



# Welcome Home Riverknoll

**RIT** | Housing



**rit.edu/housing**

In person

**Grace Watson Hall**

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

By phone

**(585) 475-5000**

**f @ t** @RITHousing

Service portal or online chat

**help.rit.edu**



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Home of  
**Thinkers**  
**Makers**  
**Doers**



# welcome to

## RIT Housing

Hello! We would like to extend a warm greeting from our team and hope you will be happy in your new space. Thank you for choosing RIT Housing.

We are here to assist you with your housing assignment, roommate additions, keys, card access, and maintenance.

This handbook will assist you with caring for your space and answer the most commonly asked questions regarding living in RIT Housing. If you have questions, please feel free to call or stop by our office.

We look forward to serving you and, again, thank you for choosing RIT Housing.

Sincerely yours,

*RIT Housing Staff*



## Living in Riverknoll

Riverknoll is located steps from Global Village and academic buildings. The quiet community is home to many upper-class students who value the campus proximity and academic focus of the community. You are steps from global-inspired dining, local shopping, post office, hair salon, banking, relaxing near a firepit, and fitness facilities.

### Amenities

- Free on-site laundry facilities
- Electronic safety alarm system tied to Public Safety
- Tiger TV – live streaming including SHOWTIME ANYTIME®
- Wireless access
- Utilities included



## Maintenance Requests

[mylife.rit.edu](http://mylife.rit.edu)

### Things happen. Things break.

We aim to address and close all maintenance requests within 24 hours during normal business days. To submit a request: [mylife.rit.edu](http://mylife.rit.edu)

### Emergency Maintenance

All requests are important to us. There are situations that require greater urgency due to safety.

#### Emergency

- No Power/Electrical Issues
- No Hot Water
- Water leaks
- Floods
- Toilet Clogged
- Broken water pipes
- Flooded basements
- No Heat
- Emergency Lock Change
- Broken 1<sup>st</sup> Floor Window

#### Non-Emergency

- Air Conditioner
- Washer/Dryer
- Garbage Disposal
- Microwave
- Pest

Be sure to describe the type of pest and the specific location pest can be found.

### Emergency

**In case of an EMERGENCY  
call 585-475-3333.**

In the event of fire, gas smell, or any visible danger, leave the building via the stairs and call public safety at 585-475-3333.

## Unit Inspections

We aim to maintain a safe living space for all residents, thus we conduct a non-invasive scan of the unit to help identify prohibited appliances and violations that could cause injuries or hazardous conditions.

If you are found in violation, you will receive an email with specifics. Reference your RIT Housing Terms and Conditions, Section 13 for more information. There are two types of inspections, RIT Health & Safety and Office of Fire Prevention & Control (OFPC).

### RIT Health & Safety Inspections

- Units will be inspected for cleanliness ensuring excessive garbage is removed and units are clean.
- Occurs monthly in every residence hall by RIT Housing staff.
- Notice is sent via email with date ranges of inspections.

Examples of violations with automatic student conduct hearing include:

- Non-approved pets
- Drugs and drug paraphernalia
- Weapons
- Covered smoke detector

### Office of Fire Prevention & Control Inspections (OFPC)

1. State Inspector begins random apartment inspection process during fall semester.
2. Notice sent via email but no specific date is given due to state requirements.
3. Personal items that are in violation will be removed and you will be contacted on retrieval procedures.
4. Internal re-inspections are performed in between OFPC official inspections.

#### Common Violations

- Excessive/Fabric Wall hangings (e.g. flags and tapestries)
- Extension cords & multi-plug adapters
- Open flames or smolder devices (e.g. candles and incense)
- Non-LED Lights and Rope Lights

## Air Conditioner

Rochester can have some very hot days. You can purchase a window air conditioner, but there are some restrictions:

- Air conditioners must be installed by RIT Housing mechanics only
- Air conditioners must be 5000 BTU or lower
- There is a \$125 fee per air conditioner installed
- Approval is required. Visit [myLife.rit.edu](http://myLife.rit.edu), navigate to Forms and select A/C Request.

\*Building 516-536 has central air and no air conditioner requests will be honored.

## Kitchen Fire Safety

- Never leave food unattended while cooking
- Never mix hot oil and water or overheat oil
- Never put metal in the microwave
- Use a lid or splatter shield
- Keep oven, stove top, and surrounding areas clean
- Turn on exhaust fan when cooking
- Use the shortest time and lowest heat setting for the microwave

## Campus Resources

### Tiger Safe App

The official safety app of Rochester Institute of Technology that sends important safety alerts and provide instant access to campus safety.

Download the Tiger Safe App



## Parking

### [myparking.rit.edu](http://myparking.rit.edu)

You can register one vehicle and you will be responsible for all fines issued to your vehicle.

To register your vehicle visit **[myparking.rit.edu](http://myparking.rit.edu)**.

- Learn more about where you can park:  
**[rit.edu/fa/parking/students](http://rit.edu/fa/parking/students)**
- Visitors are required to park in designated visitor spaces. Overflow is in S lot.

## Laundry

Laundry is located on the main driveway close to buildings 121-125 and 215-219.



## Trash

Dumpsters are located in various areas in the parking lots.



# Global Village

The Place to Shop, Dine, Live, and Learn

[rit.edu/globalvillage](http://rit.edu/globalvillage)

## SHOP

RIT MADE ART + CRAFT + DESIGN

[shopone.rit.edu](http://shopone.rit.edu) • 585-475-2335

RIT made art, craft, and design created by RIT students, alumni, and staff. An array of handmade ceramics, glass, jewelry, fine art, photography, and designs for modern living.

**ADVANTAGE**   
FEDERAL CREDIT UNION

- Full service credit union
- 3 ATMs on-campus
- Monday - Friday 8:30 a.m. - 4 p.m.

*shear global*  
HAIR SALON

585-475-2041

Full service salon offering barber and hair services, waxing, eyebrow sculpting, nails, and hair care products.

Book appointments by calling 585-475-2041



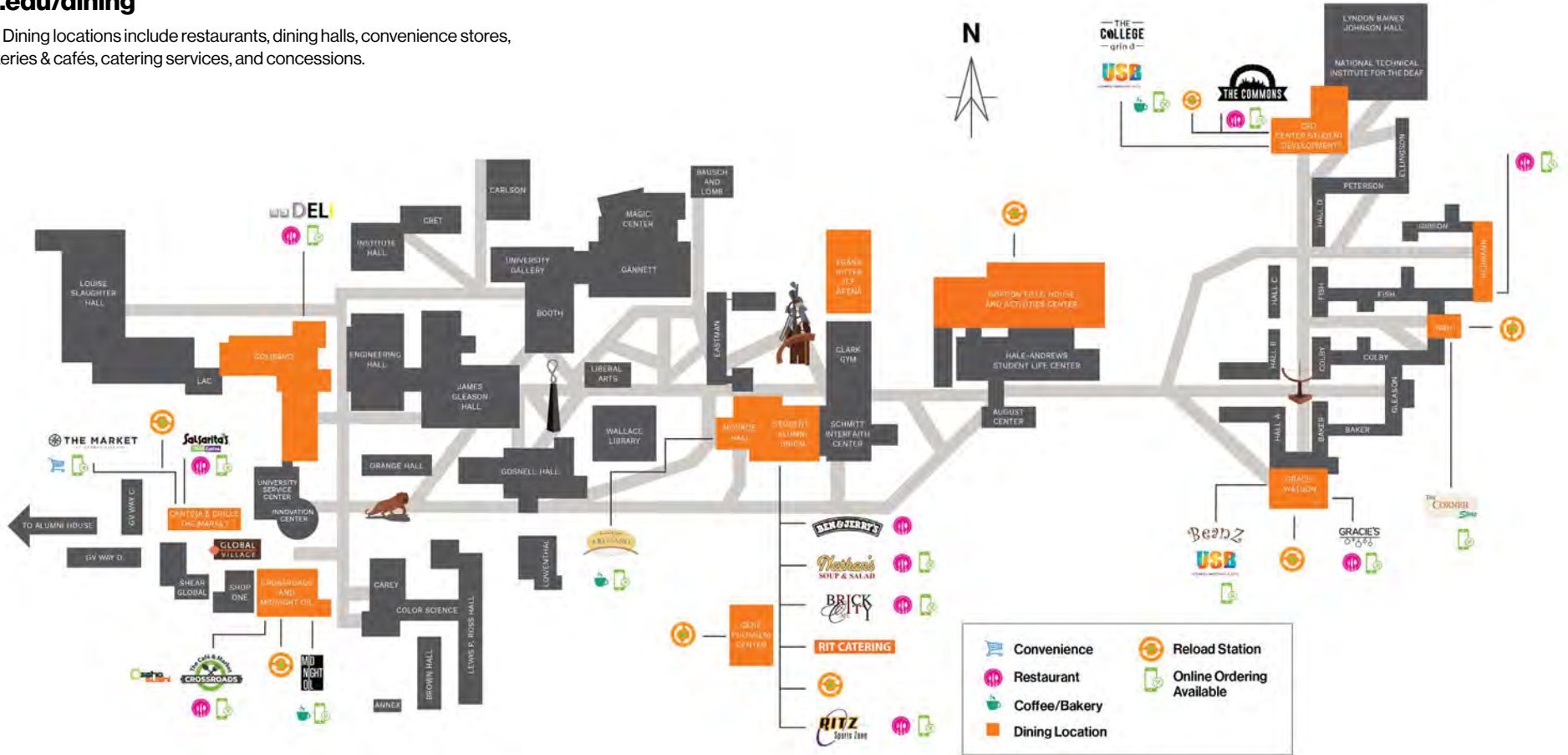
## Tigers Gotta Eat

### Did you know...

- RIT Dining meal plans start as low as \$38 a week.
- A registered dietician can assist you with dietary questions.
- Order cupcakes and cakes for birthdays or any occasions at [rit.edu/carepackages](http://rit.edu/carepackages).
- Family can add money to your dining account at [tigerspend.rit.edu](http://tigerspend.rit.edu).
- The RIT FoodShare, located at 113 Riverknoll, exists to address food insecurity. Any member of the RIT community can visit to donate non-perishable items, swap out items, or take items. No identifiable information is collected nor is proof of need required.



RIT Dining locations include restaurants, dining halls, convenience stores, bakeries & cafés, catering services, and concessions.



## Cantina & Grille

An Indian Bar with traditional cuisine is new this year.

## Brick City Café

A new station featuring vegan entrées include black bean burgers, quinoa bowls and quesadillas.



## Ozzi is Back!

Reusable to-go containers are available at Gracie's and Brick City Café. Ozzi tokens are available for purchase at both locations.

## Gracie's

A peanut and tree nut free, except coconut facility, Gracie's has an extensive selection of plant-based options and eliminates nine allergens.

BBQ and Mediterranean cuisines will be featured daily.

# SAVE THE DATE

## Housing Selection 2023-2024

### Renewals

Complete a contract: Oct 31 – Nov 6  
Request a roommate: Nov 11 – 20

### Room Selection

Complete a contract: Feb 6 – 12  
Appointment time email: Feb 16  
Appointment times: Feb 20 – Mar 3

Learn more at [rit.edu/housing](https://rit.edu/housing)

## Contacts

### Emergency

Emergency 585-475-3333

Public Safety 585-475-2853 | text 585-205-8333

### RIT Service Center

585-475-0000, [help.rit.edu](https://help.rit.edu)

Assistance with

- RIT Housing
- RIT Dining
- Parking & Transportation

### Academic Services

Academic Support Center 585-475-6682

International Student Services 585-475-6943

Tutoring [tutor@rit.edu](mailto:tutor@rit.edu)

### Financial Services

Financial Aid 585-475-2186, [ritaid@rit.edu](mailto:ritaid@rit.edu)

Student Financial Services 585-475-6186

Student Employment Office 585-475-2631,  
[studentemployment@rit.edu](mailto:studentemployment@rit.edu)

### Wellness Services

Counseling Center

585-475-2261, after hours 855-436-1245, [caps@rit.edu](mailto:caps@rit.edu)

Health Center 585-475-2255, [studenthealth@rit.edu](mailto:studenthealth@rit.edu)

Student Clubs 585-475-4111, [clubs@rit.edu](mailto:clubs@rit.edu)

Student Life Center 585-475-2620

For additional resources visit [rit.edu/myRIT](https://rit.edu/myRIT)





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