Student Housing Residents,

Welcome to UH Mānoa and Student Housing Services. We hope that your move-in went smoothly and your classes have gotten off to a good start. Now that you are settled, we wanted to take a moment to provide some important information and reminders regarding living on-campus. Please review the following thoroughly.

**Service Request System**
If you see an issue with your room that needs repair, please submit a service request at [https://resnet.hawaii.edu/pilikia/index](https://resnet.hawaii.edu/pilikia/index)

**Community Desks**
There are four Community Desks located throughout Student Housing, each providing services to specific halls. Services include issuing lock-out keys, checking out various supplies, assisting with reporting issues, and providing general SHS and university information.
- Lokelani Community Desk (serves all Hale Aloha Towers) 8am-8pm daily
- Gateway Community Desk (serves Gateway, Johnson, and Frear) 8am-8pm daily
- Wainani Community Desk (serves Wainani) 8am-8pm daily
- Kahawai Community Desk (serves Laulima and Kahawai) 11am-8pm daily

**SHS Mail Center**
Residents will receive mail and packages at the SHS Mail Center in Frear Hall. Once mail has been received, sorted and logged, you will be notified via email that your letters or packages are ready for pickup. The SHS Mail Center is located in Frear Hall (entrance located to the left of the main SHS Office (along Mānoa Walk). The hours for mail pickup are Tuesdays through Sundays 10am-4pm.

**RA On-Call**
In addition to many other responsibilities, Resident Assistants (RAs) serve in an on-call rotation to provide after-hours safety and emergency support. Each community’s On-Call RA can be reached via a duty cell phone daily from 8pm-8am, and 24/7 on weekends. The RA on-call phone number is posted in your community and at [https://manoa.hawaii.edu/housing/contactus/](https://manoa.hawaii.edu/housing/contactus/)

**Confidential Contact and Missing Student Notification Policy**
Students residing in on-campus housing have the option to identify confidentially an individual to be contacted by UHM in the event that the resident is determined to be missing for more than 24 hours. A resident who wishes to identify a confidential contact can do so via this website: [https://forms.gle/HBYzCThyjUo3vLJ66](https://forms.gle/HBYzCThyjUo3vLJ66). The confidential contact information will be accessed only by authorized UHM officials and law enforcement in the course of an investigation.
If a resident does not identify a confidential contact, the individual's emergency contact will be informed in the event that the resident is determined to be missing for more than 24 hours. Please refer to the SHS Community Standards/19-E for the policy on missing students.

**COVID-19 Policies**

**Face Masks:**
Face masks are required in the following circumstances:
- For those returning to their rooms after quarantine or isolation, face masks must be worn around others in all settings (both indoors and outdoors), for the remainder of the 10-day period.
- At specific SHS programs and in staff offices, face masks may be required to enhance safety.

Although strongly recommended, face masks are no longer required in other circumstances (except what is identified above) inside or outside of the residence halls. It is still highly recommended that individuals wear face masks in tight spaces (such as elevators), when in large groups, or when around those who may be immunocompromised or are not vaccinated.

**Guest Policy**
SHS maintains a **NO OUTSIDE GUEST policy**. This means that only current residents of SHS may enter our residence halls. SHS residents who are visiting SHS buildings where they do not live MUST be escorted/hosted at all times by a registered resident of that building/community.

**Reporting COVID Positive Test Results**
Residents who test positive for COVID-19 should immediately report their results to hall staff. Hall staff will assist the resident in identifying a location to isolate until they are cleared (per CDC guidelines). SHS will also assist residents with meal service while in isolation.

**Community Standards**
Student Housing Services expects residents to maintain standards of personal conduct that are in harmony with the University's educational goals, to observe federal, state and local laws, and to respect the rights, privileges and property of others. The Community Standards serve as a guide to help define acceptable behavior. These standards can be found at [https://manoa.hawaii.edu/housing/communitystandards/](https://manoa.hawaii.edu/housing/communitystandards/)

For returning residents, please note that some of the policies have been revised. Therefore, you are expected to review the community standards for 2022-2023.

**Campus Safety**
Contact UH Mānoa Department of Public Safety (DPS) if you observe suspicious people, vehicles, or activity on campus. While the term “suspicious” may mean different things to
different people, we urge our community to contact DPS even if you aren’t sure whether or not something seems out of place. If you see something, say something by immediately calling DPS at (808) 956-6911 or HPD at 911 so an officer can respond to check the location.

DPS also offers a Safety Escort Service for those walking alone on campus at night. Call (808) 956-SAFE (7233) for an escort to and from any on-campus building, from dusk until dawn, 7 days a week.

Don’t feel like waiting for an escort? Download our campus safety app, Mānoa Guardian! The app allows users to call or text DPS in an emergency, and includes a call directory of other important UH Mānoa offices. The safety timer feature allows users to have a “virtual safety escort” wherever they go – simply set the timer and deactivate it when you arrive at your destination. If the timer expires before it is deactivated, DPS will respond to your location immediately. To learn more, visit: http://manoaguardian.com/ or search for “Rave Guardian” in your app store.

**Parking Reminders:**

Please remember that current UHM permits are required for all vehicles to park in the Student Housing lots. Additionally, please note that the area of Dole Street between the bridge (over the Kānewai stream) and Hawaiian Studies is a no parking zone.

Please contact your hall staff or the Residential Life Office at 808-956-8300 if you have any questions. We wish you a successful school year!