they do not impede escape or rescue during a fire
- 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.

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.

Television Provider

- [SpectrumU](#) 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 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.