

Α Β Γ Δ Ε Ζ Η Θ Ι Κ Λ Μ Ν Ξ Ο Π Ρ Σ Τ Υ Φ Χ Ψ Ω

# FRATERNITY & SORORITY LIFE

BROWNSTONE OPERATIONS  
2024 HANDBOOK: SECTION SEVEN

RESIDENTIAL LIFE | FRATERNITY & SORORITY LIFE

Α Β Γ Δ Ε Ζ Η Θ Ι Κ Λ Μ Ν Ξ Ο Π Ρ Σ Τ Υ Φ Χ Ψ Ω

## GENERAL HOUSING DUTIES OF THE RA

As the RA, you've taken on the task of managing a Chapter Facility, coordinating day-to-day maintenance, and working with chapter members and alumni to create processes to maintain the living environment. The care and safety of fraternity and sorority facilities relies heavily on the partnership between alumni, students, and University staff. Although some chapters may have an appointed or elected house manager, all brownstone operations and maintenance are still ultimately the responsibility of the RA. While specific duties may vary depending on the group, some basic housing responsibilities of the RA may include:

- Together with the chapter president, responsible for overseeing Chapter Residence Expectations and ensuring standards are met.
- Serve as chapter liaison with the University/Housing Corporation to address housing issues.
  - Develop internal means for chapter to report maintenance concerns
  - Develop internal procedure for reporting needed supplies
- Develop concrete plan for facility upkeep, involving all member participation, including:
  - Recycling practices
  - Weekly cleaning responsibilities for all members
  - General cleaning practices for all members
- Work with chapter officers to implement enforcement of house rules and move-in/out procedures.
- Complete rounds in each brownstone on Fridays and Saturdays from 10-11pm when scheduled on-call.
- Work with the Residence Hall Director for Fraternity & Sorority Life for scheduled fire and facility inspections.
- Provide continuous fire/facility safety information and training to residents
- Work with University staff/house corporation board to ensure the facility meets all health and fire codes.
- Coordinate with chapter leadership to submit Housing rosters. Ensure the facility is closed properly for the summer sessions.
- Communicate and enforce facility, University, city, state, and federal rules and regulations.
- Conduct monthly walkthroughs with the Residence Hall Director and report maintenance concerns

## CHAPTER RESIDENCE EXPECTATIONS

Whatever the specific duties include, communication and decision making are key to the successful management of a chapter residence. Some guidelines for house management success are to:

- Set clear goals and priorities.
- Understand the role and continue to gain knowledge about facility management.
- Be familiar with life-safety expectations/standards, basic building codes, and licensing procedures.
- Maintain clear communication with residents and alumni.
- Communicate applicable rules and regulations in a consistent and timely manner to the residents.
- Stay organized and maintain important records.

Lead by example! The assignment of a brownstone by the University to an organization is regarded as a privilege. In order to maintain this privilege, the Chapter Residence Expectations were developed. These are standards by which the Residential Life- Fraternity & Sorority Life agrees that a fraternity or sorority may reside

*Fraternity & Sorority Life Handbook, Section Seven: Brownstone Operations, 1*

in University-owned brownstone. These expectations are a part of the Fraternity & Sorority Recognition Policy. Failure to meet these expectations may result in a change in recognition status. The Chapter Residence Expectations may be amended, rescinded, or superseded at any time by action of the Residential Life-Fraternity & Sorority Life.

### **I. Terms of Chapter Residence Expectations**

- A. The Chapter Residence Expectations are in effect from July 1<sup>st</sup> of the current year to June 30<sup>th</sup> of the following year.
- B. Housing privileges shall automatically terminate at any time the Chapter is removed from official recognition by the University, or at any time the group fails to fully meet any of the expectations.
- C. The Chapter Residence is assigned, when available, to chapters as residences for one calendar year. The assignment of a chapter residence to a Chapter may be reviewed and renewed annually. See Section VI for procedures.
- D. Failure to demonstrate fulfillment of the expectations and/or the procedures outlined in the expectations may result in a hearing with the IGC Judicial Board. The IGC Judicial Board will then recommend appropriate sanctions to the Director for Fraternity & Sorority Life or designee which may include a recommendation of Loss of Housing.
- E. The officers of the Chapter are responsible for assuring that residents understand and abide by all local, state and federal laws, University policies and offer full cooperation in the investigation of violations and enforcement of any disciplinary measures authorized by any University official. The officers and members have a specific duty to report all violations of law and University policies that occur in or around the chapter residence to the appropriate University officials. The chapter president is the student in charge of the chapter regarding situations or activities in the brownstone.
- F. Residents of the brownstone shall abide by all Columbia Housing policies, procedures and signed occupancy agreement regarding assignment to campus housing and will meet all payment deadlines as outlined in the Guide to Living, the Terms & Conditions of the place of residence, and website.
- G. The Chapter shall promptly pay all bills incurred for the purchase, repair, and improvement of its own equipment and events or activities sponsored by the Chapter. All financial obligations of the Chapter to Columbia Housing and Residential Life must be paid in full prior to the renewal of housing privileges. Failure of financial responsibility shall result in loss of housing privileges.
- H. The Director for Fraternity & Sorority Life or designee shall resolve all cases related to matters of interpretation and procedures for implementation of these expectations.
- I. Failure to abide by the terms of the Chapter Residence Expectations and the procedures may result in immediate termination of housing privileges.

### **II. Qualifications for Chapter Residence**

- A. Only nationally chartered fraternities and sororities are eligible to apply for a chapter residence.
- B. The Chapter must meet the qualifications of Full Recognition with the Residential Life-Fraternity & Sorority Life.
- C. The chapter must be in good standing with the University, emphasize the advancement of scholastic achievement of members, promote educational programming and adopt no policies that conflict with University policies or procedures.
- D. The Chapter must maintain a 2.5 cumulative GPA every semester as determined by Fraternity & Sorority Life using membership rosters provided by the chapter.

### **III. Building and Furnishings**

- A. General Policies
  1. Residents are responsible for their guests and must abide by the Guests & Visitor policy as outlined in the Guide to Living.
  2. Access to the roof of the Chapter Residence is strictly forbidden.

3. The Chapter is responsible for ensuring the cleanliness of the kitchen and dining area, as defined by Columbia Housing and Facilities Management.
  4. Columbia Housing and Residential Life may access the property to conduct Fire Safety checks of common areas and student rooms at any time deemed necessary by these offices.
  5. At the discretion of Columbia Housing and Residential Life-Fraternity & Sorority Life, property walkthroughs may be conducted of common areas and student rooms. In addition, Columbia Housing will conduct periodic brownstone audits to check for maintenance and/or custodial issues.
  6. At the end of the academic year, the Chapter is responsible for leaving the residence in a clean and orderly condition, as defined in the checkout procedure.
  7. The Chapter is responsible for the proper protection and care of University property in and around the chapter residence and shall be billed for the replacement/repair of damaged University property outside of normal wear and tear as judged necessary by appropriate University officials. The University shall not be responsible for loss or damage to property or personal effects belonging to the Chapter, its members, residents of the house or guests.
  8. The Chapter leadership is responsible for ensuring attendance at any function hosted within the residence does not exceed the maximum occupancy posted (74).
- B. Exterior of Building**
1. No cables or satellite dishes can be affixed to the façade of the building. Chapter Residences are properly wired for service with Spectrum. The chapter is responsible for contracting and paying for service with Spectrum.
  2. Exterior signage identifying the Chapter is to be provided by the University.
  3. Smoking is also prohibited outdoors within 20 feet of all University Buildings (including undergraduate housing).
- C. Common Area Furnishings**
1. The chapter is responsible for supplying its own common area furniture.
  2. Purchase, repair, maintenance, replacement and insurance of common area furniture is not the responsibility of the University, it is the responsibility of the Chapter.
  3. Chapter residence common areas must comply with all fire safety regulations as outlined in the Guide to Living. This prohibits halogen lamps, candles, unapproved extension cords, and other potential fire safety hazards. University officials may inspect common areas for these items at any time.
  4. The University strongly encourages each chapter to insure Chapter property.
- D. University Issued Furnishings**
1. The university will supply furniture for each bedroom. Bedroom furniture will consist of a bed, mattress, desk, desk chair and wardrobe.
  2. At the end of the academic year, each resident is responsible for ensuring all university furniture is present in the bedroom.
  3. Fraternity and Sorority Life residences are limited to 3 couches per living room in each brownstone. More than 3 couches will result in a fire safety violation.
- E. Furniture Refresh**
1. The Chapter President or designee should work with the Residence Hall Director of Fraternity and Sorority Life in the event that the chapter wants to purchase new furniture for the brownstone to replace previously chapter purchased furniture. No new furniture will be allowed into the brownstone without the approval of the Residence Hall Director of Fraternity and Sorority Life and Columbia Housing.
  2. Chapters may use the university approved vendor and look through the catalog to browse furniture ([www.savoyfurniture.com](http://www.savoyfurniture.com)). Chapters should share furniture they would like to purchase with the RHD of FSL for review and approval with Columbia Housing.
  3. In the event that the chapter wants to use an outside vendor, the chapter will have to ensure that this information is shared with the RHD of FSL to receive approval prior to purchasing the furniture.

4. Any furniture purchased will need to meet the appropriate fire rating. Chapters should work with the vendor to acquire the fire rating which will be reviewed by FSL, Columbia Housing, and Columbia Facilities.

**F. Storage**

1. Personal property may not be stored in the residence during the summer or interim sessions. Non-residents may not store personal property in the residence at any time.
2. Communal property must be stored in designated storage spaces approved by Residential Life - Fraternity & Sorority Life and Columbia Housing.

**G. Damages**

1. All communal damages will be billed to the brownstone residents or the chapter at the discretion of Fraternity & Sorority Life and Columbia Housing.
2. Each resident is financially responsible for damages in their individual rooms.

**H. Expectations of the University**

1. The University shall provide utilities, general custodial and maintenance services, major kitchen appliances, local telephone service, and fire safety equipment.
2. All equipment and furnishings are subject to repair and replacement policies for University residences.

**IV. Student Occupancy**

The ultimate responsibility for ensuring full occupancy, as designated by the stated occupancy, lies with the Chapter.

**A. Occupancy**

1. Capacity of a chapter residence is defined as the maximum number of students housed in a given residence as designated by Columbia Housing.
2. Columbia Housing determines singles and doubles of the brownstone annually.
3. The chapter must maintain 100% occupancy throughout the year.
4. The University reserves the right to assess a fine to cover the lost revenue from vacancies in the Chapter residence unit.
5. If the chapter is unable to fill the chapter residence with members, Columbia Housing reserves the right to fill any vacancies with a student who is not affiliated with the respective organization.

**B. Assignment of Students to the Chapter Residence**

1. The Chapter is responsible for maintaining its required occupancy at all times.
2. RAs or chapter designees must submit the Fall and Spring Semester roster to Columbia Housing and Fraternity & Sorority Life in the manner and period designated in the spring semester. Failure to submit a roster to Housing on time may result in Housing Probation.
3. 100% of the persons listed on the Chapter Residence roster must be affiliated members of the Chapter. In the event of extenuating circumstances please contact the Residence Hall Director for Fraternity & Sorority Life.
4. 100% of the persons listed on the Chapter Residence roster must be registered as a full-time degree candidate at Columbia College, Fu Foundation School of Engineering and Applied Science or Barnard College for an approved program of academic work as determined by the school in which the student is enrolled with guaranteed housing.
  - Sorority residences must adhere to the Columbia-Barnard exchange ratio. This ratio is determined by Columbia Housing and is NOT negotiable.
5. Columbia-Barnard Exchange Program
  - Eligibility: Members of a chapter who are Columbia College, SEAS and Barnard College students with guaranteed housing are eligible to live in Fraternity and Sorority Life Brownstone. Due to the Columbia-Barnard Housing exchange and the history of selection and placement in the respective houses, there is a cap on the number of BC students who can reside in each space.
  - Following is the Barnard College cap for each organization:
    - i. Delta Gamma - 4

- ii. Alpha Chi Omega – 2
- iii. Kappa Alpha Theta – 5
- iv. Sigma Delta Tau - 4

- The BC/CU exchange must be balanced throughout the academic year, meaning if a chapter does not use their BC spot, the chapter could lose the BC spot for the current academic year. If a BC student leaves the brownstone mid-year, the chapter will not be able to replace the spot with another BC student and can only fill the spot with a CU student.

- It is recommended to share this information with the Chapter President and Chapter Advisor to proactively fill each BC spot and address this policy to BC chapter members, which could affect the chapter's efforts to fill the brownstone 100%. It is highly encouraged to discuss any issues or questions with the RHD of FSL regarding the BC/CU exchange program.

6. To ensure full occupancy for the fall semester, a wait list should be generated with 2-4 people listed. All students listed on a wait list must have applied and be eligible for guaranteed on-campus housing. The wait list must be submitted to Fraternity & Sorority Life with the fall housing roster. It is the responsibility of the Chapter to ensure that the wait list consists of persons who understand their commitment to live in the residence and will comply when notice of transfer to the Chapter Residence is received.
  7. Additions and/or changes to the housing roster may be made until such time as Columbia Housing establishes a closing date. Once the housing roster is submitted in the manner and period designated to Columbia Housing, the Chapter President, RA, and the designated Chapter Advisor will be the only people authorized to make adjustments to the roster.
  8. In the event that the roster is inadequate to meet the required Fall Semester occupancy by the designated date, or it is inadequate as of the opening of Spring Semester, Columbia Housing reserves the right to: 1) assign any student to fill vacancies, 2) require members placed either in a single or alone in double rooms to move in with other members to free up space for non-members.
  9. Any non-member assigned by Columbia Housing will be permitted to live in the chapter residence for the entire year. Non-members will have the use of all common areas (laundry, kitchen, etc.).
  10. In mid-April, the chapter should hold a meeting with all residents living in the Chapter Residence the following academic year. At this meeting the RA should discuss Community Standards, chapter policies, resident responsibilities, and other important information.
  11. The University reserves the right to reassign any member of the Chapter to other residence hall space upon resignation or disaffiliation from the Chapter. The Chapter is responsible for ensuring that all residents of the Chapter Residence are aware of this policy.
  12. First year students who are members of the Chapter will not be allowed to reside in the Chapter Residence during their first year at Columbia University.
  13. The Chapter is responsible for notifying all residents that the individual housing agreement is for a full academic year. The terms of the contract supersedes any agreements the Chapter may have with its members regarding requirements to live in the Chapter Residence.
  14. The Chapter is responsible for ensuring that all residents are aware of the clauses contained in this policy that may impact them.
  15. Organization presidents who are CC, SEAS or Barnard students must live in the Chapter's designated residence during his/her term. This policy may be appealed to the Director for Fraternity & Sorority Life.
- C. Spring Vacancies
1. Residents are responsible for notifying Columbia Housing and the Residence Hall Director of cancellation of contract. Residents looking to transfer must complete a transfer request form and must be approved by the Residence Hall Director.
  2. Cancellation notice must be filed with Columbia Housing by December 1<sup>st</sup>.
  3. The chapter is responsible for filling any vacancies within two (2) weeks of the start of classes.

4. The updated housing roster for the Spring Semester must be filed with Columbia Housing and Fraternity & Sorority Life at the end of the Fall Semester on the date specified by Columbia Housing.
- D. Summer Occupancy**
1. Chapter residences are closed for the summer term by Residential Life and/or Columbia Housing.
- E. Interim Housing**
1. ALL Chapter Residences will be vacated during the interim periods surrounding the summer term.
  2. Interim Housing is available on campus. Brownstone residents must apply for interim housing according to the policies and procedures of Columbia Housing.
  3. All appropriate fees for interim housing apply.
  4. Graduating Seniors are NOT eligible for interim housing.
  5. Residents may not store any items in rooms during the interim period.
- F. Opening & Closing**
1. Residents of Chapter Residences must follow proper check-in and check-out procedures as outlined by Columbia Housing. Failure to adhere to these procedures may result in financial penalties.
  2. University owned furniture present at check-in must be present at check-out.
  3. The chapter is responsible cleaning all common areas and backyard prior to closing the residence at the end of the academic year. Failure to properly clean these areas will result in the assessment of a cleaning fee.
  4. RAs are required to attend a comprehensive walk-through of the residence with Columbia Housing and Residential Life staff prior to check-in and upon the conclusion of check-out.
  5. Chapters and/or residents of Chapter Residences will be billed for any damages assessed at check-out.
  6. The university does not accept liability for any lost, stolen, or damaged property stored over the summer.

## **V. Resident Adviser**

- A. The RA must assist in the RA Selection Process, occurring in the fall semester.
- B. The RA must live in the Chapter Residence in the designated RA room.
- C. The RA must serve on the academic year calendar.
- D. The RA will serve as a primary liaison between Residential Life, Columbia Housing, and the Chapter in meeting the requirements outlined in the Expectations.
- E. The RA must attend all required training and meetings. Failure to meet expectations may result in probation and/or termination.
- F. The RA is the first to arrive in the Chapter Residence and the last to leave during the academic year. Thus, at the conclusion of the spring semester, the RA will remain through Senior Check- Out. For the fall semester, the RA will need to arrive and check in no later than the first day of Fall Resident Adviser Training specified by the Residential Life. Specific dates will be established at RA meetings hosted by Columbia Housing/Residential Life.
- G. The RA is expected to respond to all communication from University officers within a 24 hour period.
- H. The following must be submitted with these Expectations:
  1. RA Statement and Understanding of Agreements Form
  2. A description of RA duties specific to the chapter and congruent with the expectations of the RA Statement and Understanding of Agreements Form.
  3. An accountability system to address failure to fulfill responsibilities
- I. Chapters with Chapter Residences are responsible for providing a pool (3 or more) of qualified candidates for the RA Selection process. Failure to provide qualified candidates may result in a student who is not a member of the organization to be placed within the Chapter Residence as the RA for the upcoming year.

## **VI. Housing Probation**

- A. The Director for Fraternity & Sorority Life or designee reserves the right to place a chapter on Housing Probation at any time for failure to meet the requirements of the Chapter Residence Expectations. The length of this probationary period will vary based on the nature of the failure to comply.
- B. If at any time during the probationary period, the Chapter is found to be in non-compliance with the terms of these Expectations, the Chapter may be required to appear before the IGC Judicial Board to explain the circumstances of the non-compliance. The IGC Judicial Board will make recommendations to the Director for Fraternity & Sorority Life regarding the non-compliance. This may include loss of housing.
- C. In the event that allegations of chapter misconduct violate the University Policy and/or the Chapter Residence Expectations, Residential Life-Fraternity & Sorority Life may choose to resolve the matter independent of the IGC Judicial Board process.
- D. If a Chapter is placed on Housing Probation three times within a five-year period, the fourth offense may result in the IGC Judicial Board submitting a recommendation of Loss of Housing to the Executive Director of Residential Life.
- E. The advisor and affiliated national organization will be notified by the Director for Fraternity & Sorority Life or designee at any time that a Chapter is placed on Housing Probation.

## ROSTERS & SWIPE ACCESS

RAs and/or the chapter's designee are responsible for submitting Housing Rosters and Swipe Access rosters by the designated deadline established by Residential Life-Fraternity & Sorority Life and Columbia Housing. These items should be submitted to Residence Hall Director for Fraternity & Sorority Life for review and final approval to be submitted to Columbia Housing. Below are general deadlines to consider for Housing Rosters.

RAs are responsible for upholding the Early Arrival expectations given to all students in residence arriving prior to returning students' move in day each fall. RAs are expected to move in only on or after their approved check-in date and are expected not to provide access to any other residents or members prior to each student's approved check-in as determined by Columbia Housing. Swipe access records or incidents reports indicating that residents and members have engaged in unapproved occupancy or moving in prior to their check-in date will result in disciplinary action for the chapter and individuals.

Swipe access will not be granted or updated until the appropriate information is submitted. Please allow one month for processing of spring semester changes. Swipe access is only updated two times per year following submission of these swipe rosters. New initiates will be granted access the semester following their initiation. Swipe access rosters that are not submitted prior to these timelines will not be updated in the card system.

### Housing Deadlines for Fall 2023 and Spring 2024

- Monday, November 27th – Spring 2024 Housing and Swipe Rosters due by 5:00 PM
- Thursday, February 8th – Fall 2024 Housing Rosters by 9:00 AM
- Friday, April 26th – Fall 2024 Swipe Rosters due by 9:00 AM

## MAINTENANCE REQUESTS

FSL RAs are responsible for submitting maintenance tickets for common areas. They may submit maintenance tickets online through the Columbia Housing website. Please keep track of the Incident Number so that an Assistant/Associate Manager of the Hospitality Desk may follow-up if needed. If any facility requests for common spaces are not being addressed in a timely manner, RAs must email the RHD for FSL the date of the original request and the work order number. For all individual rooms, FSL RAs should refer chapter residents to the maintenance request form on the Columbia Housing Website

- All urgent/emergency maintenance issues (in common space or individual room) must be reported to the Hartley Hospitality Desk immediately.

## SUMMER CLOSINGS

### Closing Chapter Residences

**All chapter residences are closed for the summer terms. Access to Chapter Residences during the summer is prohibited.**

Summer closing is effective as of Senior Check-Out (unless otherwise designated by Columbia Housing) and will remain closed until the RA returns for the fall semester. No member of the organization will be granted access to the building during the summer. No exceptions. Any person accessing a brownstone without proper authorization will be referred to Dean's Discipline.

### Common Areas

**Only items approved by FSL and Columbia Housing present throughout the academic year are to remain in the common areas during the summer.**

## SUMMER CLOSING PROCEDURES

The procedures are subject to change. Notice of changes will be provided at the RA Closing Meeting hosted annually by Residential Life and Columbia Housing.

### I. General Information

#### **Community Responsibility**

It is everyone's responsibility to leave the chapter house in the same manner as when they arrived. Please take trash downstairs outside to the dumpsters. Do not leave anything (food, dish soap, detergent, etc.) in rooms. For things residents do not want, please remember to Give and Go Green.

#### **Check-Out Dates and Times**

- Each resident must inform their RA when they plan to leave the house.
- **Non-Seniors** must vacate their rooms within 24 hours after the last exam or by 12:00 noon on the date specified by Columbia Housing whichever is sooner.
- **Seniors** must vacate their room by 12:00pm the day after Commencement Day.
- Brownstones with swipe access will be deactivated on the date of check-out.

*If residents do not Check-Out by the scheduled time of 12:00 noon, they will be charged a late Check-Out fee of \$100 for the first hour and \$50 for each additional hour. Any residents remaining in their rooms after 12:00 noon will be subject to these same late fees. Residents will be recorded as having checked-out only after:*

- If residents have any questions, please contact Columbia Housing by sending an email to [housing@columbia.edu](mailto:housing@columbia.edu) or calling the Hartley Hospitality Desk at 212.854.2779.

**Interim Boarders** will receive direct communication from Housing regarding move date and summer room assignment.

#### **Disposing of Large Items**

Chapters may bring their large items for disposal to predetermined locations identified by Columbia Housing and the Residence Hall Director of Fraternity and Sorority Life. Chapters should keep in mind that fire safety violations will still be considered during this time. If trash is left in a room or suite, or on the floor, Common Area Damage will be billed every time Facilities are forced to remove the trash.

## **Summer Brownstone Closing**

All chapter residences will be closed for the summer. Closing is as of Senior Check-Out (unless otherwise designated by Columbia Housing) and will remain closed until the RA returns for the fall semester. No member of the organization will be granted access to the building during the summer. No exceptions. Any person accessing a brownstone without proper authorization will be referred to Dean's Discipline.

## **II. Prior to Check-Out**

### **Common Areas & Backyards**

The chapter is responsible for cleaning all common areas. Common areas include chapter rooms, kitchens, laundry room, basement, storage rooms, etc. Failure to clean common areas will result in a cleaning fee assessed by Housing. Common areas cannot be used as storage space. Items not present during the pre-closing walkthrough will be discarded. The University is not responsible for items discarded over the summer. Columbia Housing is not liable for any items left in rooms or common areas. Any Chapter items that remain in the facility should be placed in a designated storage area neatly and tagged. All other items will be discarded. Columbia Housing will conduct a thorough cleaning each summer and that includes all common spaces; bookshelves, shelving units, etc.

Backyards cannot be used by the chapter without advanced permission from the Residential Life - Fraternity and Sorority Life.

Please use **Closing Cleaning Checklist** to ensure all areas are addressed and to avoid cleaning charges.

### **Preparing Rooms for Check-Out**

- Resident rooms must be in the same condition as it was found when residents first moved in. All beds must be assembled prior to checkout.
- Pack all belongings.
- Throw out all garbage in the dumpsters placed around campus.
- Recycle appropriate items.
- Vacuuming/sweeping is required. Each person leaving a suite should vacuum/sweep the common area.
- If the condition of a room or suite requires additional cleaning, residents of that room or suite will be charged a housekeeping fee.
- Cleaning includes the doors; residents must remove all posters/dry erase boards and the tape behind them. Otherwise, it could result in an additional charge.

## **III. During Check Out**

### **Moving Bins Availability**

- Moving bins are available at the Hartley Hospitality Desk from 8:00 AM to 8:00 PM, 7 days a week.
- Bins **WILL NOT** be available during Class Day ceremonies and Commencement.
- At peak Check-Out times, there can be a wait for a bin. Please consider this possible delay when planning the move.

### **Procedures**

- To rent a bin, residents must display a valid Columbia University ID Card at the Hartley Hospitality Desk.
- Rental is free for the first two hours and \$10 per additional hour. The maximum charge per day is \$70.
- Students will be billed \$50 for failure to return the bin to the Hartley Hospitality Desk. All charges will be billed to the student's account.
- Once a student checks out and turns in the keys, the student is no longer able to rent moving bins.

## **Trash**

Dispose of items properly in the exterior trash units before leaving, as garbage removal prevents pest problems. For the convenience of the residents, large plastic bags will be made available leading up to scheduled move-out times.

When disposing of trash, please use the following guidelines:

- Dispose of all bottles, cans, plastics, and newspapers in the recycling receptacles in the Chapter Residence.
- Do not use the plastic garbage bags provided by Columbia Housing for packing belongings. ***Residents risk having belongings mistakenly discarded as trash.***
- Leave rooms in a clean condition to avoid being charged. Remove bagged trash from all rooms.
- If there is trash in a resident's room after they leave, the resident will be charged an extra cleaning fee.

## **Important Notes**

- Please take extra security precautions within the Chapter Residences. Many people will be coming in and out of the building on a regular day; it will be easy for thefts to occur. Be sure to lock residential spaces when empty. Do not leave belongings unattended.
- 24 Hour Quiet Hours start on the day following the last day of classes at 11:00pm and will remain in effect until 8:00am on underclassmen move-out. Please be respectful of others' finals.
- If residents are waiting for transportation arriving after the scheduled check-out time, residents will be required to wait in the ground floor foyer/lobby/common space with all of their belongings after 12:00 noon until transportation arrives.

## **IV. Post Check Out**

### **Final Walk Through of Chapter Residence**

Every RA will conduct a final walkthrough of the Chapter Residence with Residential Life, Columbia Housing, and Facilities on the day after Commencement. Each RA is required to take photos of each common space to ensure chapter items are kept in the brownstone and all personal items have been removed. Every room will be entered, an inventory of furniture will be completed, and damage as well as cleaning needs will be documented and assessed. A schedule of the walkthroughs will be distributed prior to finals each spring semester. Should the Chapter Residence become vacant prior to Commencement, please notify Residential Life to schedule an early walkthrough. However, the RA is required to remain in the Chapter Residence until the scheduled RA move-out day.

### **Interim Housing**

Interim housing will be in the brownstone until Summer Check-In which will be determined by Columbia Housing. There are no exceptions to this policy and no extensions will be permitted. All brownstones will be closed for the summer term and an additional walkthrough will be conducted by University staff after the scheduled RA check-out period.

No activities, meetings, or events will be allowed in the Chapter Residences during the interim period. Any activity will result in disciplinary action and the organization will be brought before the Judicial Board.

### **Summer Storage**

No storage will be permitted within the Chapter Residences. Chapters who wish to utilize summer storage spaces should work with their advisor(s) to identify off-campus storage options. Please refer to the Columbia Housing website for a list of available vendors in the area. The University does not endorse any third-party storage vendors.

### **Residential Spaces and Common Areas**

RAs are required to walk through each room, including residential living spaces, and report any noticeable damages or unusual conditions.

Residents are financially responsible for any damages, missing items, or unsatisfactory sanitary conditions within their assigned space. Financial responsibility for areas other than individual student rooms (i.e. common spaces, hallways, and stairwells) will be assigned to the smallest definable group (i.e. residents living on the same floor). Residents will be charged for costs including, but not limited to:

- Replacing or repairing furnishings, appliances, or fixtures that have been altered or removed without express written approval from Columbia Housing. This includes items removed from personal rooms, suite common areas, floor and building lounges, and other residential spaces.
- Returning furnishings, appliances, or fixtures to their proper locations.
- Additional cleaning of common area appliances, rugs, floors, or furnishings after Check-Out.
- Taking corrective action when residents do not maintain satisfactory housekeeping, sanitation, and safety standards.
- Repairing and restoring beyond normal wear and tear.
  - Examples: furnishings, flooring, walls etc.
- Replacing or restoring fire equipment or other safety devices.
- Removing abandoned bulk items such as furniture or cement blocks.
- The charge for repair, restoration, or corrective action will equal the costs of material and labor. The charge for items lost, stolen, or destroyed will equal the cost of replacement. The minimum common area damage charge is \$10 per resident.

Here are some common charges in brownstones: (subject to change)

ITEM	CHARGE
Cleaning of Room/Suite	\$140 per person
Mattress	\$200
Bed Frame	\$225
Room Furniture	\$450 per item
Suite Furniture	\$450 per item
Disassembled Furniture	\$145
Sheetrock Damage (wall)	\$200 per wall
Plaster Damage (wall)	\$400 per wall
Repainting (wall)	\$300 per wall
Locks (non-electronic)	\$65
Locks (electronic)	\$500
Smoke Detector	\$75
Exit Sign (per sign)	\$150
Broken Window	\$175
Broken Door	\$950
Blinds	\$35
Light Covers	\$40

\*\* NOTE\*\* Costs for damage/vandalism are updated regularly by Columbia Housing. Members should reference the Guide to Living for updated costs (<https://housing.columbia.edu/content/damages-and-vandalism>)

**Was damage caused to a resident’s room or suite by someone other than the resident occupying the space?** *It is the responsibility of the resident to get written documentation from the roommate(s)/suite(s)*

for any specific damages they caused in another room or suite. The Residence Hall Director for Fraternity & Sorority Life must receive this documentation prior to Closing Day (see dates above). All damages not identified in writing prior to this day will result in all roommate(s)/suite(s) being charged equally for any costs.

### **V. Fall Check-In**

- Residents are prohibited to access the brownstone until their official move-in date. Any person found in the chapter residence without authorization will be referred to Dean's Discipline.
- Any resident with access to the chapter residence allowing unauthorized persons to enter will be referred to Dean's Discipline.
- Swipe access will not be activated for non-residents until the first day of classes only if the access roster is turned in by the pre-established deadline above.

## **GENERAL CHAPTER RESIDENCE POLICIES**

**All policies stated in the Guide to Living are applicable in the brownstones.** It is the responsibility of the RA to ensure residents are educated and all policies adhered to. The policies stated below are in addition to those listed in the Guide to Living.

### **I. Cleaning Services**

For University-owned facilities, staff is assigned to provide basic cleaning services for chapter residences. Common rooms, shared bathrooms, hallways, trash removal, and mopping of common areas are basic services provided on a regular basis. Cleaning services do not include washing dishes or cleaning obstructed countertops. If the Chapter Residence is not being maintained please contact the Residence Hall Director for Fraternity and Sorority Life. Cleaning schedules will be posted by facilities staff.

### **II. Trash Removal**

#### **A. Unacceptable Items for Trash Cans**

Any type of chemicals, paint, car batteries, hazardous waste, refrigerators, tires, used oil, propane tanks. These items should be disposed of according to the label on the item. Should residents have any questions, please email the Residence Hall Director for Fraternity & Sorority Life.

#### **B. Area around the Trashcans & Sidewalks**

- Keep the area tidy around the trash cans
- The staff needs a clear path to the front of the container to remove the garbage. If the garbage truck comes and the trash is not placed on the curb, garbage will not be collected by NYC. This delays the pick-up to another day.
- Residents are not permitted to place any items on the curb without the express written permission by Columbia Housing or Residential Life – Fraternity and Sorority Life. Please inform the Residence Hall Director for Fraternity and Sorority Life via email if large items need to be disposed of i.e. cardboard boxes, furniture, etc.

Residents are responsible for disposing of trash in the proper receptacles. Trash is removed from each chapter residence on the following days of the week:

**MONDAY, WEDNESDAY and FRIDAY**

Large items are removed on the following days of the week:

**MONDAY, WEDNESDAY and FRIDAY**

\*Only six items at a time will be removed. Example: 6 sofas or 6 refrigerators without doors\*

**\*\*Contact the Residence Hall Director for Fraternity & Sorority Life for large item removal\*\***

### **III. Recycling**

All Chapter Residences or privately owned housing, must participate in both Columbia University and New York City recycling programs.

All fraternities and sororities in brownstones and residence halls must participate in the following CU recycling programs:

- White paper recycling
- Returnable can and bottle collection for the homeless
- Newspaper and cardboard recycling

*Privately-owned Housing-* All fraternities and sororities in privately-owned housing must comply with NYC Recycling Programs which include curbside pick-up of newspaper, magazine, and cardboard. The residents are responsible for proper removal of recyclable waste. Any groups which do not comply with these laws may be severely fined by the NYC Sanitation Department.

**\*\*Recycling is picked up on FRIDAYS ONLY\*\***

### **IV. Exterminator**

Exterminators visit the chapter residences once a month. If the residence needs additional service, please call Hartley Hospitality at 212.854.2779

### **V. Columbia University Noise Policy**

Occupation of a chapter residence is a privilege that is accompanied by the responsibility of respecting the needs and rights of neighbors who may or may not be part of the Columbia University community. Organizations in off-campus housing should be particularly sensitive when addressing complaints from the community regarding disturbances such as noise.

The purpose of the following policy is to provide a clear definition of noise and related violations and how to anticipate them.

#### **A. Noise**

There should be no loud noises emanating from the house, its doorsteps, backyard, or the sidewalk, at any time of the day, evening or night, but especially between 10p.m. and 8a.m. *This includes, but is not limited to, screaming and shouting, amplified music loud enough to be heard outside the Chapter Residence, speakers facing out windows, speakers or bands on the roof or singing as well as any other disturbances loud enough to be heard outside.*

#### **B. Sound Reduction**

Chapters should take all measures to reduce sound emanating from houses during regular activities and parties. This includes, but is not limited to, closing all windows and doors, sound-proofing music practice rooms, and placing speakers away from windows.

#### **C. Backyards**

Use of backyards is permitted with advanced permission from Residential Life - Fraternity and Sorority Life, provided that the noise is not excessive (i.e. no amplified music, screaming). No backyard access will be granted after 3pm. Basketball hoops are not permitted on University owned buildings.

### **VI. Open Backyard Access**

Backyard access is not for social events (formal or informal). This is intended for residents of the brownstone, and should not be utilized for chapter-wide functions. Chapters should continue to follow the brownstone event registration process for any chapter events with backyard access.

Each semester, each chapter will be able to submit 2 names of residents that are able to take the key out from the Hospitality Desk. Only those 2 residents are able to check out the key. Residents and guests must follow the following guidelines provided by the Residence Hall Director. Groups will have one warning but after a second offense they will lose this access for the semester and may face a J-Board hearing

### **VII. Rooftops of University-Owned Residences**

The use of rooftops for parties or any other reason is strictly forbidden by the NYC building code. No one is allowed on the roof at any time for any reason-except for emergency exit without the permission from Columbia Housing.

### **VIII. Fireworks**

The possession or use of fireworks in chapter residences, in backyards or on the roof is strictly prohibited.

### **IX. Letter Painting**

In accordance with New York City law, the painting of Fraternity/Sorority letters on the paved streets (i.e. 113<sup>th</sup>, 114<sup>th</sup>, and 115<sup>th</sup> and so on) is strictly prohibited. Any organization found to violate this policy will face the penalties of the IGC Judicial Board and may be subject to legal penalties as well.

### **X. Air Conditioning**

For safety reasons, window-unit and portable air conditioners are not permitted in any residence hall or brownstone. If an air conditioning unit is discovered in a residential room, the unit will be confiscated and the residents of the space will be subject to fines and Dean's Discipline. Should the chapter require an AC unit for a common space, please email the Residence Hall Director for Fraternity & Sorority Life with the exact location the chapter wishes to have it installed. Columbia Housing will review the request with FSL and Facilities. Requests are considered but not guaranteed. Residents may not provide their own AC unit. AC Units found in rooms will be removed.

### **XI. Space Heaters**

For safety reasons, residents are not permitted to provide their own space heater. Should a residential space become too cold, the RA must call the Hartley Hospitality Desk at 212.854.2779 stating which room is too cold and Columbia Housing will assess the situation.

### **XII. Blocking Egress & Access to Fire Panel**

Blocking egress and access to fire panels is strictly prohibited and chapter residents will be subject to fire safety fines. Brownstones should have a 3ft clearance to all fire safety equipment such as fire panels.

### **XIII. BBQ Grills**

BBQ Grills are strictly prohibited

### **XIV. Wall Decorations**

FSL RAs are responsible for emailing the Residence Hall Director for Fraternity & Sorority Life for any wall decorations (picture frames, light fixtures, etc.) requests in common spaces. If granted approval, Columbia Housing will submit a maintenance ticket for Facilities to install. Any decorations installed by chapter residents/members will be discarded and the chapter will be charged for damages. All items adhered to wall must be done with 3M wall hooks or strip or a similar product.

### **XV. Stoop**

The use of the brownstone stoop for chapter functions is strictly prohibited unless approved by the Residence Hall Director.

## GENERAL CLEANING SERVICES PROVIDED BY UNIVERSITY

### Daily Activities (Mon thru Fri)

- Remove trash from bathrooms and designated areas.
- Fill the dispenser with toilet tissue.
- Report maintenance and custodial deficiencies.
- Sweep sidewalk.
- Remove trash from buildings on designated pick up days.

### Common Areas, Corridors and Stairwells (Twice per week)

- Sweep all entrances, steps and exit areas.
- Empty all waste baskets and other trash receptacles to designated areas.
- Dust all areas within hand high reach to include window sills, walls, and edges.
- Spot clean glass on entrance doors.
- Spot clean all doors, frames and light switches.
- Sweep and damp mop stairwells.

### Bathrooms (Twice per week)

- Wash, sanitize and dry all bowls, seats, wash basins, and mirrors.
- Scrub and wash showers, faceplates, shower knobs and soap dishes.
- Sweep, mop and sanitize floors.
- Dust all sills, partitions, ledges, vents, and exposed piping.
- Wash all partitions.

\*\*\* Please note: bathrooms will not be cleaned by university personnel if residents do not remove their personal belongings from the showers or countertops prior to the scheduled cleaning. Personal trash disposed of in bathrooms will also not be picked up and chapters will be documented if found to be doing so.

### Laundry Rooms (Twice per week)

- Sweep and mop the floor.
- Dust and wipe vents, doors, ledges, and equipment.

### Kitchens (Twice per week)

- Clean and wipe down appliances, counter tops, and all surfaces.
- Dust ledges, window sills, vents and shelves
- Clean inside and outside of the microwave oven.
- Sweep and wet mop floor.
- Wash and spot clean glass surfaces.

\*\* Please note: kitchens will not be cleaned by University personnel if residents do not remove their personal belongings from the countertops or sink prior to the scheduled cleaning

## WHO RESIDENTS WILL SEE IN THE RESIDENCE

### I. Facilities Staff

On a daily basis residents will see the porter and superintendent of the building. These staff members will be dressed in Columbia University issued uniforms. They perform day to day services in the chapter residence.

### II. Contractors

The University may need to hire contractors to address specific issue in the residence. Contractors will not be in Columbia University issued uniforms however, will be accompanied by staff. Residents will receive notification from Housing prior to contractors entering the residence and a notice will be placed on the front door of the

Chapter Residence. If this does not occur please email the Residence Hall Director for Fraternity & Sorority Life.

### **III. University Administrators**

Every so often a group of administrators representing Columbia Housing, Residential Life and Undergraduate Residence Hall Facilities may walk the chapter residences. These routine walkthroughs are a time for administrators to address any facility related issues.

## **THE PUBLIC RELATIONS APPROACH**

We can positively promote the Columbia University experience through the maintenance and appearance of our facilities. When the campus and surrounding community see stoops and backyards cluttered with cans, bottles, trash, and debris, a quick judgment is often made about the facility's residents and the Fraternity and Sorority community in general. The Chapter Residences areas have a prominent location on campus, and, good or bad, the condition of our homes communicate a great deal to the campus and surrounding community.

Consider the following questions:

- Do our facilities communicate pride in our organizations?
- Do our facilities communicate that we are responsible neighbors in the New York City/Morningside Heights community?
- Does our facility positively reflect on the Fraternity and Sorority community and College?

## **GENERAL MAINTENANCE SUGGESTIONS**

### **Washing Machines:**

- Maintenance by university staff. Call the Hospitality Desk for assistance.
- Keep interior clean
- Check washer water fill hoses for cracks, blisters, corroded fittings, and leaks

### **Clothes Dryers:**

- Clean lint after every load
- Periodically, clean exhaust hose that leads to exterior of house
- Periodically, clean lint and fabric sheets from behind dryers.
- Pick up clothes around laundry room

### **Dishwashers:**

- Never wash anything other than dishes in your dishwasher.
- Dishwashers should be run at least once per week to keep seals moist.
- Periodically wipe the area around seals to prevent soap scum buildup.

### **Microwaves:**

- Check output efficiency annually (or when needed) – For 600 – 1000 watt microwave ovens, place an 8-ounce cup of water in the oven and operate the unit on high for 3 minutes. The water should be boiling.
- Don't attempt to repair microwave yourself
- Microwaves should be run on a separate electrical circuit to allow for most effective operating

Microwaves are not permitted in the resident's room as per Housing's prohibited items policy. **Refrigerators and**

### **Freezers:**

- Refrigerators used in individual rooms must not exceed 2.5 cubic feet in volume.
- Empty and clean drain pan (when cleaning condenser coils)
- Keep perimeter door gasket clean
- Keep food compartment between 34-40 degrees and freezer compartment at 0 degrees

### **Range/Oven:**

- Keep range top and oven clean
- Periodically check oven-door gasket - should be soft/pliable
- In a gas range, inspect the pilot flame – flame should be sharp blue cone approximately 1/4 inch

#### **Garbage Disposals:**

- Clean disposal by putting ice cubes and ¼ cup of white vinegar into unit and operating it with no running water. When it sounds like the ice cubes are gone, slowly run cold water.
- Keep cooking grease, coffee grounds, hair and soap scum out of the drain

#### **Plumbing/Bathrooms:**

- If any of the Chapter Residence plumbing develops a leak, call the Hospitality Desk
- Check bathtub and shower caulking monthly and request improvements promptly as needed
- Do not throw food trash in the bathroom as this will not be collected by University personnel

#### **Doors, Doorknobs, and Locks:**

- If the door doesn't shut securely, call the Hospitality Desk.

#### **Trash:**

- Keep lid to trash container closed at all times
- Keep trash picked up from outside of trash container

## **GENERAL SAFETY SUGGESTIONS**

Consider the following suggestions: residents work to lower the possibility of an accident in the Chapter Residence.

\*Keep in mind that safety tips are only effective if they are shared with all members of the organization. \*

- Educate all members about facility rules, policies, and safety procedures
- Post guidelines and tips in visible areas (in common spaces, near exits, bathrooms, kitchen, etc.)
- Verify safety systems (smoke detectors, alarms, fire extinguishers, exit signs, lighting) are checked on regular basis
- Make sure exit signs are visible and in place
- Make sure emergency lights and batteries are working and charged
- Keep stairways and landings clear of debris and lighted at all times
- Close doors that open to a stairway at all times
- Keep pathways to fire escapes free of debris and maintain access to exit windows.
- Do not allow candles of any kind, including decorative candles, in the Chapter Residence.
- Submit maintenance requests for broken plaster immediately.
- Never store gasoline or propane inside Chapter Residence.
- Do not use the boiler room or other mechanical room for storage, especially combustible items.
- Make sure the combustion air inlet for the boiler isn't blocked. Failure to do so could result in carbon monoxide poisoning
- Do not hang anything from the sprinkler system as it will interfere with the spray pattern of the sprinkler head. Attaching items to the sprinkler system may cause the sprinklers to engage.
- Never run wires under a rug, through doorways, windows or any place a wire can get pinched and short circuit.
- Have fire extinguishers checked annually.

\* Information provided by the Massachusetts Institute of Technology

## **FIRE SAFETY**

Every year college and university students experience a growing number of fire related emergencies. In the majority of cases where fire fatalities occurred on college campuses, alcohol was a factor. The leading causes

of fire injuries on college campuses are cooking, careless smoking, and candles. Some causes of house fires include:

- Improper use of 911 notification systems delays emergency response.
- Student apathy. Many are unaware that fire is a risk or threat in the environment.
- Evacuation efforts are hindered since fire alarms are often ignored.
- Building evacuations are delayed due to lack of preparation and planning.
- Vandalized and improperly maintained smoke alarms and fire alarm systems inhibit early detection of fires.
- Misuse of cooking appliances, overloaded electrical circuits and extension cords increase the risk of fires.

## FIRE PREVENTION TIPS

### Electrical Safety:

- Replace or repair electrical devices with loose or damaged cords
- Do not run extension cords across doorways or under carpets.
- Do not overload extension cords.
- Be sure extension cords are properly rated and used only temporarily.
- Do not use an electrical outlet or switch if the protective cover plate is ajar, cracked, or missing.
- Place lamps on level surfaces and away from flammable items. Avoid Halogen lamps.
- Use bulbs that match the lighting fixture's recommended wattage.

### Cooking:

- Cook only where rules allow.
- Keep the kitchen clean and uncluttered.
- Unplug unused electrical appliances
- Never leave cooking unattended.

### Smoking:

- Smoke only where rules allow.
- Use large, deep, non-tip ashtrays.
- Do not smoke in bed.
- It is risky to smoke when you have been drinking or when you are drowsy.

## KITCHEN SAFETY

Below are a few guidelines that will reduce the chances of having health and safety incidents in the kitchen.

- Wash hands before working in the kitchen. Also, wash hands at regular intervals as necessary while cooking. Keep nails clean to prevent the spread of germs.
- Cover any cuts with waterproof dressings. Change the dressings when work in the kitchen is finished.
- Remove any jewelry that might get in the way and tie back hair.
- In the event of a power outage, foods stored in the refrigerator and freezer will stay fresh for a longer period of time if the doors are left closed. A full, tightly packed freezer will stay frozen for 48 hours if the door is closed. A partially filled freezer will last for 24 hours. Any cooked foods that thaw should be eaten immediately or thrown away. Uncooked food that still has ice crystals on it or is still cold (40 degrees F) can be safely refrozen.
- Keep foods either hot or cold. The bacteria that cause spoilage and food poisoning grow best when food is lukewarm. Be especially careful with raw poultry, seafood and foods with a base of eggs, such as mayonnaise or egg salad.
- Make sure the temperature in the refrigerator is 40 degrees or under.
- Never leave cooking unattended. If residents must leave the kitchen for some reason, turn the heat off.

- If something is spilled on the floor, clean it up. Keep a mop or such handy for this purpose.
- Clean any grease build-up from the stove, oven & exhaust fan regularly. Cooking grease & oil ignite easily & burn rapidly. Never use grills of any type in the Chapter Residence.
- Don't store volatiles such as cleaning fluids, gasoline, and kerosene near food.
- Pesticides such as bug killers, roach poison and rodent bait should be considered dangerous. Store carefully, and not in the kitchen.
- Drain cleaners, bleaches and strong acids can be dangerous.
- Properly clean dishes and utensils. The dishwasher hot water should be at least 180 degrees F.

## HOME SECURITY

Review the following to help secure the Chapter Residence and educate members on home security:

### Secure Your Space!

Close the door behind you, lock your doors and windows, and do not share your door code or loan your key.

### Close Doors Behind You!

Do not allow unknown people to enter the Chapter Residence behind you, and do not prop doors open.

### Locks only work if you use them!

### Space for Everything!

Do not leave identification, wallets, jewelry, and other valuables in plain view. Find a safe place to store belongings.

### Identify Your Property!

Encourage members to mark valuables with identifiable marks and take inventory of property.

## GENERAL EVACUATION PROCEDURES

When evacuating the Chapter Residence:

- Stay calm; do not rush and do not panic.
- Safely stop all activities.
- Gather personal belongings if it is safe to do so.
  - Reminder: take prescription if at all possible; it may be hours before residences are permitted back in the Chapter Residence.
- Use the nearest safe stairs and proceed to the nearest exit. Proceed across the street from the Chapter Residence and report the incident to the RA.
- Wait for any instructions from emergency responders.

Residents may not re-enter the building until they have been instructed to do so by emergency responders.

IMPORTANT REMINDERS	
Trash Removal	Monday, Wednesday, Friday

<b>Large Item Trash Removal</b>	Monday, Wednesday, Friday
<b>Recycling</b>	Fridays ONLY
<b>Exterminator</b>	Once a Month
<b>Scheduled Walkthrough Date(s)</b>	Will be emailed to RAs in advance

## RA RESOURCES

### **I. General Housing Helpful Contacts**

- *Hartley Lobby* - Hospitality Desk (24hr Assistance) 212-854-2779
- General Inquiries [Housing@columbia.edu](mailto:Housing@columbia.edu)
- Maintenance Requests <http://www.facil.columbia.edu/Services/>

### **II. Who to Contact**

For issues regarding roster submissions, room changes, check-in & check-out information, and facilities follow-up please contact:

#### **Lesley Caron**

Residence Hall Director for Fraternity & Sorority Life  
515D Lerner Hall  
212-854-5319

#### **Yvonne Pitts**

Director of Fraternity & Sorority Life  
515F Lerner Hall  
212-854-4196

## **RESIDENT ADVISER NOTES**