COLUMBIA RESIDENTIAL LIFE
BROWNSTONE POLICIES & OPERATIONS GUIDE

reslife@columbia.edu

At Columbia University, it is a privilege for student organizations to be able to have their Brownstone as a place of community, and for hosting events. Acknowledging that this is such a privilege, it is crucial that organizations do their best to keep their Brownstone clean and well maintained. If there are any issues or concerns, we urge our residents to reach out to their RA or RHD at the soonest convenience. **All policies stated in the Guide to Living are applicable in the Brownstones.** The policies stated below are in addition to those listed in the Guide to Living.

Important Terms and References:

- **Residential Adviser (RA)** – Columbia University undergraduate student who is hired by Residential Life. One RA lives in every FSL or SIC Brownstone.
- **Residence Hall Director (RHD)** – A professional staff member who works directly with Brownstone Organizations and RAs to help support residents and the Brownstone program
- **Brownstone Organization** – A general term for an Organization that has a Brownstone
- **Brownstone Leader** – For FSL groups, usually the Chapter President and for SIC groups, designated student leaders who are responsible for the SIC
- **Resident** – An undergraduate Columbia University student who lives in the Brownstone
- **Fraternity and Sorority Life (FSL)** – The Office who is responsible for advising and maintaining the fraternity and sorority system at Columbia University
- **Special Interest Communities (SIC)** – A program sponsored by Residential Life
- **Guide to Living** – Important housing policies at Columbia University

FACILITIES INFORMATION	
Trash Removal	Monday, Wednesday, Friday
Large Item Trash Removal	Monday, Wednesday, Friday
Recycling	Fridays ONLY
Exterminator	Once a Month
Scheduled Walkthrough Date(s)	Will be emailed in advance

Columbia Housing Contacts

- *Furnald Hall Lobby* - Hospitality Desk (24hr Assistance) 212-854-2779
- General Inquiries Housing@columbia.edu
- Maintenance Requests http://www.facil.columbia.edu/Services/

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

Fraternity & Sorority Life

Les Caron
Residence Hall Director for Fraternity & Sorority Life
515D Lerner Hall
212-84-5319

Josh Gamse
Director of Fraternity & Sorority Life
515G Lerner Hall
212-854-4196

Special Interest Communities

Genovee Dominguez
Residence Hall Director for Special Interest Communities
Schapiro Hall, Office 110
212-851-4068

Jason Wojtylko
Associate Director of Residential Life and Special Interest Communities
TBA

Questions regarding the Intercultural House (ICH) should be directed to Multicultural Affairs by emailing ichresidents@columbia.edu or Xaelah Jarrett – xaelah.jarrett@columbia.edu

General Brownstone Policies

Building and Furnishings

1. General Policies
   - **a.** RAs, Residents, and Organizations are responsible for being familiar with and following all guidelines outlined in the Guide to Living
   - **b.** Access to the roof or fire escapes of the Brownstone is strictly forbidden, except in an emergency.
   - c. Backyards cannot be used by the Organization without advanced permission from Residential Life, with the exception of during the Open Backyard Access period.
   - **d.** Residents are responsible for ensuring the general cleanliness of the common spaces in their Brownstone, ensuring that the spaces are clean enough for facilities to conduct their cleaning.
   - **e.** Columbia Housing, Facilities, 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.
   - **f.** At the discretion of Columbia Housing and Residential Life, property walkthroughs may be conducted of common areas and student rooms at any time. In addition, Columbia Housing or Facilities will conduct periodic brownstone audits to check for maintenance and/or custodial issues.
   - **g.** At the end of the academic year, the Brownstone Organization is responsible for leaving the residence in a clean and orderly condition, as defined in the summer closing procedure.
   - **h.** The Brownstone Organization is responsible for the proper protection and care of University property in and around the Brownstone 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 Brownstone Organization, its members, residents of the house or guests.

i. The Brownstone Organization leadership is responsible for ensuring attendance at any function hosted within the residence does not exceed the maximum occupancy posted (74).

2. Exterior of Building
- **a.** No cables or satellite dishes can be affixed to the façade of the building.
- **b.** Exterior signage identifying the Brownstone Organization is to be provided by the University.
- **c.** Smoking is also prohibited outdoors within 20 feet of all University Buildings (including undergraduate housing).

3. Common Areas
- **a.** FSL Groups are responsible for supplying their own common area furniture.
    a. Purchase, repair, maintenance, replacement and insurance of common area furniture is not the responsibility of the University, it is the responsibility of the Organization.
- **b.** Groups who are interested in potentially getting surplus University furniture in their common space should contact the Director of Fraternity and Sorority Life (jg4939@columbia.edu).
- **c.** Prior to purchasing new furniture, or bringing any additional furniture into the building, the Brownstone Organization must receive written permission and guidance from the RHD.
    i. Organizations may use the university approved vendor and look through the catalog to browse furniture (www.savoyfurniture.com). Organizations must share furniture they would like to purchase with the RHD for review and approval
    ii. In the event that the Organization wants to use an outside vendor, the Organization will have to ensure that this information is shared with the RHD to receive approval prior to purchasing the furniture.
    iii. Any furniture purchased or brought in will need to meet the appropriate fire rating. Organizations should work with the vendor to acquire the fire rating which will be reviewed by Residential Life, Columbia Housing, and Columbia Facilities.
- **d.** Brownstones are limited to a reasonable amount of furniture within the building, as defined by Residential Life staff. Please be aware that overcrowding of a common space may result in a fire code violation
- **e.** The University strongly encourages each FSL chapter to insure Chapter property.
- **f.** Brownstone common areas must comply with all fire safety regulations as outlined in the Guide to Living. This prohibits halogen lamps, live trees (ex: Christmas trees), candles, unapproved extension cords, and other potential fire safety hazards. University officials may inspect common areas for these items at any time.

4. University Issued Furnishings
- **a.** The University will supply furniture for each bedroom. Bedroom furniture will consist of a bed, mattress, desk, desk chair and wardrobe.
- **b.** Each resident is responsible for ensuring all university furniture is present in the bedroom at all times.

5. Storage
- **a.** Personal property from residents or non-residents may not be stored in the Brownstone outside of personal rooms at any time.
- **b.** Over the summer, Brownstone Organizations will be assigned a location in their Brownstone by their Residential Life staff to store specific organizational items
- **c.** Any items stored outside of a designated area will be discarded during the summer
- **d.** Organizations who wish to utilize summer storage spaces should work with their advisor(s) to identify off-campus storage options.
- **e.** Items stored in the Brownstone are stored at the risk of the Organization.

6. Damages
- **a.** All communal damages will be billed to the Brownstone residents or the chapter at the discretion of Residential Life and Columbia Housing.

b. Each resident is financially responsible for damages in their individual rooms.

7. Expectations of the University
   a. The University shall provide utilities, general custodial and maintenance services, major kitchen appliances, and fire safety equipment.
   b. All equipment and furnishings are subject to repair and replacement policies for University residences.

4. Resident Occupancy

1. Occupancy
   a. Capacity of a Brownstone is defined as the maximum number of students housed in a given residence as designated by Columbia Housing.
   b. Columbia Housing determines singles and doubles of the Brownstone annually.
   c. The Organization must maintain 100% occupancy throughout the year.
      i. Only registered full-time degree seeking students within Columbia College or the School of Engineering and Applied Sciences with guaranteed housing are eligible
      ii. In certain circumstances as communicated by Residential Life, Barnard students with guaranteed housing may be eligible
      iii. FSL Brownstones must be filled entirely with registered members of the chapter occupying the Brownstone
   d. The University reserves the right to assess a fine to cover the lost revenue from vacancies in the Brownstone.
   e. If the Brownstone Organization is unable to fill the Brownstone after the housing roster deadline has passed, Columbia Housing reserves the right to fill any vacancies with a student who is not affiliated with the respective organization.
   f. Brownstone Organizations who do not maintain 100% occupancy may risk Loss of Housing
   g. Columbia-Barnard Exchange Program
      i. Sorority residences and SICs must adhere to the Columbia-Barnard exchange ratio. This ratio is determined by Columbia Housing and is NOT negotiable.
      ii. If an Organization does not use all of their Barnard College spots, the Organization could lose the Barnard spot for the current academic year. If a Barnard student leaves the brownstone mid-year or after they sign their Housing contract for the upcoming academic year, the Organization will not be able to replace the spot with another student and can only fill the spot with a Columbia student.
   h. To ensure full occupancy throughout the year, a wait list must be generated with at least 10 backup residents listed. All students listed on a wait list must have guaranteed on-campus housing. The wait list must be submitted to the Residential Life staff, included in the housing roster. It is the responsibility of the Brownstone Organization to ensure that the wait list consists of persons who understand their commitment to live in the Brownstone and will comply when notice of transfer to the Brownstone is received.
   i. 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 designated Brownstone Leader must communicate to Residential Life staff about desired roster changes
   j. 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:
      i. assign any student to fill vacancies
      ii. 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.

k. Any non-member assigned by Columbia Housing will be permitted to live in the Brownstone for the entire year. Non-members will have the use of all common areas (laundry, kitchen, etc.).
l. The University reserves the right to reassign any resident of the Brownstone to other residence hall space upon resignation or disaffiliation from the Organization. The Organization is responsible for ensuring that all residents of the Brownstone are aware of this policy.
m. First year students are not eligible for occupancy in a Brownstone
n. The Organization 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 Organization may have with its members regarding requirements to live in the Brownstone
o. The Organization is responsible for ensuring that all residents are aware of the clauses contained in this policy that may impact them.
p. FSL Chapter Presidents who are CC, SEAS or Barnard students must live in the Chapter's designated residence during their term. This policy may be appealed to the Director of Fraternity & Sorority Life.
q. SIC Organization leaders must live in the Brownstone

2. Spring Vacancies
a. Residents are responsible for notifying Columbia Housing and the RHD of cancellation of contract. Residents looking to transfer must complete a transfer request form and must be approved by Residential Life staff.
b. Cancellation notice must be filed with Columbia Housing by the appropriate deadline.
c. The Organization is responsible for filling any vacancies by the appropriate deadline.
d. The updated housing roster for the Spring Semester must be filed with Columbia Housing and Residential Life staff at the end of the Fall Semester on the date specified by Columbia Housing.

3. Summer Occupancy
1. Brownstones are closed for the summer and are not accessible without Residential Life approval

Brownstone Expectations

1. Housing privileges shall automatically terminate at any time the Organization is removed from official recognition by the University, or at any time the group fails to fully meet any of the expectations.
2. The Brownstone is assigned, when available, to organizations for one academic year. The assignment of a Brownstone may be reviewed and renewed annually.
3. Failure to demonstrate fulfillment of the expectations and/or the procedures outlined in the expectations may result in a hearing with the SGARB or IGC Judicial Board (FSL). SGARB or the IGC Judicial Board will then recommend appropriate sanctions which may include a recommendation of Loss of Housing.
4. The Brownstone Leaders 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 Brownstone to the appropriate University officials. The chapter president or designated Brownstone leader is the student in charge of the organization regarding situations or activities in the brownstone.
5. The Organization shall promptly pay all bills incurred for the purchase, repair, and improvement of its own equipment and events or activities sponsored by the Organization. All financial obligations of the

Organization 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.

6. Failure to abide by the terms of any of the above and the procedures may result in immediate termination of housing privileges.

Rosters & Swipe Access

RAs and/or the Organization's designee are responsible for submitting Housing Rosters and Swipe Access rosters by the designated deadline established by Residential Life and Columbia Housing. These items should be submitted to Residential Life staff for review and final approval to be submitted to Columbia Housing. Below are general deadlines to consider for Housing Rosters.

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. Fraternity and sorority new members 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.

1. Cleaning Services

For University-owned facilities, staff is assigned to provide basic cleaning services for Brownstones. Common rooms, shared bathrooms, hallways, trash removal, and moping of common areas are basic services provided on a regular basis. Cleaning services do not include washing dishes or cleaning obstructed countertops or floors. If the Brownstone is not being maintained please contact the RHD. Cleaning schedules will be posted by facilities staff.

2. Trash Removal

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 RHD.

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. Please inform RHD 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.

3. Recycling

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

4. Exterminator

Exterminators visit the Brownstone once a month. If the residence needs additional service, please call the Hospitality Desk at 212.854.2779

5. Columbia University Noise Policy

Occupation of a Brownstone 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 Brownstone, 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**
   Organizations 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**
   Amplified sound is never permitted in backyards. Residents should take care to keep their volume at a reasonable level when utilizing their backyard.

6. Open Backyard Access

During set times on Fridays during the school year, as communicated by the RHD, open backyard access will be permitted. Open backyard access is not for social events (formal or informal). This is intended for residents of the brownstone, and should not be utilized for organization functions, unless given special permission by Residential Life. Organizations must follow the brownstone event registration process for any Organization events with backyard access.

Each semester, each organization 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 RHD. Groups will have one warning but after a second offense they will lose this access for the semester and may face discipline.

A. **Alcohol & Smoking**
   Alcohol and smoking are not allowed in the backyards during open backyard access
B. **Noise**
   Amplified sound is never permitted in backyards and noise must be monitored at all times
C. **Cleanliness**
   It is the responsibility of residents to ensure that the backyard is cleared of trash, tables, chairs, tents, etc at the end of every open backyard period
D. **Keys**
   Backyard keys must be returned by 4:30pm, every Friday. If the key is lost, the resident who checked it out will be responsible for the cost of a replacement key.

7. Fireworks

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

8. Letter Painting
In accordance with New York City law, the painting of Fraternity/Sorority letters on the paved streets (i.e. 113th, 114th, and 115th 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.

9. Air Conditioning
For safety reasons, residents are not able to provide their own window-unit or portable air conditioners in a 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 Organization require an AC unit for a common space, please email the RHD with the exact location the Organization wishes to have it installed. Requests are considered but not guaranteed. Residents who need a window-unit in their residential room must file the proper paperwork with Columbia Disability Services.

10. 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 Hospitality Desk at 212.854.2779 stating which room is too cold and Columbia Housing will assess the situation.

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

12. BBQ Grills
BBQ Grills are strictly prohibited

13. Wall Decorations
Brownstone Leaders must email the RHD for any wall decoration (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 incorrectly will be discarded and the Organization will be charged for damages.

14. Stoop
The use of the brownstone stoop for Organization functions is strictly prohibited unless approved by the RHD

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 Organizations will be documented, facing potential conduct action if found to be doing so repeatedly.

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

1. 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 Brownstone.

2. Contractors

The University may need to hire contractors to address specific issues in the Brownstone. 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 Brownstone. If this does not occur please email the RHD with said service request documentation.

3. University Staff

Every so often, Columbia Housing, Residential Life, and Facilities may walk the Brownstone. These routine walkthroughs are a time for staff to address any facility related issues.

RHDs will conduct weekly walkthroughs of the Brownstone to ensure egress and facilities concerns are addressed, and that there are no violations of the Guide to Living within the space.

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.

1. General Information

Community Responsibility

It is everyone's responsibility to leave the Brownstone in the same manner as when they arrived. Please take trash downstairs to the garbage area and place large objects in the designated space within your brownstone. Do not leave anything in the rooms upon moveout. Ensure the common space is tidy and that food items are disposed of so that they are not left sitting out or in the refrigerator over the summer. For personal items in good shape that residents do not want, please remember to Give and Go Green.

Summer Storage

- All residents are responsible for following Columbia Housing and Residential Life guidelines around moving out of their assigned spaces
- No personal belongings may be stored in the brownstone over the summer
- Food products may never be kept in the brownstones over the summer
- Some organizations are fortunate enough to have space to store their organizational belongings over the summer. Stored items must be kept tidy. Organizations must ensure stored items are done in a way that follows all Housing and Residential Life guidance, or the items may be discarded. Please note that Columbia University is not responsible for any items left over the summer and cannot guarantee the safety of those items.

Disposing of Large Items

Organizations may bring their large items for disposal to predetermined locations identified by Columbia Housing and Residential Life. Organizations 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. Depending on the item, residents are able to submit a work order via facilities to request removal of an item. If you have questions, contact your RHD.

2. Prior to Check-Out

Common Areas & Backyards

The organization is responsible for cleaning all common areas. Common areas include living rooms, chapter rooms, kitchens, laundry room, basement, storage rooms, backyards, 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 Organization 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.

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 University furniture must be assembled and in their proper locations 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.

During Check Out

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 Brownstone
- 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 Brownstone. 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. Do not allow anyone tailgate (or piggyback) you inside. If a guest is visiting, they must wait for their host to bring them inside.
- 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.