

University Housing Resource Guide

Quick Links

License Reference

- Please refer to your license agreement for your specific occupancy period, cancellation 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>

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. Check out the document to 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 Housing calendar by clicking [here](#).

Overnight Guest Registration Procedures

- For safety and security, all overnight guests must be registered at the Front Desk upon arrival. Due to COVID, there are no guests or visitors of any kind allowed until further notice. 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.

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 tit'yu tit'yu yak ti'hini, Northern Chumash tribe. We honor the indigenous people's connection to these territories and respect the land on which we live and work today.

Maintenance Section

Cal Poly has nearly 8,000 students living on campus! That's 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 (including the Lofts downtown) 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 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.

Heat

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- The residence halls and apartments have a heating system and some residences have an evaporative cooling (swamp cooler) system. Heat and cooling are controlled centrally by the university. Cal Poly switches the system to heat during cooler months and to cooling during warmer months.

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 gets turned over to the main campus. 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 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 community standards violations by staying OFF the roof and balconies! This is for your safety.

Cameras

- For residential safety, selected facilities are equipped with cameras. 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

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be prepared for any type of emergency so check out some tips on our campus emergency preparedness site by clicking [here](#).

Fire Alarms

- 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 be found on the back of your room/apartment door!

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 contact person immediately. General questions and concerns should be directed to the Director of Equal Opportunity at 805-756-6770. See more about safer and the RedHand project [here](#).

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 <https://equalopportunity.calpoly.edu/content/title-ix>
- For support resources please visit the Safer webpage <https://safer.calpoly.edu/home>

Equal Opportunity office/Title IX- how to report a sexual assault

- 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 <https://equalopportunity.calpoly.edu/>.

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Bias reporting

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

Access Cards/Room Keys/Key Fobs

- 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](#).
 - Contact Housing Services via phone: 805-756-1226 or email: housingservices@calpoly.edu

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? 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

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- 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 and Cerro Vista students and is open 8am to 10pm daily.

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 within 15 calendar days of taking occupancy. If a report is not submitted within this timeframe, 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 Housing facility.
- Please fill out a work order if you are interested in 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

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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.

Wireless Network Policy

- Wireless network is available throughout 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 main lounges or community centers. When vending machines malfunction, refunds are available through Campus Dining officers. Please report empty or malfunctioning machines to the Front Desk immediately or call University Housing extension (805) 756-1226.

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