



University Housing Resource Guide

Updated August 18, 2021

Land Acknowledgement

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 tit^yu tit^yu 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.

Quick Links to Common Questions

This document is intended to serve as a quick reference for residents to find frequently needed information. Please refer to housing.calpoly.edu for copies of the student housing license agreement and resident policy guide.

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, accessible in your University Housing Portal, upon move-in. Our damage charges and fee schedule is available [online](#).

License Reference

Please refer to your [license agreement](#) for your specific occupancy period, cancellation process and more information.

Overnight Guest Registration Procedures

As stated in the policy guide, register all overnight guests at your Front Desk upon their arrival. Procedures are available [online](#). As a reminder, all roommates and/or apartment mates must approve each overnight guest.

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!

Room/Apartment Trade Process

To learn more about room trades, roommate swaps and cancellations, check out our [FAQs](#)!

Winter Break and Summer Move Out

University Housing closes twice every year: winter break and summer break. Break housing is available at an additional cost and must be requested in advanced. Check out our occupancy dates and University Housing calendar by clicking [here](#).

Facilities and Maintenance

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.

Access Cards/Room Keys/Key Fobs

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.

Common Area Space Usage

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! When not in use for an [event](#), common spaces are available for residents.

Electrical Outages

Whether caused by heavy storms or wildfires, click [here](#) to find out how to best prepare for electrical and power outages.

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](#).

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](#).

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.

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](#).

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](#).

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

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.

Complete a work order if you are interested in bunking your beds.

Safety and Maintenance Checks

During periods of low occupancy, [Safety and Maintenance Checks](#) will be conducted of rooms and apartments (including the Cal Poly Lofts) 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.

Storage

Storage space is not available outside of your assigned room/apartment.

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.

Television Provider

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

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](#).

Wireless Network Policy

Wireless network is available throughout University Housing. Network authentication is required for each device. Familiarize yourself with the [Responsible Use Policy](#) and other [IT Security Policies](#) to be aware of possible violations when using the computer network.

Vending Machines

Snack and beverage machines, if provided in your building, are located in 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.

Water

Curious about our water sources? Click [here](#) to find out more!

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.

Resident Safety

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.

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:

- Inform your Front Desk or RA On-Call.
- Submit a "Housing Service Request" through your Housing Portal.
- Contact University Housing Planning and Support Services via phone: 805-756-1226.
- In an emergency, contact Cal Poly Police Department at 805-756-2281.

Balconies and Roofs

For your safety and to avoid violating policies, stay OFF the roof and balconies!

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

Each residence is 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 be found on the back of your room/apartment door)!

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 this [website](#).

For support resources please visit [Safer](#).

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 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](#).

Title IX and Bias Reporting

Cal Poly's Office of Equal Opportunity 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](#).

To report any bias related incident please click [here](#).