

Heritage Commons Move-In Guide

Welcome Home!

We're glad you're here. Heritage Commons is home to the majority of our campus residents and includes Officers Circle, Sage Point, Shoreline Ridge, Benchmark Plaza, Chapel Glen, Gateway Heights, and University Guest House communities. The Peterson Heritage Center (PHC), the hub of campus living, is just steps away from your front door. Read on to learn more about living on campus in Heritage Commons!

PHC FRONT DESK SERVICES

DESK SERVICES

The PHC is open 24 hours a day when class is in session. Our friendly desk and mailroom assistants can assist you with questions and equipment check out. If you have an emergency or an immediate need, call the front desk to reach a resident advisor (RA) or community advisor (CA).

KEYS & DOOR ACCESS

Your room key and UCard allow you to access your room and building and should never be shared with anyone. If you misplace one, you can borrow a loaner from the PHC Front Desk. Loaner keys and temporary access cards are free for 30 minutes, or can be checked out for up to seven days for a \$10 fee. If you lose your key, we will change your locks and charge you a replacement fee (\$125).

HERITAGE COMMONS CONTACTS

For a list of full-time staff that work in your area of Heritage Commons, please visit:
housing.utah.edu/team/

Resident Advisor (RA)

Attend your first floor meeting for more information on methods of communication.

EQUITY LOUNGE & LIVING ROOM

While all of our residential and community spaces are inclusive, The Equity Lounge & Living Room are dedicated spaces that house the Social Justice Advocates to further promote inclusivity and encourage you to embrace your identity.

Lounge (EL):

Located on the ground level of Benchmark 820

Living Room (ELR):

Located on the first floor of Kahlert Village

Hours for EL and ELR: Sun-Thurs, 3-11 p.m.

MAIL

Please limit visits to the desk to once per week for mail pick-up. We also ask that you try to limit your mail to essential items only.

All students who live on campus will be issued a mailing address. You can mail packages and paper mail to this address.

Your mailing address format:

First & Last Name
151 South Connor Road
Unit (Insert Room #)
Salt Lake City, UT 84112

Mail is processed daily by the mailroom, and you will be notified by email when something has arrived for you. During peak time, expect longer processing times. You will pick up paper mail from the front desk in your area, and packages will be sorted into lockers. After our staff have placed your package in the lockers, a secure code will be emailed to you for one-time access to the locker holding your package. Packages are only kept for seven days before being returned. Perishable items are only kept for 24 hours.

Note: We cannot share addresses with friends, parents, or family members. Please share your address as needed so that care packages or other fun items find their way to you.

TECHNOLOGY RESOURCES

Computer Lab:

Located on the ground level of Benchmark 820

Creative Commons by Adobe:

Located on the first floor of Kahlert Village

Printing Services:

Printing is available to students in the Benchmark

Computer Lab, UPrint in the Marriott Honors

Community, and RedPrint in Kahlert Village.

IMPORTANT CONTACTS

Housing & Residential Education

Mon - Fri, 8 a.m. - 5 p.m.

801-587-2002 | info@housing.utah.edu

www.housing.utah.edu

Peterson Heritage Center

Open 24 hours | 801-587-2000

*Hours will vary during holiday or break periods

Residential Outreach Coordinator

Jordan Judd | 801-587-2960

Beth Faller | 801-213-8723

Residential Community Coordinator

Khain Lim Foo | 801-587-0820

PHC AMENITIES

Dining Room

2nd floor - Stop by for a bite to eat or take a to-go container on the way to class

Crimson Corner Store

1st floor across from the front desk - Get a snack or beverage here and use dining dollars or flex dollars

Music

1st floor - Make a reservation at the front desk

*One hour limit

Residence Hall Association

East stair landing - Stop by and get involved!

Study Room

1st floor - Available to all students

Game Room & TV Area

1st floor - Play pool, foosball, and shuffleboard, or just hang out!

Board Game & Equipment Rentals

Front desk - Free of charge

Get social with HRE!

@UOFUHOUSING



TRANSPORTATION FOR HOUSING RESIDENTS

CAMPUS SHUTTLES

Campus shuttles are a free and convenient weekday service for you and campus guests! Shuttles have a late night service as well with a reduced schedule but do not run on the weekends or holidays.



The campus shuttle system transports students all over campus. This free service is useful for students living on campus as the Circulator, Blue, and Orange routes stop at the Peterson Heritage Center and Chapel Glen. For routes and information: commuterservices.utah.edu

Wondering where your shuttle is? Track your shuttle!

To track all campus shuttle locations live, view estimated times of arrival, and find nearest stops, visit uofubus.com

SAFE RIDE

SafeRide is a free after-hours service for students managed by Commuter Services. It is operated by University student employees. SafeRide functions similarly to other rideshare programs like Uber or Lyft but only operates within university boundaries, Monday - Friday from 6 p.m. - 12:30 a.m. Visit commuterservices.utah.edu for information on how to request a ride.

SLC PUBLIC TRANSPORTATION

The university's agreement with UTA provides students access to UTA buses, light rail (TRAX), and commuter rail (FrontRunner) trains at no additional cost. **When boarding and exiting, tap your UCard at the scanners on either end of the TRAX platform or at the bus entrance.**



Buses run around parts of campus and there are TRAX stations in front of the MHC and at the Rice-Eccles Stadium.

Bus and TRAX schedules may be found on the buses, at the TRAX station, or online at www.rideuta.com. Download the Transit app to plan your trip. Just type in where you are, where you would like to go, and the time you want to leave and arrive.

REMINDER:

You must use your UCard to tap on and off the card readers located on buses and train platforms.

PARKING ON CAMPUS

You likely won't need a car while living on campus. We strongly encourage you to consider alternate transportation methods rather than bringing a car with you to campus. If you choose to bring a vehicle with you, you must purchase a parking permit from Commuter Services. A variety of permits are available to housing residents. For more information on parking or to purchase a parking pass online, please visit Commuter Services' website: commuterservices.utah.edu

PARKING AT DOWNTOWN COMMONS

On-campus housing residents can purchase HU parking permits through Commuter Services. HU permits allow for parking in U lots across campus and in Housing lots near residential buildings. Parking permits are virtual, and your license plate is your permit. For more details, visit commuterservices.utah.edu.

GUEST PARKING ON CAMPUS

Guest parking passes for campus may be purchased through the Commuter Services' website. PayByPhone parking is available for guests near the PHC.

BICYCLE PARKING

The university offers free outdoor bicycle parking within 50 feet of almost every building. Cyclists are also welcome to utilize the secure bicycle lockers located at certain buildings and parking garages. Visit map.utah.edu to find bicycle parking options near you. Bicycles locked to anything other than bicycle racks will be impounded.



BICYCLE REGISTRATION

U community members can register bicycles, which can aid in the recovery and return of the item, through University Police. Visit police.utah.edu/property-registration/

GET INVOLVED WITH THE RESIDENCE HALL ASSOCIATION!



801-587-0866 | RHA@housing.utah.edu
housing.utah.edu/living-the-u/get-involved

You can make an impact right from your own home. The Residence Hall Association is the premier student organization in Housing & Residential Education and provides numerous opportunities. First-year students are highly encouraged to connect with RHA, where you'll develop leadership skills and make a difference on campus. Many of the events and activities during opening weekend and throughout the year are hosted by students just like you. Check out our resident boards and move-in events below:

Resident Boards

- Resident Relations
- Community Council
- Salt Lake Events
- On-campus Events
- Marketing & Outreach

Move-in Events

Get involved by attending move-in events, or join an RHA board! Find more info on Instagram (@UofURHA)

Stop by the RHA office in the PHC to learn more about how to get involved!

DINING SERVICES

UNITED TABLE IN PETERSON HERITAGE CENTER

The United Table in Peterson Heritage Center offers buffet-style dining and has the most variety in Heritage Commons. Have dietary concerns? For most, we have a solution! Visit Delicious Without in the United Table in Peterson Heritage Center where meals are prepared avoiding the nine most common allergens: dairy, eggs, fish, shellfish, tree nuts, peanuts, sesame, soy, and wheat/gluten. Students can take advantage of the QR code ordering system to customize made-to-order dishes throughout the dining hall. For questions visit: dineoncampus.com/utah

CRIMSON CORNER

Crimson Corner is a convenience store located on the main floor of the PHC. It has freshly made pastries, salads, sandwiches, bottled beverages, and a Starbucks coffee café. Crimson Corner is open to everyone; students with meal plans can use their Flex Dollars to purchase items, but anyone can purchase items with cash or cards.

MEAL PLAN CHANGES

Meal plan changes for Fall Semester are accepted from the first day of the semester to September 1 by filling out the Meal Plan Change form via Housing U.

TO-GO MEALS

Individuals with meal plans will be given a to-go container that can be used for two to-go meals a day at the United Table in Peterson Heritage

Center or Urban Bytes.

ACCOMMODATIONS

If you are requesting an accommodation for your meal plan, please complete the Meal Plan Accommodation form on our Housing & Residential Education website under dining or at housing.utah.edu/dining/forms

OTHER DINING OPTIONS

There are a variety of other dining locations on campus to fit your needs, including Urban Bytes at Kahlert Village, the Union Building Food Court, Einstein's Bros Bagel, Crimson View restaurant, England Hub, Market at the Marriott Library, the Honors Market, Smart Shake, Miller Cafe, and so much more!

TRANSFER MEALS

Sometimes busy class schedules may make it tough to get back to the dining halls for every meal. Transfer meals now allow students to use their meals at five additional locations on campus, including Lassonde Studios' Miller Cafe, the Marriott Honors Market, the Student Life Center, and Crimson View. In addition, students can use a meal transfer at the Union Food Court if ordered through the Boost app. A transfer meal can be used for up to \$6.35 value at breakfast and \$8.55 value at lunch and dinner.

MOBILE ORDERING

Download the Boost app and order ahead at a variety of dining locations on campus. The Boost app allows you to select a dining location, browse the menu, and select a time to pick up your meal. Additionally, you can order meals with robot delivery using the Starship Food Delivery app. You can purchase food using your meal plan or a credit card.

URBAN BYTES AT KAHLERT VILLAGE

Our newest and largest eatery on campus! Urban Bytes is an all-you-can-eat dining room located on the first floor of Kahlert Village. You can use your meal plan here or pay with card or cash at the entrance. Visit Urban Bytes for a daily rotating menu with a variety of stations like The Nook (all-day breakfast), Carrots (salad bar), 500 Degrees (oven-fired pizza), Taqueria (tacos, burritos, etc.), Delicious Without (avoids nine of the most common food allergens), Mongolian Grill, The Game (sports grill), and more.

CITY EDGE CAFÉ

City Edge Café is a social café located in Kahlert Village. Visit for freshly made pastries, coffee, salads, sandwiches, and beverages. If you have a meal plan, you can use dining or flex dollars here, but anyone can purchase items with cash or cards.

DINING SERVICES:
Phone: 801-581-7257
Email: dining@utah.edu

For location hours visit:
dineoncampus.com/utah

GETTING CONNECTED

REGISTER & CONNECT YOUR DEVICES

There is Wi-Fi access in every building on campus. To determine which network your device should connect to, visit: onboard.utah.edu. For questions or issues, check it.utah.edu/help/ or contact the Campus Help Desk at 801-581-4000 x 1.

WIRED INTERNET CONNECTION

Your room also has a wired internet connection available. If you would like to utilize this, please call the Help Desk 801-581-4000 x1 to activate the wall port. That's it! You will need to provide an ethernet cable to connect to your computer. If the wall jack/plate looks broken, please fill out a maintenance request or call our office at 801-587-2002.

University Information Technology
801-581-4000 | helpdesk@utah.edu
www.it.utah.edu

XFINITY ON CAMPUS (XOC)

Brought to you by Xfinity on Campus (XOC), students can opt into this service for the academic year. Sign up via Housing U in CIS.

INTERNET TIPS - BE A GOOD WIRELESS STEWARD

DO	DON'T
- Use UConnect	- Bring personal Wi-Fi routers and hotspots
- Use wired connection	- Use wireless printers
- Use ULink for gaming devices	- Connect wireless media players (AppleTV, Chromecast, etc.) as wired
- Contact Campus Help Desk for assistance connecting devices	

WHAT IF SOMETHING IN MY ROOM IS BROKEN?

If you see an issue in your room, report it immediately by following these steps:

1
Navigate to the menu on housing.utah.edu

2
Scroll to "Residents"

3
Click "Maintenance Request"

Or scan the QR code



OVERNIGHT GUEST POLICY

Have a guest you'd like to stay overnight? Residents are allowed up to ten (10) overnight guests per semester for no more than three (3) days in a row. Residents may have one (1) overnight guest at a time. Overnight guests must be approved by all room or suitemates prior to their stay. After guests are approved, guests must be registered in Housing U in your CIS portal five (5) days in advance. More information about overnight guests and how to register them can be found online.

housing.utah.edu/living-the-u/guest-registration/

TAILGATING FREE ZONE

Residential buildings are locked 24 hours a day and are only accessible to students who reside in the building. Tailgating is when you let someone in the building without an escort. All visitors should be escorted in and out of a building by a resident. Do not let people in a building if they don't have tap access to get in. It's not rude to be safe!

CLEANING SERVICE

To help maintain our facilities for years to come, the HRE custodial staff will clean the common areas of your apartment every other week. Common areas include: living rooms, kitchens, bathrooms, and hallways. HRE staff will not enter private spaces unless they need to access a bathroom. So the custodial staff may fully clean these areas, please consider the following:

- For bathrooms, clear the sinks, counters, and shower of personal items.
- For kitchens, clear the counter tops, island, and stove of personal items. Move all items in the refrigerator to one side.
- Clear the living room and hallways of any personal items.

Policy violations found during cleaning service will be documented and forwarded through the student accountability process.

HRE custodial staff will only enter your apartment for cleaning service on the days and times indicated for your specific apartment unless otherwise noted. You will be notified in advance of this service. HRE custodial staff will knock loudly and announce their presence before entering. Once the service has been completed, notice will be left that your apartment has been cleaned.

POLICIES

All students have the responsibility to abide by university and HRE policies and to report safety concerns and policy violations that are taking place in their room, suite, floor, and/or building. You should know that there are consequences for making choices that violate community standards.

You are responsible for all policies outlines on our website and housing contract. More information about the student accountability process and our policies can be found in the Residence Hall and Apartment Policies section of our website at housing.utah.edu/living-the-u/resident-policies-responsibilities/.

You are also responsible for following the University of Utah's Student Code, which can be viewed at deanofstudents.utah.edu/conduct/. Students are also responsible for continually updating their personal information and emergency contact information in Housing U as needed.

SAFETY AND SECURITY

University Police & Security are here to help make your experience on campus a safe and pleasant one by patrolling, safeguarding your security, and offering programs and resources.

**University Police & Security
Immediate Response/Dispatch:
801-585-COPS (2677) or 911**
Non-emergency: 801-585-2677
publicsafety.utah.edu
While off campus: 911
Non-emergency: 801-799-3000

CAMPUS COURTESY ESCORT

Campus courtesy escorts are always available as a resource to students while on campus. You can request an escort to your residence hall, car, or any campus building by calling 801-585-COPS.

CAMPUS ALERT

The Campus Alert system sends text messages to notify students of any safety threats, weather conditions, or other important updates to keep students informed. This system is also used to send any housing specific instructions to residents. All students are automatically signed up for this service. Visit campusalert.utah.edu to learn more.

UCARD

You're a tap away from lots of great stuff! You will receive your UCard during your Orientation session or with your welcome packet when you check in during your assigned move-in time this August.

UCard Services
801-581-CARD (2273)
www.ucard.utah.edu

TOBACCO FREE CAMPUS

The University of Utah is a tobacco-free campus. Smoking and the use of any tobacco product (including e-cigarettes) is prohibited on all university property and in any outdoor area controlled by the University. These areas include all university residence hall and apartment buildings. This rule is applicable 24 hours a day, seven days a week. To get help quitting, please visit tobaccofree.utah.edu

FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT (FERPA)

HRE is obligated to protect student information in accordance with FERPA. If you would like to allow individuals access to your Housing U account to pay your bill, you will need to release your FERPA rights through Housing U in CIS. FERPA only allows others access to the student's relevant financial information. Additionally, FERPA applies to minors enrolled in the University. Once logged in, select "FERPA Consent Release Form," check Housing and Residential Education as an area of release, and create a pin.

Please remember to only share your PIN with people whom you would like to have access to your account. Contact the Office of the Registrar for more information about FERPA.

Office of the Registrar
801-581-5808
registrar@utah.edu
registrar.utah.edu

PAYING HOUSING BILLS

All housing and meal plan charges are included with your tuition bill. This bill will be paid through the Office of the Bursar. The HRE office does not accept payments. You can view your tuition bill online in CIS. All housing and meal plan charges are due when tuition is due, unless you have signed up for a payment plan. Learn more at housing.utah.edu/apply-reserve/rates-n-housing-account/

For questions about charges, contact the HRE office. For questions about payments, contact the Office of the Bursar.

GARBAGE AND RECYCLING

If you live in Chapel Glen, Gateway Heights, Sage Point, or Officers Circle, there are blue bins where you can dispose of all your recyclables. A list of acceptable items is located on the bins.

If you live in Shoreline Ridge or Benchmark Plaza, there are blue dumpsters in the parking lots for your recyclables. Glass recycling is available south-west of The Hive.

If you live in the University Guest House, trash and recycling are located in the parking lot.

Please do not contaminate the recycling bins with prohibited materials like trash or glass.