



Housing & Residential Education

Housing and Dining Terms & Conditions: 2025 - 2026

To reside in University Housing, Residents must be enrolled full-time in University classes. The Housing Agreement Terms & Conditions ("Housing Agreement") is a legally binding contract between the Resident ("you") and the University of Massachusetts Dartmouth ("University"). This agreement also includes Greystar, which manages Balsam & Spruce Hall, and Chartwells, which oversees campus dining services. By signing this Agreement, you enter a legal and financial obligation. If you are under 18 years of age, you must review this information with your parent or legal guardian before signing. The Housing Agreement is a legally binding contract for the full academic year, covering both the fall and spring semesters, similar to an off-campus lease. By signing, the student and/or parent or legal guardian acknowledge they have read, understand, and agree to the terms outlined in this Agreement.

Housing & Dining Agreement Types and Information

Base Agreement

The Base Agreement covers the Fall and Spring semesters and remains in effect for the full duration of residency. Residents are financially responsible for the entire agreement period. Move-in dates are determined by program requirements, such as orientation, athletic commitments, or course start dates. In general, students are scheduled to move in the day before their designated program activities begin, as determined by the sponsoring department and communicated to the Housing and Residential Education Office. The agreement ends when residence halls close at the conclusion of spring semester. University Housing reserves the right to adjust room assignments as necessary. In exceptional cases, temporary housing assignments may be made. The dates outlined in the Housing Agreement are subject to change if the University modifies the academic calendar. Students will be notified promptly if any adjustments occur.

Base Plus Agreement

The Base Plus Agreement includes all terms outlined in the Base Agreement and extends the housing contract to cover the summer term. This agreement includes additional fees to cover the extended duration of residency and requires financial responsibility for the entire agreement period, including summer. Students who do not have a Base Plus Agreement may opt into summer housing separately and will be subject to standard summer housing fees. The Base Plus Agreement and Summer Housing term will conclude no later than July 31st each year.

Break Periods

Residents with an active agreement may remain in housing as needed, with no additional charges during the following periods that courses are not in session

- Thanksgiving
- Winter/Intersession
- Spring Breaks

Students must indicate their intention to remain in housing so that we may facilitate proper card access and be aware in case of emergency where residents are located.

Staffing levels may be adjusted during these times, based on expected reduced occupancy.

Meal service will be limited or unavailable during these periods.

Transportation services may be limited or unavailable during these periods

Summer Housing

Summer housing is consolidated to minimal campus areas, and students will be required to relocate for this period for the university to facilitate building maintenance and cleaning operations. The Summer Housing dates and building assignment will be communicated by the Housing and Residential Education office. Services for the summer period generally follow the structure of breaks as defined above.

Eligibility

A completed Housing Agreement and a confirmed housing assignment grant occupancy rights only to the assigned student. No other individuals, including family members or dependents, are permitted to reside in University Housing. To check into campus housing, residents must meet the following criteria:

1. Residents must be full-time, registered UMass Dartmouth students. Students enrolled less than full-time must seek an exception from the Director of Housing & Residential Education to be assigned or remain in University Housing.
2. Residents must complete all immunization requirements and receive clearance from Health Services.
3. Residents must be cleared financially through the Student Service Center, which requires one of the following:
 - a. No prior term balance and full payment of the current semester balance, OR
 - b. Confirmed financial aid sufficient to cover the full bill, OR
 - c. A payment plan set up for any portion not covered by financial aid, with the first payment completed.

Parties

The parties to this agreement are the University of Massachusetts Dartmouth and the student (or parent of a student less than 18 years of age) who signs the agreement.

Housing & Dining Agreement Types and Information

Housing Guarantee

Students who have not checked in nor occupied their room by the first academic day of classes each semester may lose their specific housing room assignment. To prevent loss of specific room assignment, students should request permission via an email to housing@umassd.edu for late arrival to the Housing & Residential Education Office in Oak Glen Hall. Approval for late arrival arrangements must be granted prior to the first day of classes. Failure to check in or occupy a space on campus does not cancel this agreement.

Signing the Agreement

All students who live in the residence halls must sign (electronically or physically) the Residence Hall Agreement and abide by the Terms and Conditions of said agreement. Students are responsible for complying with the rules, policies, regulations, and procedures contained in this document, official University publications such as the Code of Student Conduct, Housing and Residential Education Handbook, and the Housing and Residential Education website. The student's signature on the Residence Hall Agreement binds the student to the Terms and Conditions of said Agreement. Questions regarding the Residence Hall Agreement should be referred to the Housing Main Office, Oak Glen Hall, 508-999-8140.

Terms & Conditions

The University agrees to provide the Resident use of the facilities in University Housing and dining halls during times classes and final exams are held, in accordance with the established University calendar. Dining services/meals are not provided during the following periods that classes are not in session

- Thanksgiving
- Winter/Intersession
- Spring Breaks

Enrollment Status/Delinquency of Fees

All Residents residing in University Housing must be enrolled full-time and have all housing and food service fees paid in full. Residents who (a) are not enrolled, (b) are delinquent in housing and/or food service payments, or (c) have failed to sign a Housing Agreement will receive a formal notice requiring them to immediately enroll, pay outstanding fees, and/or sign the Housing Agreement. Failure to comply will result in removal from University Housing.

The termination procedure for the Housing Agreement prior to its expiration will follow the University's Student Code of Conduct and the Residence Hall Handbook. Residents who fail to properly check out of University Housing will have their room locks changed, and their account will be charged for a new core and new key(s). Residents are responsible for removing all personal belongings upon departure. Any items left behind will be removed and donated to Arnie's Closet.

Duration of Occupancy

This Agreement authorizes occupancy during the academic year, as outlined below. The Residence Hall Agreement permits room occupancy by residents as of scheduled move-in dates established by Housing & Residential Education. It includes all dates of academic classes as published in the University calendar and extends through final testing periods each semester. Unless otherwise confirmed for the break immediately following the end of the academic semester, housing privileges end each semester 24 hours after a resident's final examination or by 5:00 p.m. on the last day of final examinations, whichever comes first. Graduates participating in Commencement, excluding Cedar Dell residents, may remain in residence until 7:00 p.m. on Graduation Day. Cedar Dell residents must have a Base Plus Agreement or sign up for summer housing and pay all applicable fees through July 31.

Early Arrivals

Residents must apply for early arrival or receive authorization from a recognized department or academic program. Early arrival accommodations are granted on a case-by-case basis and are not guaranteed. Residents not affiliated with a department or academic program will be subject to a daily rate, which will be billed to the student's account if early move-in is approved. Early move-in is not always possible, as facilities may be unavailable for various reasons and may not be ready for early occupancy. All early arrival requests must be approved in advance by the Director of Housing & Residential Education or an appointed designee.

Furnishings

Residents' rooms are furnished with the appropriate number of beds, mattresses, desks, and/or chairs. Residents must provide their own bed linens, pillows, towels, and other personal items. Furniture may not be removed from the room without approval from University Housing.

Room Entry & Privacy

The University respects Residents' rights to privacy within their assigned rooms and will make reasonable efforts to provide at least 24-hour notice before conducting damage, maintenance, or cleanliness inspections. However, the Resident acknowledges and authorizes room entry under the following circumstances as part of this Housing Agreement:

- Routine Maintenance & Inspections: The University may enter rooms for maintenance, cleaning, fire and safety inspections, recovery of unauthorized University-owned property, or other necessary improvements to ensure the health and welfare of all Residents.
- Emergency Situations: Entry without prior notice may occur in emergencies to protect life, safety, or property.
- Resident-Requested Maintenance: Entry may also occur without notice if the Resident submits a maintenance request.

- Enforcement of Rules and Laws: University or law enforcement officials may enter and inspect rooms when reasonably necessary to investigate potential violations of University policies, local ordinances, state, or federal laws, in accordance with University policies and applicable laws

Resident Responsibilities & Compliance

Residents are required to participate in University Housing educational activities designed to enhance the residential experience and overall quality of life. By signing this Housing Agreement, residents agree to comply with all applicable University rules, policies, and procedures, including the [University's Student Code of Conduct](#), as well as federal, state, and local laws. The Student Code of Conduct is available [online by clicking here](#). Residents also agree to abide by all regulations set forth by Housing & Residential Education, including the [Housing Handbook](#) and any additional posted University policies. The University reserves the right to reassign or remove a resident from University Housing in accordance with established procedures if the resident is found to be in violation of University rules, policies, Housing regulations, or the terms of this Housing Agreement. Violations of University rules, policies, Housing regulations, or any applicable laws may result in termination of the Housing Agreement and forfeiture of all associated housing costs. Unless otherwise specified in this Agreement, termination procedures for the Housing Agreement prior to its expiration shall align with the University's Student Code of Conduct

Commercial Activity

Under no circumstances may any room, building, or adjacent grounds within UMass Dartmouth residential areas be used for commercial purposes or enterprises.

Disciplinary Action

Residents are responsible for complying with all residence hall regulations and policies. Failure by a resident or their guest(s) to adhere to these policies may result in disciplinary action as outlined in the Student Handbook. Each resident is always accountable for their assigned room and the conduct of their guests. Residents must comply with all applicable laws and University regulations while respecting the rights, privileges, and property of other University community members and campus visitors. Additionally, residents are expected to refrain from any actions that disrupt University or residence hall operations or that pose a threat to the health, safety, or welfare of themselves or others.

Vacating Housing After Final Exams

This Agreement authorizes occupancy during the academic year. The Residence Hall Agreement permits room occupancy by residents as of scheduled move-in dates established by Housing & Residential Education. Unless otherwise confirmed for the break immediately following, housing privileges end each semester 24 hours after a resident's final examination or by 5:00 p.m. on the last day of final examinations, whichever comes first.

Graduates participating in Commencement, excluding Cedar Dell residents, may remain in residence until 7:00 p.m. on Graduation Day. Cedar Dell residents must have a Base Plus Agreement or sign up for summer housing and pay all applicable fees through July 31 if remaining in housing for the summer term.

Care of Facilities

Room Condition Report (RCR) & Move-In Process

Prior to the start of the semester, the University will inspect all vacant spaces to ensure they are prepared for student check-in.

- Upon check-in, each Resident is required to complete and sign a Room Condition Report (RCR), which documents the condition and inventory of furnishings, as well as the overall state of the assigned room.
- If a Resident fails to complete and sign the RCR, the University will assume that all furnishings are present, and the room is in good condition at the time of occupancy.
- Any room condition deficiencies must be noted on the RCR so that a work order can be submitted to determine if repairs or improvements can be made during the Resident's occupancy.
- The RCR will be used again at check-out to assess any changes in room and furniture conditions and to determine billable damages, if applicable.
- The University reserves the right to conduct an interim inspection if there is reason to believe substantial damage has occurred.

Check-Out Process & Responsibilities

At the time of check-out, Residents must:

- Remove all personal belongings from their room.
- Return all issued keys to Housing & Residential Education.
- Complete the official check-out process with Housing & Residential Education staff.

Failure to complete the check-out process properly may result in improper check-out fees and/or lock change charges.

Room & Facility Maintenance

The Resident agrees to:

- Maintain assigned space and furnishings in a clean and undamaged condition.
- Pay for any damages, excessive cleaning, or maintenance required due to misuse or abuse beyond normal wear and tear.
- Equally share financial responsibility for any undocumented and unreported damages after a roommate moves out.
- Pay for damages to common areas (outside of individual rooms) or excessive cleaning/maintenance due to misuse or abuse.
- Share the cost of common area damages when those responsible cannot be identified, with charges divided among all Residents of the floor or hall.

Damage charges are billed to the Resident upon departure from University housing.

Keys

The Resident is assigned unit bedroom keys, where applicable, and agrees to:

- not have keys duplicated
- not transfer use of the keys
- surrender the keys at the end of each term if required, or when the Resident officially checks out of University Housing.

The Resident agrees to immediately report the loss of an assigned key and to pay any associated cost for replacement of lost keys. Replacement cost for a lost or stolen key as determined by Facilities & Administration. Lost keys found prior to the changing of the lock core should be reported immediately to the Resident Director or Area Coordinator.

Unauthorized Use of UMASS Pass Access Card

Residents agree not to transfer their access card to any other persons for building access. Residents agree to immediately report any lost card to Housing & Residential Life and/or University Police. Once a Resident has checked out of University housing they may only re-enter the building as a guest of a current resident.

Liability

The University does not carry liability insurance for any Resident or Resident's property and, therefore, does not assume responsibility to Residents or other persons, including guests, for the loss of money or valuables, damage to property, or injuries sustained on the premises. Criminal activity, personal injury and theft occur, and the risk exists for such future occurrences, specifically within and around housing and University dining service facilities. *Therefore, the University recommends the Residents make their own arrangements concerning insurance and protection against such losses.*

Health & Safety

The University may adopt and implement any measures it deems necessary to reduce or prevent the spread of illnesses, including but not limited to, the transmission of infectious agents, bacteria, viruses, toxins or other organisms that may present risk to Residents and members of the campus community or the public in general. Communicable Illnesses and other public health issues may impact housing accommodations and options. Due to the nature of specific Communicable Illnesses, it may be necessary for the University to adopt and implement additional rules and/or measures that change, modify, or alter its response to Communicable Illnesses or other public health issues, which may further impact housing accommodations and options.

Residents agree that they have considered their own personal health status and the increased risk factors inherent with community living, including the risk of exposure to or infection by Communicable Illnesses, and where appropriate, have consulted with a medical professional before deciding to live in University Housing. By choosing to contract with the University for University Housing, Residents understand and agree that the University may implement additional measures, at its sole

discretion, that may result in changes in the manner or availability, or room assignment, of housing, including but not limited to, reducing the population density of University housing, reconfiguring University housing space, restricting certain furniture arrangements, and modifying cleaning and sanitation services. Residents acknowledge that any such changes are for their personal safety and the safety of the University Housing community.

Residents understand that despite all efforts on the part of the University, Residents can still be exposed to or contract Communicable Illnesses. To reduce risk, Residents agree to comply with all University rules, regulations, guidelines and policies, as well as local, state and federal guidelines relating to Communicable Illnesses or other public health issues.

Residents further understand that the University may not have adequate or available facilities to provide housing in the event a Communicable Illness or other public health issue requires quarantine or isolation pursuant to a University rule, regulation, or policy or as ordered by governmental authority. Residents understand that all University policies, rules, and regulations, including the Student Code of Conduct, still apply to them. Residents further understand and acknowledge their shared role in reducing the risks of Communicable Illness for themselves and others in the University Community.

Financial Responsibilities

Housing and Meal Plan Payment

The Resident agrees to:

- Pay all applicable University housing and meal plan fees as outlined in the University billing schedule.
- Ensure housing and meal plan fees per term are included in the University Schedule bill or pay Balsam & Spruce housing fees separately through the Greystar Entrata Portal. All fees must be paid in full by the due date.
- Make all required payments each term before moving into University Housing.

Financial Responsibility & Consequences of Non-Payment

- Residents removed for disciplinary reasons remain responsible for the full housing fees for that term.
- Failure to make payments does not release the Resident from Housing Agreement obligations. Non-payment may result in:
 - Denial of University Housing services,
 - Cancellation of current enrollment, and
 - Denial of future University registration/enrollment until the balance is paid in full.

Accessibility Accommodation Housing Rate

If a determination of need by the Office of Accessibility Resources indicates that a single room is an appropriate special housing accommodation, then the student shall be assigned and billed in accordance with the reasonable accommodation's guidelines.

Termination of Agreement – by Student

Pre-Term Cancellations

- **Returning Residents may cancel their housing only by submitting a request through the online Housing Portal by July 1 for Fall and December 1 for Spring.**
- **Cancellations submitted to any other University office will not be recognized and will not terminate the Housing Agreement.**
- **All cancellations are subject to the terms and conditions outlined in this Housing Agreement, which will be strictly enforced.**

Determining the Official Cancellation Date

The official date of occupancy termination is determined by:

- The date of online cancellation submission,
- The date of the last recorded card swipe, and
- Confirmation from Housing staff that all personal belongings have been removed.

Additional Terms

- A change in term arrival does not cancel the Housing Agreement or alter the cancellation schedule.
- The Resident must adhere to the established cancellation deadlines as outlined in the Housing Agreement.

After Occupancy University Housing

Unforeseen circumstances may prevent a resident from fulfilling the Housing Agreement. Students must complete the Housing Agreement Release Request Form found on the Housing Portal under the Housing Process section on or before the add/drop date of each semester. The release from the Housing Agreement requires review and approval by the Housing Accommodations Committee based on one or more of the following criteria being met with supporting documentation.

- Academic program requirements for internship, study abroad, clinical rotation, etc.
- Active Military Deployment
- Birth/adoption of a child by the student after the time agreement was signed
- Change in enrollment, such as part-time status, withdrawal or transfer from the University as documented in the Office of the Registrar
- Financial hardship with a specific change in financial circumstance after the time the Agreement was signed, which cannot be reasonably alleviated as verified by the Financial Aid Office
- Graduation
- Health/Medical concerns after the time the agreement was signed. Will require completion of Reasonable Accommodations Form to determine if health or medical concern can be accommodated within the residence hall system.
- Marriage with documentation of a legal marriage certificate that demonstrates the marriage occurred after the time the agreement was signed

NOTE: No refund of housing fees will be given to individuals removed from the residence halls by the University for disciplinary reasons.

A student released from the Residence Hall Agreement must vacate their room within 48 hours of the date of Agreement Release notification. Students who fail to vacate, complete a proper check-out, and return keys will be subject to financial penalty and eviction.

Personal property remaining in the residence hall after the term of this Agreement has expired shall become the property of the University and may be donated or disposed of.

Refund & Release Fees

Refund of housing room charges, as a result of a room change or termination of the Housing Agreement, are based on the date the Resident checks out and are contingent upon proper check-out from University Housing. Residents must complete the formal check-out process to be eligible for a refund and are responsible for all room and meal plan charges until the formal check-out process has been completed. The Resident must check out with a Resident Advisor ("RA") or the Hall Director/Area Coordinator. The following three steps must be completed.

1. The Resident Advisor must examine the room for damages, completing both the electronic Room Condition Report and the check-out portion of the check-in/check-out form. This form is then signed and dated by both the RA and the Resident. A copy of the check-in/check-out form is given to the Resident upon completion of all three check-out steps.
2. Resident must turn in all keys in their building or area.

Failure to complete a proper check-out may result in an assessment of an administrative fee. Residents are refunded room fees in accordance with the University policy outlined in the following schedule:

Refund & Release Fee Schedule

Students will be charged appropriate fees upon vacating housing or officially withdrawing for the semester. Students who leave or are academically dismissed without fully vacating the room will be subject to additional daily charges until the room has been completely vacated and cleaned by the student

Terms	% of Reduced Fees	Release Fee
July 1/December 1 and Prior to Resident Move-In During Fall/Spring	100% Housing Fee reduction	No Fee
With Approved Release after Move-In and through end of publicized drop/add period each semester	Pro-Rated Per Date of Agreement Release	\$600 Fee
After Add/Drop w/Approved Release	Contingent Upon Approve/Pro-rated per date of Agreement Release	\$600 Fee

A student who has not paid in advance must still pay the amount which remains due after the charges are reduced.

- The housing pre-payment, which is non-refundable after May 1, reserves an assignment until occupancy and is applied to the student's first semester housing fee. To be considered for an assignment in University residences, the student agrees to pay the agreement rates as they have been announced and posted on the Housing and Residential Education website.
- The agreement remains binding beyond the Fall semester unless the student has been approved for a leave of absence or has officially withdrawn from the University.
- Approval for release from the housing agreement.
- Failure to pick up a key(s) and/or check in does not release the student from this agreement. Students who have not checked in to housing by the semester's add/drop deadline may be charged the \$600 fee, and their agreement cancelled at that time. In the case that belongings occupy a space, standard agreement billing will continue until these items are removed. The university also reserves the right to follow this cancellation procedure, after attempting to contact the student and arrange a time to collect their belongings before a specified date. Personal property remaining in the residence hall after the term of this Agreement have expired or been canceled shall become the property of the University and may be donated or subject to disposal. If a date indicated above falls on a Saturday or Sunday, the deadline for the specified period will be the preceding Friday before 5:00 p.m.

Meal Plans & Dining Services

Dining and food services are provided to residents as part of the Housing Agreement. All first-year and sophomore residential students (those with 48 or fewer credit hours) who have a Housing Agreement are required to purchase a residential meal plan. Meal plans are assigned for both the fall and spring semesters and apply for the entire academic year as part of the Housing Agreement. Residents must comply with all published and posted rules governing Dining Services facilities. The financial obligations related to meal plan payments are incorporated into the Housing Agreement and are subject to the University's payment terms.

Students should select a meal plan when completing the Housing Agreement. If a student does not select a meal plan, the Unlimited plan will be assigned. Commuting students with fewer than 24 completed credit hours are automatically assigned a Commuter Meal Plan.

Meal Plan Changes

Requests for residential meal plan changes must be made in writing and must be received in Housing & Residential Education by the first day of meal service for the term to be effective for that term.

Requests may be submitted by email to mealplans@umassd.edu and must include:

- **student name**
- **ID number**
- **current meal plan**
- **desired meal plan.**

Meal plans cannot be changed or cancelled on or after the first day of meal service for the term. Students are encouraged to contact mealplans@umassd.edu prior to the start of the semester.

Exemption from Meal Plan

A residential student with 48 or more credit hours or a commuter student with 24 or more credits completed at the start of the agreement period is not required to choose a meal plan. Should they desire a plan, residential students can choose from the following:

- Unlimited
- Unlimited Plus
- Upperclass
- Upperclass Plus
- Upperclass Max

The full list of meal plan options is available on the [dining membership website](#).

Dietary Accommodations & Meal Plan Modifications

The University is committed to providing safe and appropriate meals for all students when possible. To ensure dietary needs are met, students are encouraged to self-identify any food allergies or special dietary requirements when selecting their meal plan. Students requiring a specific diet for medical reasons must complete the [Reasonable Accommodations Form](#) and provide appropriate documentation to support their request. Requests will be reviewed by the Accommodations Committee. If an accommodation determination indicates that a special meal plan modification or exemption is necessary, the student will either be provided assistance with meal options or waived from the meal plan requirement in accordance with that determination. For all non-medical special dietary requests, students should consult Dining Services and follow the established policies and procedures.

Unused Meal Swipes & Corsair Cash

Unused Corsair Cash from the fall semester will carry forward to the spring semester. However, any unused meal swipes from all dining memberships will be forfeited at the end of the fall semester. Funds or swipes from meal plan memberships or Corsair Cash balances that remain unused by the end of the spring semester will not carry over to the next academic year and will be forfeited.

Dining Services & Schedule Adjustments

Dining schedules are posted at the beginning of each semester. Any changes due to inclement weather or other unforeseen circumstances will be communicated to students. Students whose schedules prevent them from dining during posted service hours should contact the Dining Services Director to explore alternative meal plan accommodations. Missed meals are not eligible for refunds or rescheduling.

During periods of low demand, dining facilities may be consolidated, and serving hours may be adjusted.

The University reserves the right, at its sole discretion, to modify dining operations, which may include, but is not limited to:

- Changes to dine-in availability
- Closure of dining locations
- Adjustments to menu offerings

Meal Plan Release Process

Students seeking a release from the meal plan must complete the Housing Agreement Release Process prior to the start of the semester. It should not be assumed that you will be automatically approved for release from the dining plan. If a meal plan release request is approved, the student's meal plan membership will be canceled, and any unused Corsair Cash funds and meal swipes associated with the meal plan will also be forfeited. Students who have used any portion of their meal plan prior to release will be charged accordingly. The Meal Plan Release Form is available through the Student Housing Portal (under Housing Processes), the Frequently Asked Questions page on the [Dining Services website](#), or at the Campus Services Office.

Dining Services Contact Information

For more information concerning campus dining plans and policies, or for answers to questions not covered in this document, please visit the Dining Service website at www.dineoncampus.com/umassd or email UMassD – Meal Plans at mealplans@umassd.edu

Refund & Release Schedule

Percentage and type of adjustment upon approval of meal plan release.

Terms	% of Reduced Fees
Prior to Fall/Spring Move-In	100% Dining Fee reduction
After Move-In and through end of publicized drop/add period each semester <ul style="list-style-type: none">▪ Fall – September 11▪ Spring – February 1▪ After Add/Drop w/Approved Release	Pro-Rated Per Date of Dining Agreement Release

General Information

Provision of Basic Services

The University will provide utilities to all residence halls and will perform maintenance services in the event of mechanical issues or interruptions to any utility service under the University's control or ownership. If such issues arise in facilities or equipment not under University control, the University will make reasonable efforts to seek restoration of service. Housing fees will not be adjusted due to the University's inability to restore service within a reasonable timeframe.

The University will exercise reasonable care to correct unsafe conditions and maintain residence halls in good repair. Residents may request maintenance services for repairs or replacements of broken or malfunctioning items through an online Facilities Service Request or Entrata

Portal for Balsam & Spruce Residents or by contacting their Resident Director/Area Coordinator, if they do not have a resolution of issue within 48 hours.

Residents must report any unsafe conditions immediately to Housing & Residential Education staff or the UMass Dartmouth Police.

Student Responsibility & University Communications

Residents are responsible for reviewing and complying with the Terms and Conditions of the Housing Agreement, as well as the [Housing and Residential Education Handbook](#) and [Code of Student Conduct](#). These policies always remain in effect, including during the academic year, breaks, intersession, summer sessions, and any early arrival periods.

As students of UMass Dartmouth, residents are subject to all University regulations, policies, and procedures, as well as applicable local, state, and federal laws and ordinances.

The University-designated student email account is the official method of communication for all University correspondence, including Housing & Residential Education notifications. Residents are responsible for regularly checking their University email for important housing-related updates, official University notices which includes Balsam & Spruce announcements. Failure to read or respond to University emails will not be considered grounds for appeal or reconsideration of any decision or policy enforcement.

Assumption of Risk

Residents understand that choosing to purchase University-provided dining services and living in University Housing may present certain known and unknown risks to their personal health, safety, and well-being and Residents knowingly agree to accept those risks. Residents acknowledge that while the University may implement measures intended to minimize the likelihood of contracting or being exposed to Communicable Illnesses, Residents can never be fully shielded from all risks of being exposed to or contracting any illness or disease. Residents understand that even if they follow recommended safety precautions, they may still become exposed to, infected with, or transmit a Communicable Illness to others.

Housing & Residential Education

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