



NMSU Housing and Residential Life

RESIDENT HANDBOOK



table of contents



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Letter from the Director.....	1
Important Contact Information.....	2
Housing and Residential Life – Getting Started.....	3
Our Team	3
Desk Assistant (DA).....	3
Resident Assistant (RA).....	3
Residential Activities Planner (RAP)	3
Senior Resident Assistant (SRA).....	3
Resident Director (RD).....	3
Faculty Fellows (FF)	4
Faculty in Residence (FiR)	4
Residence Hall Association (RHA).....	4
Hall/Community Council.....	4
National Residence Hall Honorary (NRHH).....	4
Communities	5
First-Year Residence Halls.....	5
First-Year Residency Experience (FYRE) & Residency Requirement	5
Apartments.....	5
Student Family Housing (SFH)	5
Living Learning Communities (LLCs)	6
Inclusive and Co-Ed Housing.....	6
Greek Life Housing.....	6
Military and Veteran Housing.....	6
Amenities and Services	7
Housing and Residential Life Office	7
Services Desks.....	7
Events and Activities.....	7
Keys and Access Cards	7
Dining Services.....	8

Utilities: Water, Air Conditioning/Heating, Trash Removal, and Electricity	8
Internet Connectivity.....	8
Xfinity on Campus.....	9
Laundry.....	9
Mail and Packages	9
Maintenance & Custodial Services	10
Submitting a Work Order/Work Request.....	11
Pest Control	11
Reserving Common Spaces, Classrooms, Community Centers, and Outdoor Venues (Volleyball Courts or Grills)	12
Safety & Security	13
Personal Security Tips.....	13
Health and Safety Inspections	13
After-Hours Residential Life Staff On Call.....	13
Public Safety Aide (PSA).....	14
University Police Department (UPD)	14
Emergency Notification System.....	14
Fire Alarms.....	14
Fire Safety.....	15
Missing Student Notification Protocols	15
Active Killer	15
Security Cameras.....	19
Roommate Relations: Tips for Being a Good Roommate.....	16
Roommate/Suitemate Agreements & Space Changes	16
Resident Responsibilities (alphabetical)	18
Introduction/Overview	18
Abandoned Property	18
Alcohol.....	18
Animals	19
Campus Breaks	20
Check-In Procedures.....	20
Check-Out Procedures.....	20
Cleaning and Disinfecting Responsibilities	21
COVID-19 Considerations	21
Disruptive Behavior	21
Drugs and Paraphernalia	21
Encroachment	22

Facility and Property Use.....	22
Failure to Comply	22
Lawn Maintenance	22
Parking Permits.....	22
Physical Abuse/Threats	23
Prohibited Items	23
Property Insurance	23
Quiet Hours & Noise.....	23
Room Amenities/Damage Charges.....	24
Room Condition Report (RCR).....	24
Room Renewal.....	24
Room Transfers	25
Sales & Solicitation	25
Space Optimization Process	25
Sports & Recreational Activity.....	25
Storage	25
Sustainability	25
Tobacco and Smoking.....	26
Trash and Recycling	26
Visitors & Guests	26
Welfare Checks.....	26

Letter from the Director

Dear Aggies,

On behalf of all of us at Housing & Residential Life, we are thrilled you are living on campus and want to wish you the warmest of welcomes to New Mexico State University! Whether you are a first-time resident or have lived on campus for multiple years, there is a community for you. Our hope is that your experience as an Aggie will include an engaging, supportive, and diverse living environment that furthers your academic success. Get ready to enjoy the varied programs, events, and resources available to you as a campus resident.

Take time to read and review this Resident Handbook which contains practical information and important guidelines that will help you understand what it means to be a member of your community and what you can expect. Being a member of a community living environment comes with a certain level of responsibility and accountability, which you will find outlined in this handbook too. Next, as an Aggie, you are expected to actively practice civility and goodwill with everyone.

Once you arrive on campus you may find the adjustment to living away from family a bit unusual, but after a few short weeks you will have connected with old friends, made new friends, and found your groove. We encourage residents to stay on campus and limit travel on weekends to fully engage in the campus community. Living on campus and engaging in your community will provide you with opportunities to broaden your perspective, expand your intellect and become part of AGGIE family. If you have made it this far, I am leaving an easter egg for you. Come to the Housing Office in Corbett Center suite 230, mention this letter, and the staff at the desk will give you a free coffee coupon! We look forward to your arrival and welcome you to the AGGIE family in person. Go Aggies!

Sincerely,

David Mcnabb

David Mcnabb
Director of Student Living
NMSU Housing & Residential Life

Important Contact Information

Residential Housing		
North Campus Service Desk*	Garcia Lobby	575-646-1701
Garcia East Resident Director (RD) Office	Garcia East Lobby	575-646-4412
Garcia West Resident Director (RD) Office	Garcia West Lobby	575-646-4466
Piñon Hall RD Office	Piñon B Lobby	575-646-1916
Rhodes Garrett Hamiel RD Office	Garrett Lobby	575-646-1505
Juniper Hall RD Office	Juniper Hall Lobby	575-646-7134

* Telephones are answered 24 hours a day, 7 days a week, and 365 days of the year.

Apartment & Family Housing		
Chamisa Village Service Desk*	Chamisa Club House	575-646-7109
Chamisa Village RD Office	Chamisa Club House	575-646-7576
South Campus Residential Life Office*	1410 Center Drive	575-646-5393
Cervantes Village RD Office	South Campus Residential Life Office	575-646-5369
Student Family Housing RD Office	South Campus Residential Life Office	575-646-5369
Vista Del Monte RD Office	South Campus Residential Life Office	575-646-2948

* Telephones are answered 24 hours a day, 7 days a week, 365 days of the year

Housing and Residential Life		
Housing and Residential Life Office	Corbett Center (CCSU) Room 230	575-646-3202 (housing@nmsu.edu)

University Police	
Emergency	911
Non-Emergency/Lost & Found	575-646-3311



housing & residential life

**>>> contact
information**

Housing and Residential Life – Getting Started

Welcome to New Mexico State University! You are now a member of the Aggie family and NMSU is your home. As an Aggie you are part of a large, diverse, and welcoming community at the finest university in the Southwest. This resident guide will serve as a reference and resource for living on campus.

The Housing and Residential Life staff is committed to creating a living environment focused on learning, social awareness, and community development. You will find the staff open, welcoming, and professional.

Our Team

Desk Assistant (DA)

Desk Assistants are student staff members who work at the various Service Desks (Chamisa, Garcia, and South Campus). They are responsible for sorting mail and packages, checking out equipment, answering questions, directing residents to resources, and helping to provide a friendly and welcoming environment in our residential areas.

Resident Assistant (RA)

Your Resident Assistant is an upper-division (sophomore or above) student staff member who lives in your community and serves as a resource, support, and community-builder. You can expect your RA to host events to help you get to know other residents, uphold University and Housing and Residential Life policies, ensure the safety and security of our communities through duty rounds, and engage in conversations with you about your student success at New Mexico State University. Your RA will also contact you throughout the year for things like Occupancy Verification and Health and Safety Inspections. Your RA is one of the best people to go to if you need help or have questions. Your RA will have a sign on their door to help you identify where they live, and they will be in touch frequently to see how you're doing, tell you about upcoming events, and offer assistance.

Resident Activities Planner (RAP)

Resident Activities Planners are student staff members who design and facilitate activities that enhance the experience of campus residents through the Student Learning Outcomes and Programming Curriculum developed by Housing and Residential Life. Resident Activities Planners live in their assigned residential community and engage residents in a vibrant, inclusive community environment that promotes academic success and social involvement.

Senior Resident Assistant/Senior Resident Activities Planner (SRA/SRAP)

Senior Resident Assistants are student staff members who have served as RAs for a minimum of two semesters and show exceptional leadership abilities. They have additional responsibilities such as staff development, administrative oversight of a programmatic area, peer-to-peer training, and mentoring. There is one SRA per residential community. Senior Resident Activities Planners are student staff members who act as a leader and central representative for the RAPs. The SRAP also works closely with the SRAs to provide peer leadership across the Housing student staff team.

Resident Director (RD)

Each campus community is overseen by a professional staff member who lives on campus in the community they are responsible for. The RDs supervise student staff, advise Community Councils, provide facilities management support, adjudicate student behavior matters, respond to emergencies, and offer support for residents residing in our

communities. Many of our RDs hold master's degrees in Higher Education Administration and have chosen Student Affairs as their career.

Faculty Fellows (FF)

Faculty Fellows are dedicated faculty members from all NMSU colleges and Doña Ana Community College (DACC) who create meaningful connections with students outside the classroom. Faculty Fellows help plan activities and spend time getting to know the students who live in the community. Students who make connections with faculty outside the classroom are the most successful in college, so make sure to get to know your Faculty Fellow!

Faculty in Residence (FiR)

Faculty in Residence are faculty members who live in our residential communities to help plan events and activities for students. They are often found eating meals with students, attending programs, welcoming students at move-in day, and sharing their expertise on academic success.

Residence Hall Association (RHA)

RHA is the governing organization for the on-campus residence halls and apartment communities. This leadership group organizes large-scale events for residents, advocates for student concerns, develops campus leaders, and makes decisions that affect campus residents. RHA general assembly meetings are open to all campus residents. Representatives from each Community Council and National Residence Hall Honorary represent their constituents as a voting board. As a sophomore or above living on campus, you may consider running for an executive position in RHA; the best way to learn about the organization and the positions is to attend meetings and events.

Hall/Community Council

A group of students who live in your community are elected to organize events for your area, advocate for student needs, and vote on decisions that affect your campus community. Early in the fall semester, elections for your Community Council will be held, and every resident of your area is welcome to run for a position. If you miss elections or don't want to hold an executive position, and still want to be involved, contact your RD for ways to participate.

National Residence Hall Honorary (NRHH)

NRHH is the sister organization to RHA and is nationally recognized through the National Association of College and University Residence Halls (NACURH). NACURH is one of the largest student-led organizations in North America and composed of eight regional affiliates.

NRHH consists of the top 1% of on-campus student leaders. All inducted members of NRHH are known as "Diamonds". The NRHH chapter at NMSU is known as the Pete's Elite Chapter. NRHH focuses on community service and recognition. The NMSU Diamonds participate in most on-campus community service events and promote OTMs (Of the Month Awards) by having OTM writing parties. Lastly, NRHH hosts the end of year Housing and Residential Life awards banquet to recognize exceptional student and professional leaders within housing.

To become a Diamond, a candidate must be nominated by a third party, followed by confirmation from a selection committee assembled by the chapter president and advisor.

Communities

First-Year Residence Halls

There are five residence halls in four residential complexes at NMSU. **Rhodes-Garrett-Hamiel (RGH)**, on the New Mexico historic building registry, is charming and newly renovated. Originally three separate communities, the university connected the buildings many years ago. **Garcia East & Garcia West** are mirror images of one another and feature all suite-style configurations. **Piñon Hall**, opened in 2006, offers suite-style configurations, and features a fitness center. **Juniper Hall**, our newest residence hall, opened in 2019. Juniper Hall was named by the student body as it was under construction. All of the residence halls have onsite kitchen and laundry facilities.

First-Year Residency Experience & Residency Requirement

First-time, full-time undergraduate students admitted to the Las Cruces campus will be required to live in a university-operated residence hall for the first academic year, or two semesters. Research has shown when students live on campus, they gain many more benefits and rewards than those living off campus. Students who live on campus are more likely to:

- Connect with campus services
- Participate in extracurricular activities and events
- Perform better academically and typically receive a higher first-semester GPA
- Continue to their second year in college and graduate in four years
- Create bonds with faculty and other students that extend past graduation
- Explore a wider range of ideas by engaging with diverse people and cultures
- Develop stronger interpersonal and communication skills

Apartments

Upper-division students living in apartment villages may choose from single or efficiency apartments, two-bedroom apartments with shared bathroom; and four-bedroom, two bath apartments with shared bathroom.

We have three apartment complexes: **Cervantes Village**, **Chamisa Village**, and **Vista Del Monte**. NMSU offers one-bedroom efficiencies (Cervantes), one-bedroom (Chamisa), two-bedroom (Cervantes, Chamisa & Vista Del Monte), and four-bedroom (Cervantes & Chamisa) options. Chamisa Village has refrigerated air conditioning while Cervantes Village and Vista Del Monte have evaporative cooling units. Apartments are furnished.

Student Family Housing (SFH)

Affordable and convenient on-campus housing options are available to students with families. Offering individual houses with yards and apartment style living, these neighborhoods offer great amenities with close proximity to parks and picnic areas.

To qualify for SFH, there must be a registered student in the household as part of a family unit. Family units include married couples, married couples with child(ren), single parents with dependent children, domestic partners, and domestic partner with child(ren). Consideration is also given to non-traditional family units such as adult siblings living

together without parents, and/or the presence of extended family members. Please review the [NMSU Domestic Partnership guidelines](#) to review qualification information.

Tom Fort and Sutherland Villages offer single-family homes with two bedrooms and one bath. They also have personal driveways and enclosed backyards for each home, along with washer hookups and an outdoor clothesline. **Cervantes Village** offers apartment-style homes with four bedrooms and two bathrooms. All SFH units are cooled by evaporative cooling.

Living Learning Communities (LLCs)

Living Learning Communities are groups of students who live together and share a common interest or academic major. Many of our LLC students also take a common academic course their first semester together. For a list of all LLCs including common courses, locations, and past activities, visit [Housing LLCs](#).

Inclusive and Co-Ed Housing

In the first-year residence halls, our Inclusive Housing option allows students to reside in the same room and suite as individuals who may be of another gender or do not identify along the gender binary. Interested students must opt into the Inclusive Housing experience. For more information about this housing option and how Housing and Residential Life supports an inclusive community, visit our [Inclusive Housing Page](#).

Apartment living at NMSU allows for students to have roommates of any gender. Co-Ed Housing is available in all three apartment complexes. Roommates must mutually choose one another and space is available on a first-come, first-served basis. Students choosing this option in order to live with significant other are discouraged from using Co-Ed Housing. Housing and Residential Life will not authorize space changes due to significant others breaking up.

Greek Life Housing

Cervantes Village is home to a Greek Life community where members of chartered NMSU Greek letter organizations live together. For more information about this specialized housing, contact the chapter President of the desired Greek letter organization or the RD for Cervantes Village Apartments.

Military and Veteran Housing

NMSU Housing and Residential Life offers US military or veteran student housing in Tom Fort Village. These small houses are in Student Family Housing and provide greater independence and a sense of community with other military and veteran students. Contact the Housing and Residential Life office for more information.

Amenities and Services

Housing and Residential Life Office

The Housing and Residential Life Office provides applications, contracts, and account billing for all residents. Office staff are responsible for assigning residential spaces. Prior to move-in, the Housing office is the central location for students and families to get information about housing. Once a resident has checked in, questions or concerns can also be directed to either the Service Desk, RA, or RD for the student's residential community.

Services Desks

Each of our communities has a Service Desk that serves its residents with various services and supplies. Hours for each Service Desk can be found at our [Contact Page](#).

North Campus Service Desk

Located in the Garcia Hall lobby, this is where residents of Chamisa, Garcia East, Garcia West, Piñon, RGH, and Juniper will pick up packages and letter mail. Additionally, where residents of Garcia, Piñon, RGH, and Juniper get assistance if locked out. This is also the place First-Year Residents may report a problem, get help submitting a work order, or ask for assistance.

Chamisa Service Desk

Located in the Chamisa Village Clubhouse, this is the main hub for all Chamisa residents. Chamisa residents may get assistance if locked out. This is also a place where you can report a problem, get help submitting a work order, or ask for assistance.

South Campus Office

Located at 1410 Center Drive, residents of Cervantes, Sutherland, Tom Fort, and Vista Del Monte can visit this office to get help with questions, report problems, and get assistance if locked out.

Events and Activities

Throughout the year, Housing staff hosts events and activities – we call them “programs” – to help you get to know other students and support your success in college. We design programs to deliver five outcomes that we believe every Aggie should gain during their time at NMSU: Academic Excellence, Belonging, Communal Living, Global Impact, Life Skills, and Personal Wellbeing. At the beginning of the fall semester there will be a series of Crimson Kickoff events designed to help you feel at home on campus. Attending programs is one of the best ways to meet people, engage with your community, and have FUN in college!

Keys and Access Cards

Upon check-in, you are issued keys and, in some cases, card-swipe access to your residential community. These are provided solely for your personal use to access your residential area. It is a violation of Housing and Residential Life rules to lend, share, sell, copy, or otherwise misuse keys, access cards, locks, or card readers. Also, please note that if Housing & Residential Life staff are to key into your room, staff will knock three times and announce their presence, and the staff will enter the unit with a minimum of two staff members present.

Broken Keys: If you break a key, please bring the pieces to your appropriate Service Desk to report the key broken and request a new key. The amount charged will be dependent upon the break being accidental or intentional. Charges are as followed:

- If the broken key is determined to be an accident there will be no charge.
- If the broken key is determined to be the result of misuse or an intentional break it will be \$60.
- If no broken pieces are taken to the service desk the charge will be the same as a lost key.

Lost Keys: If you lose your keys during business hours, you are required to report it immediately to your Service Desk or RA so a lock change can be ordered. If you have not already done so, please proceed to your designated service desk to receive a spare (if one is available) while the order is being worked on. While there are charges applied for this service, your safety is the ultimate priority.

After Hours Lock Change: If you lose your key after business hours or on the weekend, please contact the appropriate service desk. The RA on duty will work directly with the RD on duty to help you gain access to your unit. If an emergency lock change is needed the RD on duty will reach out to the Facilities Department. The cost to do a lock change for residents who lost their keys will be \$60. In addition to any residents in Cervantes Village, Sutherland Village, Tom Fort, or Vista Del Monte that loses their mailbox key will be charged \$40 for replacement.

Lock-Outs: If you are locked out of your room/unit, a staff person can assist you at the Service Desk (even after hours). An RA will be called to escort you to your room. At your room, you will be asked to show your keys to verify that you have them; if you do not have keys, a lock change will happen, and you will be charged for the new lock and keys. Your first lock-out is free; after that, you will be charged a fee for each lockout.

The charge schedule, based on a one-year contract period, is as follows:

- The 1st lock-out is free
- 2nd lock-out is \$20
- 3rd lock-out is \$40
- 4th lock-out and all subsequent lockouts are \$60

Dining Services

NMSU Dining Services provides meal service in Taos Restaurant. A number of additional dining locations are available on campus including Subway, Aggies Grill, Corbett Center Food Court, Einstein Bros. Bagels, Campus Canteen, Panda Express, Zuhl Fuel, Frenger Food Court, and Pete's Patio. View hours, menus, and more at <https://dining.nmsu.edu/>. Meal plan options can be purchased through the ID Card Services Office. For more information on meal plans, visit [ID Services](#).

Utilities: Water, Air Conditioning/Heating, Trash Removal, and Electricity

All utilities are included in the housing rates. To help keep costs low and promote sustainability, please conserve energy when possible. You may not be paying your utilities bill directly, but yearly rent increases are possible if residents participate in excessive usage.

Internet Connectivity

To access the NMSU internet on campus with your own device (phone, laptop, tablet, TVs, gaming systems, etc.), you must register the device to the NMSU Residential Network and the NMSU Campus Network (AggieAir) for registration. Do not use Aggie Guest or WPA2 for registration.

For instructions on connecting your device to the NMSU network, visit the following website [here](#) for step-by-step instructions.

For instructions on connecting any Apple device to the NMSU network, visit the following website [here](#) for step-by-step instructions.

For instructions on connecting gaming consoles or devise, visit the following website [here](#) for step-by-step instructions.

Detailed information is available at the following links:

[ICT website](#)

[ICT Help Desk](#)

[Device Connection](#)

If you need assistance or more information, contact ICT at 575-646-1840 or help@nmsu.edu.

Xfinity on Campus

You have free access to Xfinity on Campus programming as a campus resident, even if you're away from campus. Stream live TV, watch thousands of shows and movies, and enjoy up to 20 hours of DVR storage. Plus, you can take it on the go with the Xfinity Stream app. To get started, visit [Xfinity on Campus](#), enter New Mexico State in the search field, log in using your NMSU credentials, authenticate, and start watching on your compatible device. You may not independently contract with other cable providers or install any other cable equipment in your unit, but you are welcome to upgrade your Xfinity programming package at your own expense.

Compatible devices include: Roku streaming devices and Roku TVs, Samsung Smart TVs, LG and Sony Smart TVs, any Apple TV compatible TVs, laptops and Chromebooks.

Laundry

Laundry facilities are located throughout each residential area for all first year and Chamisa residents. Laundry facilities can be found inside Aggie Express for all South Campus residents. All laundry machines accept Aggie Cash. Machines charge \$1.50 per load to wash and \$1.25 per load to dry.

Aggie Cash are funds that are deposited into your student account and are accessed via your student ID. To put money in your Aggie Cash account, visit the ID Card Services office on the second floor of NMSU Bookstore. You can also add funds to your Aggie Cash account by calling ID Card Services and providing a debit/credit card for use.

Mail and Packages

At the North Campus Service Desk, we use a system called EZTrackIt for mail and package tracking, as well as for delivery notification. Mail and packages are delivered to the North Campus Service Desk for residents in the First-Year communities and Chamisa Village. Once checked into our system, you will receive a text or email that a package has arrived if you have opted in to receive notifications.

In Cervantes Village, Vista Del Monte, Tom Fort Village, and Sutherland Village, your mailbox will be in US Postal Service mailbox clusters located throughout your community. Packages are mailed directly to your unit.

Please remember to provide the Post Office and any important contacts with appropriate change of address information when you check out as we do not forward mail.

If you live in Chamisa, Garcia, Juniper, Piñon, or RGH your mailing address is:

Your Name

Box # North Campus Housing (*remove the word "box" when submitting mail digitally through USPS.com*)
Las Cruces, NM 88003

**All mail will be retrieved at the Garcia Hall Service Desk*

Example

Pistol Pete
123 North Campus Housing
Las Cruces, NM 88003

If you live in Cervantes Village A, B, C, D, or E, your mailing address is:

Your Name
200 Cervantes Village, Apt #
Las Cruces, NM 88001

Example

Pistol Pete
200 Cervantes Village, Apt. C6
Las Cruces, NM 88001

If you live in Cervantes Village F, G, H or J, your mailing address is:

Your Name
200 Cervantes Village, Apt # Bed Letter
Las Cruces, NM 88001

Example

Pistol Pete
200 Cervantes Village, G3A
Las Cruces, NM 88001

If you live in Vista Del Monte your mailing address is:

Your Name
100 Vista Del Monte Apt # Bed Letter
Las Cruces, NM 88001

Example

Pistol Pete
100 Vista Del Monte K3A
Las Cruces, NM 88001

Service Desk personnel make every effort to get special delivery items to the student the same day they are received at the desk. **IMPORTANT NOTE:** Please do not send cash through the mail. Checks for large amounts and important papers should be sent "Return Receipt Requested" just to be on the safe side. Package insurance is recommended.

Maintenance & Custodial Services

Housing and Residential Life is committed to providing a living environment that is safe, comfortable, and clean. The

Maintenance and Custodial Services staff primarily work 7:00 am - 4:00 pm with limited coverage on weekends. Our Residential Life staff provide on-call coverage to address after-hours emergencies. If you experience a facilities issue in your room or apartment, contact your area's Service Desk or an RA.

Submitting a Work Order/Work Request

If you are experiencing a problem with your room or apartment, you may submit an online work request at the Housing website or you can visit [Work Order Link](#).

Submitting an online work request gives Sodexo maintenance and custodial staff permission to enter your unit to remedy the problem. You will receive an email confirmation and should expect to have someone visit your unit within three business days. If someone has not arrived in that timeframe, please refer to the instructions in your email confirmation.

Maintenance and custodial staff typically respond to work orders within three business days of the request being received. In many cases, the issue will be corrected then. There are occasions when the complexity of work, availability of repair parts, availability of staff, and time of year affect the ability to complete the work in the desired time frame. Contact your RD if you need further updates on the progress of your work order after the three-day period.

You may not be home when a maintenance technician or custodian arrives. As part of the Housing and Residential Life Agreement, staff may enter your room or living unit under these conditions:

- To complete a work order that you have requested.
- When staff identify a safety concern (such as water or smoke coming from a residential area).
- When a larger facilities problem may require entrance to rooms adjacent to the area where the problem was first reported (such as a leaking pipe in the wall between rooms).
- Scheduled Health & Safety Inspections.
- When a larger project requires entrance into multiple rooms or units. Housing and Residential Life staff will send a notice via email to the affected residents. We try to schedule these projects to be done as much as possible during semester breaks, but occasionally they happen during the academic year.

For emergencies, please call the 24-hour emergency number in your area. If an emergency is suspected and you are not present, we reserve the right to enter your space to address it, even if a work request was not submitted, including facility problems that are affecting another space (major leak, etc.).

If you notice a problem in a common area (lobby, community center, parking lot, etc.), please notify your area's Service Desk, RA, or RD right away.

If it is determined that damages are related to vandalism, improper use, negligence, or reckless behavior on your part, you may be charged for associated repairs and replacements.

If you have an approved animal in your unit, please ensure that your animal is secured and cannot escape, otherwise maintenance and custodial staff may not enter your unit to complete your work order.

Pest Control

Housing and Residential Life contracts with a local pest control company to treat residential areas. If you are having a pest problem in your unit, submit a work request. Pest control services visit campus on Tuesdays and do regular treatment of common spaces and building exteriors throughout the year. If it is determined that the condition of your

unit is contributing to a pest problem, you may be charged for treatment services. The chemicals used by our service provider are safe and effective, though due to laws regulating use of chemicals, we are careful not to over-treat any interior or exterior residential areas, which means we will not repeatedly spray the same area multiple times. Keep in mind that NMSU is in the desert southwest where some pests are common and may be seen sometimes even in the cleanest households.

Reserving Common Spaces, Classrooms, Community Centers, and Outdoor Venues (Volleyball Courts or Grills)

Conference Services, located in the Corbett Center Student Union, maintains a reservation system for common area spaces in Housing & Residential Life. Because residential student fees pay for the maintenance and upkeep of these facilities, housing organizations and campus residents receive high priority for reservations.

The Housing & Residential Life departmental leadership is consulted before any reservation of a common space is confirmed by Conference Services staff. Housing staff get priority for official university functions or events. Housing-affiliated leadership groups (Residence Hall Association, Community Councils, and National Residence Hall Honorary) received second priority. Next, housing residents will receive priority permission. Next priority goes to other NMSU-affiliated offices, departments, or recognized student groups. Lastly, outside groups associated with university business or conferences services will receive last priority. Generally, those reserving the space for a financial cost may bump non-paying residents or guests.

Safety & Security

Student Safety Responsibilities

Your safety is our number one priority. While Housing and Residential Life has several safety and security measures in place in our residential facilities, it is expected that you will share in the responsibility of keeping the community safe and secure. Being aware of your environment, always closing and locking your door when you are not in your room, reporting suspicious behavior or persons to Residential Life staff, and not propping exterior doors are some common-sense ways you can improve your own safety and the safety of your community.

Personal Security Tips

You may have valuable possessions in your apartment or residence hall room. You must ensure that your belongings are not vulnerable to theft or damage. These crime prevention tips may help prevent theft:

- Several campus housing units have cabinets or desk spaces that you can secure with a padlock you provide. We recommend you place valuables in these lockable spaces.
- Immediately report lost keys to staff members, preferably a Service Desk.
- Always leave your doors closed and locked.
- Close and lock your windows when you are not in the unit.
- Store valuables out of sight.
- Be aware of strangers in your residential area and notify UPD of any suspicious activity. Do not allow strangers to access any facility, including holding doors to secure areas.
- Never prop exterior or interior doors.
- Keep an inventory of your belongings. Purchase renter's insurance or verify you are covered under your parent/legal guardian's homeowner's insurance policy. Do not assume you are covered by someone else or by university insurance.

Health and Safety Inspections

A few times each year, a representative of Housing and Residential Life will conduct a Health and Safety Inspection of your unit. These inspections ensure that rules and regulations related to safety, security, and health are followed. A few examples of inspection check points are properly functioning smoke detectors, window and door locks, reasonable cleanliness of space, and any major facility-related problems or damage like leaks. Your RA will schedule the inspection with you, and you may be present at the time they conduct the check (the only exception is during winter break for all areas except Student Family Housing). Any policy violations in plain sight or visible during relevant inspection activities will be documented and referred to the student conduct process.

After-Hours Residential Life Staff On-Call

Each evening, student and professional staff members are on call through the campus housing system. During the academic year, there are always multiple student staff members, one full-time live-in professional, and one leadership team member serving in the crisis response system for Housing and Residential Life. This highly trained team responds to after-hours needs and emergencies. If you need after-hours assistance, contact your area's Service Desk to be connected to an after-hours staff person.

Public Safety Aide (PSA)

Housing and Residential Life employs Public Safety Aides (PSAs) to patrol residential areas and provide additional safety measures late in the evening. PSAs are employees of the NMSU Police Department and are tasked with ensuring public safety on the NMSU campus. PSAs patrol various areas of campus, including residential areas and the libraries, looking for any suspicious activity or opportunity to assist the public. PSAs are highly trained individuals who can assist in a wide variety of areas including: reporting suspicious activity to police officers, being a highly visible deterrent for criminal activity, responding to fire alarms, responding to medical or injured person calls, providing traffic control at the scene of a motor vehicle crash, taking theft reports, providing perimeter security at a crime scene, assisting a person who is having vehicle trouble, giving directions to students or visitors, etc.

University Police Department (UPD)

New Mexico State University employs fully-certified police officers responsible for the protection of life and property in our campus community. Some of the services provided by UPD include law enforcement, crime prevention events and training, motorist assistance, bicycle registration, and victim assistance and/or advocacy.

In an emergency, the police department can be reached by dialing 911 from any campus phone. Cellular phone users and those not using an NMSU landline should contact UPD at (575) 646-3311. Those reaching the Las Cruces Regional dispatcher from Las Cruces Police Department when calling 911 will be forwarded back to NMSU when dealing with situations on campus.

Also, NMSU Police and the Las Cruces Police Department have a strong working relationship and regularly provide back-up support related to crime or event-related issues in Las Cruces.

For more information on UPD or any specific emergency information please visit [NMSU Police](#).

Emergency Notification System

All NMSU students are encouraged to sign up for the campus' emergency alert system. This system will contact you in the event of an emergency taking place on campus. You may sign up for emergency text, email, and/or phone call notifications at [Emergency Notification System](#).

Fire Alarms

When an alarm sounds, evacuate the building. Move calmly and quickly. Do not attempt to re-enter the building until emergency officials or staff indicate it is safe. Failure to evacuate a building during an alarm will result in disciplinary action and possible criminal charges.

Remember:

1. Feel the door for heat using the back of your hand. Do not open the door if it is hot
2. Close all windows in your room, apartment or house
3. If you cannot exit the room, stay calm
 - a. Call 911 and give them your location
 - b. Stuff wet sheets or clothing under the doors
 - c. Hang a sheet out the window or shout to attract attention
4. If you leave the room, close the door behind you.
 - a. Stay low to the ground if smoke is present
 - b. Move calmly and quickly, but do not run
5. Do not re-enter the building until permitted to do so by emergency personnel or university staff

Fire Safety

In the state of New Mexico, it is a criminal offense to set off a fire alarm without cause (reasonable evidence of smoke or fire). NMSU takes false fire alarm pulls very seriously and will hold students judicially responsible for violation of the NMSU Student Handbook and will press charges for criminal prosecution if the perpetrator is identified.

Tampering with or disabling any part of the fire alarm system, discharging an extinguisher, registering a false alarm or setting a fire can endanger life and property. Such behavior will be grounds for termination of your housing contract (you move out, but you continue to pay the bill) and possibly criminal charges. All residents are expected to evacuate immediately anytime the fire alarm sounds. Smoke and heat detectors are installed in student rooms and common areas. These must be kept in working order and may not be tampered with in any way. Please report any malfunctions to the Service Desk associated with your community.

Missing Student Notification Protocols

NMSU has specific protocols related to students who are reported missing. It is the policy of the university to coordinate the resources available from various campus offices to expedite the location of any resident student suspected or reported to be missing, consistent with the notification and reporting requirements of the federal Clery Act and corresponding regulations. You have the option to designate one or more “missing person contact” person(s) who is different from the emergency contact you provide at check-in. If you would like to update this contact, please contact your RD.

Active Killer

While this is an unlikely scenario, the NMSU Police Department has provided some helpful tips should you ever find yourself in a situation with an active killer or other violent threat. A helpful way to remember these tips is with the phrase, **“Run, Hide, Fight.”** If possible, escape from the area immediately and notify others that you encounter the danger. Call 911 – if you can find a safe area, stay on the line and continue to provide the emergency dispatcher with updated information. If unable to escape immediately, get to a room or office as far away as possible from the shooting. Lock the door and cover any windows facing hallways or patios. Keep quiet and do not answer the door; it may take a while for officers to get to you, as they will first focus on stopping the killer(s). Call 911 and tell the dispatcher where you are located and what is happening. Look for means of escape or possible self-defense.

Security Cameras in Housing Areas

Ensuring the safety and security of residents is our top priority. As part of our security measures, security cameras are strategically placed to monitor all common spaces, including lobbies, laundry rooms, and hallways, in collaboration with the University Police Department. These cameras serve to enhance the overall safety and security of our community. However, it is essential to emphasize that private security cameras are not permitted in private spaces within the residence halls or apartments.

This is in accordance with the NMSU Administrative Rules & Procedures (ARP). Further information can be found at the ARP website: [16.03 - Regulation of Security Cameras on University Premises](#).

Roommate Relations: Tips for Being a Good Roommate

- **Set clear expectations from the start.** You know your own preferences and idiosyncrasies, but your roommate is just getting to know what it's like living with you. Don't expect them to be a mind reader. If you can't fall asleep with lights on, hate scary movies, have a particular snack you're not willing to share, or get grossed out by toothpaste in the sink, let them know from the beginning so you can work together on what it means to be roomies and avoid a blow-up over unmet expectations that were never stated.
- **Respect your roommate's space and belongings.** This is a major cause of roommate conflicts each year that could be easily avoided with a quick discussion early in the year. People have different ideas about what's ok to borrow, share, or use, and how frequently. For example, borrowing your roommate's bike once because you're late to class may be different than asking to use it four days a week, or worse, taking it without asking. Each person varies in how comfortable they are with others sitting on their bed, using their items, or sharing household goods. Don't be afraid to be honest about what you prefer not to share; it will save a lot of heartache and conflict down the road. Discuss these things openly and honestly early in the year to establish what's ok and when.
- **Be responsible for your guests.** You may enjoy having lots of guests visiting, but your roommate may value privacy. Pay attention to how often you invite friends and classmates over. If you and your roommate have different preferences, try alternating which days or times that friends are welcome in the room and when it's time for quiet.
- **Lock your doors and windows.** Imagine how terrible you'd feel if one of your roommate's prized possessions got stolen when you were down the hall and left the door unlocked. How would you feel if the valuable item stolen was yours, and your roommate was the one who stepped out? Locking your doors and windows is one of the best ways to stay safe on campus and be a great roommate.
- **It's OK not to be best friends.** Having a great roommate relationship does not depend on being friends. You may end up close friends with your roommate, but having your own social circles can strengthen the relationship you have with your roommate and prevent you from spending every hour of the day together.
- **Keep an open mind.** Your roommate may have different customs, beliefs, or ideas from you. Be open to new experiences: learn about where they come from, what they believe, and what's important to them, and share these things about yourself. Learning about yourself and others is a big part of the college experience.
- **Shift your perspective.** Before you make assumptions about your roommate's thoughts or intentions, take a step back and try to imagine their point of view. Talk to your roommate and listen to what they have to say about where they're coming from. You may not always agree, but this will help you better understand each other and open your mind to different opinions and experiences.
- **Share responsibility for cleaning.** People have different comfort levels with clutter, and the tidier you keep your space, the more comfortable everyone will be. Frequent and thorough cleaning and disinfecting of your room and shared spaces will help keep everyone in your suite, apartment, or home safe. Keeping the space clean is everyone's responsibility and keeping each other healthy is one of the best ways to be a good roommate.

Roommate/Suitemate Agreements & Space Changes

Housing and Residential Life expects that all residents will complete a roommate/suitemate agreement, including having an adult conversation with their fellow roommate(s), before discussing the possibility of switching residential spaces. This includes that after a roommate agreement has been reviewed/updated in a meeting with HRL staff, continued violations of the agreement become conduct violations.

Prior to the possibility of requesting a switch of residential spaces, roommate/suitemate will be required to have a discussion with their fellow roommate(s) and their RA to address any ongoing issues. If a resolution hasn't been reached,

another discussion will be scheduled that will include the RD of the area. If a resolution hasn't been reached, the RD of the area will consult with both the Associate Director of Residential Education and Associate Director of Operations if switching residential spaces is needed. Room changes are a last resort, and are granted on a case by case basis. Please note that residents are only approved for one room transfer for the academic year.

Resident Responsibilities (alphabetical)

Introduction/Overview

Residents of NMSU campus housing are subject to all state and local laws, the NMSU Student Handbook, Housing and Residential Life Resident Handbook (this document), the Housing Agreement (refer to your MyHousing portal to review your Housing Agreement), and any other applicable NMSU policies and rules (parking, etc.). Housing rules are enforced through the Housing and Residential Life staff and the Dean of Students' Office via the Student Handbook.

Part of college is learning to use good judgment and critical thinking, though sometimes students make mistakes or poor decisions. If you are alleged to have violated any portion of the Housing and Residential Life Resident Handbook or NMSU Student Handbook, your behavior will be referred to the conduct process, which could result in disciplinary action up to removal from housing or suspension.

There are additional behavior expectations associated with living in a communal living environment. Housing and Residential Life expects the residents of campus housing to act responsibly and be conscious of the effects or impact of their behavior on the greater community in which they live.

As a federally funded entity, NMSU participates in the Clery Act and Title IX reporting to the US Department of Education. All Housing and Residential Life staff are considered campus security authorities (CSAs), mandatory reporters, and must say something when confronted with inappropriate or illegal behavior or any concern for safety. Consistent with this charge, and to ensure a safe and secure learning environment, Housing and Residential Life partners with the NMSU Police Department to address all levels of illegal behavior. As a result, NMSU residence halls and campus apartments remain some of the safest in the country with minimal critical incidents compared with other universities of our size.

Below are some of the more common rules and regulations associated with living on campus. Every student is expected to be familiar with and uphold the standards and procedures outlined in the Student Handbook, which includes the Student Social Code of Conduct, Academic Code of Conduct, Grievance Process, and additional policies and procedures. You can review the [Student Handbook](#) to learn more. Failure to comply with these rules may result in referral to the student conduct process.

Abandoned Property

After you've checked out of your space, your contract has ended, or if you vacate your space without authorization from Housing and Residential Life, any items remaining in your unit will be considered abandoned and NMSU will donate or dispose of abandoned items. Removal of abandoned items and any associated cleaning costs will be at the expense of the resident who abandoned the unit/property.

Alcohol

NMSU recognizes that the illegal use of alcohol interferes with the academic environment of this institution and the personal growth of its students. Any use, possession, misuse, or distribution of alcoholic beverages except as expressly permitted by law and university policy is prohibited.

- **First Year Residence Halls (Piñon, Juniper, Garcia East, Garcia West, and RGH) are designated as alcohol-free regardless of resident age.** It is a violation of Housing and Residential Life rules and regulations to possess,

consume, or be in the presence of alcohol on these premises, including the surrounding parking lots and outdoor areas. Students are also prohibited from using empty alcohol containers as decoration.

- **Apartments:** Students who are 21 years of age or older may possess and consume alcohol as permitted by law in apartment communities and Student Family Housing. No underage individual(s) may be present while alcohol is being consumed in apartment communities. If a resident who is 21 or older has a roommate who is under 21, all alcohol must be stored in a separate area that can be clearly distinguished as the property of the resident who is over the age of 21, and is not readily accessible to the underage resident.

Rapid Consumption Devices are not permitted and include any of the following:

- Kegs
- Drinking games
- Party balls
- Common containers
- Black out rage gallon(s)

Animals

Animals, with the exception of service animals, are not allowed on campus except as may be permitted by university policy. Emotional support animals (ESAs) must have prior written approval from the Disability Access Services office and Housing and Residential Life before being allowed into a Housing and Residential Life dwelling.

- Animal owners and handlers will abide by applicable local laws relating to the care and control of animals.
- Students with approved assistance animals will complete a Housing and Residential Life Animal Owner Expectations Acknowledgement Form and receive written approval before being allowed to house an animal in university-owned housing.
- If you require an ESA, you will need to contact [Disability Access Services](#) to submit appropriate documentation. ESAs will not be allowed in your housing unit without an approved accommodation from Disability Access Services and approval from Housing and Residential Life. Specific regulations regarding ESAs will be explained to you upon approval.
- All approved ESAs must wear their ESA tag at all times.

Campus residents living in single student housing facilities (residence halls and apartments) may keep fish in bowls or aquariums no larger than 10 gallons. The only pet permitted in residence halls and single student apartment communities is fish – no other pets are allowed in these areas, regardless of size or type (please note that other aquarium-dwelling animals like reptiles and rodents are prohibited). No special approval is required for fish.

Campus residents living in student family housing may have a cat or dog as a pet and must follow a pre-approval process prior to bringing an animal to campus housing. This includes completing a pet policy and agreement form, provide current vaccinations and keep vaccinations current/provide proof upon request that also include current rabies tag, and pay a damage deposit. These residents should contact the Housing & Residential Life office for any further guidance or information.

Campus residents may not pet-sit or otherwise allow animals to visit their residential space. Students found with unapproved animals will be documented for a conduct code violation and responsible for the

fees associated with removal of the animal and/or rehabilitation of the residential space. Charges may include fumigation and complete replacement of soft surfaces, upholstery, and/or flooring, especially carpeting.

Campus Breaks

All residential areas remain open during Thanksgiving break, winter break, and spring break, as well as long weekends throughout the academic year such as Labor Day and Martin Luther King, Jr. holiday. There is no additional charge to remain in campus housing during school breaks, unless the housing contract is terminated between semesters resulting in billing at a daily rate for winter break.

During winter break, students do not need to check out of their rooms. You will return to the same space for the spring semester and may leave your possessions in your room or apartment. You are reminded to bring all necessary items with you when you leave for any break. It is always recommended to take valuables, medications, important documents, and other necessities when you leave for any extended time away. You should also unplug appliances, empty your trash, turn off lights and heaters, lock your windows and doors, and remove holiday decorations.

During winter break, Housing and Residential Life staff will enter campus spaces to conduct health and safety inspections to ensure that the building is safe and secure as we close for the winter break. Any damages or policy violations found during these inspections will be noted and you may be held judicially and/or financially responsible. Housing and Residential Life may also enter your space if a safety concern or major facility issue (leak, etc.) is suspected, or if an alarm is going off while you are away.

Check-In Procedures

You will sign up for a check-in appointment and check in with a staff member. The staff member will check you in electronically and issue your keys to your room/apartment and mailbox (if applicable). You will be required to complete a Room Condition Report immediately. The link to the Room Condition Report can be found in your myHousing portal.

Check-Out Procedures

All of our residence halls and single student apartment housing agreements are for an academic year (nine months). At the end of the spring academic term, residents who do not complete a summer housing agreement will follow the Express Check-Out procedure that will be detailed by email and informational signage after students return from spring break. Check-out should occur within 24 hours after a student's last final exam of the spring semester. Anyone who has not properly checked out by that time may be assessed an improper checkout fee.

If a student is not fulfilling the complete term of the housing agreement, the student is required to submit a request for termination which must be approved by Housing & Residential Life before completing any checkouts or they may be assessed an improper checkout fee. Housing agreement termination is allowed under specific circumstances; moving out of a space without approval does not constitute termination, and the student may be responsible for the room's cost for the rest of the semester.

A resident may request a late stay through their MyNMSU portal and complete the Late Stay Request Application. These requests are reviewed on a case-by-case basis and approval is not guaranteed.

For Student Family Housing residents, you must complete a termination application through your myNMSU portal and provide a 30-day notice to move out via email to the Student Family Housing Assignment Coordinator. A move-out will be scheduled for you by the assignment coordinator with instructions that are sent via email that also include a check

out guideline. After all belongings have been moved out and keys returned to the South Campus Service Desk, you must email the assignment coordinator that you have completed your move out.

Cleaning and Disinfecting Responsibilities

Residents are responsible for keeping their living spaces (rooms, bathrooms, and common areas) clean. It is recommended that shared surfaces be cleaned at least once a day, preferably before and after use by everyone.

Residents are responsible for removing trash and placing it in parking lot dumpsters. Residents are required to supply their own cleaning supplies and materials. Community spaces, including lobbies, community bathrooms, patios, etc. will be cleaned by Sodexo staff. Residents and communities that fail to keep community spaces reasonably clean and free of trash may face sanctions and bills for the costs associated with cleaning those spaces.

In addition to regular cleaning of room, bathroom, and common areas (where applicable), you should wipe down or spray shower surfaces with cleaner on a regular basis and leave bathroom door(s) open for ventilation to dry the bathroom. Steam from showers can cause mildew to form over time if the bathroom is not cleaned and left properly ventilated to dry. If you notice mildew starting to form, a bleach-based cleaner will help take care of the problem. Of course, take all proper precautions and follow manufacturer instructions for any cleaning supplies.

Infectious Disease Considerations

If you test positive for COVID-19, you can choose to either isolate in place or at a location off-campus. If you have any questions about this, contact your Resident Assistant, Resident Director, or call 575-646-1701 for assistance.

Disruptive Behavior

NMSU prohibits any activity, individually or in concert with others, which causes or constitutes a disturbance, noise, riot or obstruction which substantially interferes with the free movement of persons about the campus, or which interferes with the free, normal, and uninterrupted use of the campus for educational programs, business activities and related residential, food service, and recreational activities.

Drugs and Paraphernalia

NMSU prohibits violations of local, state or federal laws or campus policies, rules or procedures pertaining to drugs including but not limited to:

- the use of substances defined by state or federal law as illegal drugs;
- selling or distributing illegal drugs regardless of age;
- hosting a party or event where illegal drugs are used; or
- abuse, misuse, sale, or distribution of prescription or over-the counter medication.

It is important to understand that there is no legal way to possess or use marijuana at NMSU. While possession of marijuana has been decriminalized in New Mexico, possession and use of marijuana remains federally illegal. NMSU is a federally-funded university, so our policies align with federal guidelines. If you are under the age of 21 and believed to be in possession of marijuana, our staff will call University Police to investigate.

NMSU gives amnesty to students who report/self-report to seek medical assistance, who may have witnessed sexual misconduct, violence, and other cases of emergency reporting. [Review NMSU's Amnesty Policy here.](#)

Encroachment

If you are not assigned a roommate or lose your roommate and elect not to pay the single room/apartment rate (only available in some areas, and varies based on availability of space), you must keep all items in your designated area of the room or apartment and leave the other portion clean and ready for someone to move in. Housing and Residential Life may assign a new roommate at any point. If the new roommate is unable to move in due to space being used or dirty, you may be subject to the student conduct process and may be charged a single room fee effective to the date your room first became single. Only when you are approved for a single occupancy space are you free to utilize the whole room and will not be assigned a roommate.

Facility and Property Use

You are given access to common spaces and your assigned residential space as part of your License Agreement with Housing and Residential Life. You may not allow access to unauthorized parties or misuse access privileges to university premises, cause or allow unauthorized entry to or use of buildings, including trespassing, propping or unauthorized use of doors for entry into or exit from university buildings. You may not affix items to the building exterior for temporary or permanent use. The furniture, fixtures, or appliances provided in all common areas are designed for communal use; it is a violation to move, vandalize or misuse University-owned property.

Failure to Comply

It is a violation of the Student Handbook to fail to comply with the reasonable directives of university officials or law enforcement officers during the performance of their duties or failure to properly identify oneself to those persons when requested to do so.

Lawn Maintenance

Student Family Housing and single student housing residents in Tom Fort and Sutherland Village are responsible for the regular maintenance of their backyard and side yard spaces, which can be enclosed by a fence. Housing residents living in Cervantes Village are not responsible for lawn maintenance. Residents must be able to supply their own lawn equipment for their yard maintenance.

NMSU facilities and services staff will maintain the care of the resident's front yard, which includes grass mowing and removing any weeds in the surrounding area. Yards are expected to be kept tidy and regularly maintained, as overgrown yards can invite pests and provide an unwelcoming appearance to your neighborhood. Residents whose yards are not regularly maintained may be referred to the student conduct process and subjected to financial penalties.

Parking Permits

A parking permit is required for all vehicles parked in any campus parking lot or parked curbside on campus streets, unless you are parked at a meter or in a designated "free" parking lot. Parking regulations are enforced Monday – Friday from 7:30 a.m. – 4:30 p.m. Please visit [Parking](#) for all parking related questions.

Student Family Housing residents residing in Tom Fort or Sutherland Village may park one vehicle on their assigned driveway without a parking permit. All other vehicles must be parked on the street with the appropriate parking permit or in a designated free lot. All other vehicles are not allowed to be parked in other neighboring driveways, even if the unit is not occupied.

Physical Abuse/Threats

Threats (written or verbal conduct that causes a reasonable fear of imminent harm or injury to the health or safety of any person or of damage to any property) and abuse of any type will not be tolerated. Engaging in abuse or threats may be grounds for immediate eviction from campus housing in addition to other charges and sanctions.

Prohibited Items

The following items are not allowed in any NMSU housing facilities:

- Alcohol (except where designated)
- Appliances or electronics that are not UL-listed
- Burners or Hot Plates
- Candles and incense
- Ceiling Fans
- Drugs and paraphernalia
- Electric Heaters
- Extension Cords
- Fireworks, Explosives, unsafe chemicals, flammable fluids
- Grills
 - Apartments and Student Family Housing may have contact grills (including waffle makers, panini presses, etc.) only in kitchen
 - Student Family Housing residents may have outdoor grills and are required to follow all safety precautions
 - All grills, including contact type, are prohibited in the first-year residence halls
- Halogen Lamps (any model or style)
- Adhesive Strip Lights (use of damage-free adhesive command hooks is allowed for mounting)
- Pets (other than fish—10-gallon tank limit)
 - Pets are permitted in Student Family Housing with prior approval
- Refrigerators over 6 cubic feet in size
- Toasters, toaster ovens, air fryers, and other open heating elements
 - Apartments and Student Family Housing may have toasters and toaster ovens only in the kitchen
- Television mounting equipment
- Waterbeds
- Weapons (including ammunition), guns (including air, BB, paintball, facsimile weapons, and pellet guns), or other weapons or dangerous objects such as arrows, axes, machetes, nun chucks, throwing stars, or knives with a blade longer than three (3) inches; any object intended to be used as a weapon
- Window air conditioners

Property Insurance

All campus residents are encouraged to hold a renter's insurance policy. Renter's insurance is typically an affordable way to help protect you in the unlikely event of loss or damage through water, smoke/fire, or theft. NMSU is not liable for damage or loss in these instances, and renter's insurance is an inexpensive way to safeguard the investment you've made in your possessions.

Quiet Hours & Noise

Quiet hours are from 10:00 p.m. until 8:00 a.m. during the week (Sunday night through Friday morning) and midnight

until 10:00 a.m. on weekends (Friday and Saturday night). Residential Community Councils may vote to establish longer quiet hours for specific facilities. During quiet hours, noise from your room or apartment should not be audible from farther than three doors away in either direction. The right of residents to study, sleep or otherwise enjoy a peaceful environment will always supersede the privilege to create noise or disturb others. Residents must comply with all requests to lower or cease making noise regardless of time of day. Housing and Residential Life refer to this as 24-Hour Courtesy Hours. During finals week, quiet hours extend to 24 hours to make it easier for residents to sleep or study at any time of day.

Room Amenities/Damage Charges

Your room/apartment includes university-owned furniture and common spaces that you and your roommate(s)/sitemates will need to share and maintain. It is our expectation that you will establish reasonable cleanliness standards, cleaning schedules, and other rules for the use of these shared spaces. When you check out of your space, any charges for extra cleaning and broken or missing items are split equally between all roommates. Housing and Residential Life expects that residents will respect each other and keep the facilities in good shape for everyone to enjoy. It is important that you leave your space as you found it to avoid damage and cleaning fees. Upon check-out, in addition to removing all belongings and trash from your unit, please arrange the furniture in your room to match how the unit was when you first moved in. Appeals for damage charges must be submitted in writing within 30 days of billing to your student account.

Room Condition Report (RCR)

This is the description of the condition of your room and its contents upon move-in. It is important that you read it thoroughly and report any discrepancies to your RA within 10 days of checking in to your room. This report will be used when you check out of your room to note any damage that has occurred while you were living there. Charges may be incurred for items broken, damaged, or missing upon checkout, which is why a thorough and accurate RCR when you move in is important.

How to fill out your RCR after check-in:

1. Log into your MyNMSU account
2. Select the MyHousing option under the student tab
3. Select the Room Condition Report (RCR) from the drop-down menu
4. Review your RCR while carefully looking around your space
5. Select whether you agree or disagree with each item being in good condition
 - i. If you do not agree that an item is in good condition, list the items you wish to have reevaluated, and a staff member will review the items in question with you

If you do not complete your RCR within 10 days of receiving keys to your space, the form will default to your agreement that all items are in good condition, and you may be responsible for any damage that was not reported on the RCR.

Room Renewal

Early in the spring semester, current residents will see advertising and receive an email regarding dates and options for renewing your housing contract for next year. Students renewing into housing for the following year will not need to complete a new housing application and may be eligible to roll over the housing deposit fee. For your second year or above, you will be eligible to apply for apartment communities. Room renewal is offered on limited availability. Housing and Residential Life reserves the right to end the room renewal process as housing availability reaches demand.

Room Transfers

Room transfers are not allowed between move-in day and the campus census date. The census date can be found in the [NMSU Academic Calendar](#). Following the census date, Housing and Residential Life will offer an open transfer period if space is available. You will be notified by email if you are eligible for open transfer. Please also be sure to follow instructions thoroughly for your request to be considered. In a true emergency, room transfer requests will be evaluated on a case-by-case basis outside of the open transfer period. Room transfers outside of the open transfer period are a last resort and are only granted in rare, specific circumstances. Only one room transfer per resident is permitted for the academic year.

Sales & Solicitation

In accordance with university policy, no door-to-door solicitation will be allowed in campus residential facilities and neighborhoods, including leafleting or verbal proselytizing, voter registration, selling or selling services, recruiting, or similar activities. Occasionally, printed advertisements and notices may be hung on building bulletin boards designated for this purpose and only with the written consent of the Director of Housing and Residential Life.

Space Optimization Process

Based on space and departmental needs, Housing and Residential Life may facilitate a room optimization process. This means you may be required to move at any time. Reasons for a possible required transfer could include change in room designation, safety and security, consolidation, staffing needs, major repairs or facility failures, temporary closures of facilities during breaks, in the interest of the community, or other reasons that NMSU HRL (Housing & Residential Life) deems necessary. If this happens, you'll be given notice and instructions on how to proceed.

Sports & Recreational Activity

The use of bikes, skates, skateboards, hoverboards, etc. is prohibited in residential facilities. Climbing or rappelling on a residential facility (including entering a building or room through a window) is also prohibited. Sports may not be played in the patios unless designated equipment is provided by Housing and Residential Life (for example, a volleyball net). Athletic activities like tossing a football, golfing, or hitting a baseball – even when you're being careful – can be dangerous to resident safety and have the potential to cause accidents that may harm individuals or damage property. Residents must comply with all requests to cease engagement in any other activities that become disruptive to the community and fellow residents.

Storage

Storage facilities are not provided by Housing and Residential Life. There are many self-storage businesses in the Las Cruces community if you have items that need to be stored.

Sustainability

Housing and Residential Life is committed to sustainable living and endorses [SODEXO Environmental Sustainability](#). We have placed single stream (no sorting required) recycling dumpsters at all communities and recycling totes in nearly all residential areas to allow students to separate their recycling from their trash. We have placed bottle refilling stations in residence halls with drinking fountains to reduce the number of plastic water bottles used. We have changed many lightbulbs on campus to CFL bulbs and are moving toward LED lights to reduce energy consumption. Finally, we partner with Aggie Recycling to provide can and bottle recycling bins in residential lobbies and common areas. It is our goal to make sure it is as easy as possible for you to participate in sustainable living while living in NMSU Housing.

Tobacco and Smoking

Smoking of any kind (cigarettes, cigars, pipes, hookahs, electronic cigarettes, etc.) is not permitted inside campus housing facilities, including outdoor patios, or within 25 feet of building entrances or exits. Please dispose of used smoking materials responsibly.

Trash and Recycling

Residents are required to remove their own trash on a regular basis. Trash is to be thrown away in the outdoor dumpsters. You may not leave bags or bins of trash outside of your unit; doing so may result in financial and judicial charges. You may not dispose of your room/unit trash in public area trash cans in lobbies, kitchens, lounges, etc.

The blue bin in your unit is to be used for recyclable items and dumped in the appropriate recycling dumpsters. Items included in local single stream (no sorting required) recycling include: newspapers, magazines, office paper, junk mail, milk and juice cartons/juice boxes, cardboard (please break down boxes), paperboard like cereal boxes, etc., paper bags, water and soda bottles, milk jugs, detergent bottles, rigid hampers and baskets, plastic tubs and jars, pots and pans, small electronics, aluminum cans, tin and steel cans.

The following items are NOT recyclable: garbage, yard waste/leaves, garden hoses, clothing or textiles, Styrofoam, pizza boxes, glass, light bulbs, batteries, sharp metal, or motor oil bottles.

Visitors & Guests

Short-term guests are permitted to visit a resident for no more than three consecutive nights with a maximum of nine days per resident a semester with prior approval from the host's roommate(s)/suitemate(s).

- The rights of the roommate(s)/suitemate(s) must be given high priority regarding visitation.
- The roommate should not be compelled to leave the room to accommodate a visitor, nor should they be placed in a situation that might cause embarrassment or inconvenience.

Guests must be escorted by their host at all times. Hosts are responsible for guest behavior and conduct and may be held responsible through the student conduct process for policy violations of their guests. Guests may not sleep in public or common areas. Providing access to any residential space not assigned to you is prohibited.

Welfare Checks

Sometimes University staff are contacted by a family member or friend who is concerned for the safety and wellbeing of a resident. In those instances, Housing and Residential Life may opt to conduct a welfare check. A welfare/wellness check means that an NMSU Police Officer will come to your room and try to contact you. This can include keying into your room to determine if you are present or not. Housing and Residential Life may also attempt to contact you via phone, email, or social media. Housing and Residential Life encourages you to contact the person who requested the welfare check. Due to federal privacy regulations (FERPA), Housing and Residential Life are not allowed to share details of the welfare check with the person who made the request; there is an exception for students who have filed a privacy waiver.