

# What is a Resident Manager?

Resident Managers are part-time employees who work to help your community run smoothly. They are students, like you, who live in your community.



## How do I contact my Resident Manager?

- Call or stop by your manager's apartment during posted office hours. When contacting your manager outside of posted hours, please use discretion.
- Managers are also available other hours by appointment. Appointments must be scheduled in advance and at a mutually agreeable time.
- If you have an emergency after hours, you can contact the Resident Manager On-Call by paging them. The Resident Manager On-Call may not be your manager, but they will be able to assist you in an emergency situation.

## What does my Resident Manager do?

- Welcomes new residents and orients them to apartment, community and University services
- Serves as a general information source for the community.
- Shows vacant apartments to prospective residents.

- Knows and enforces University policies and regulations.
- Handles neighborhood problems such as neighbor disputes, noise problems and parking problems.
- Tours the area daily to make notes of activities, problems and maintenance needs.
- Assists department and community in planning and promoting educational, social, cultural and recreational programs.
- Promotes "Operation Identification" and a neighborhood crime watch.
- Serves as a resource person for the Advisory Board.
- Delivers department communications and solicits contributions for the newsletter.
- Assists residents who are locked out of their apartment.
- Completes move-in/move-out inspections and paperwork.
- Assists in emergency situations as needed.

## What can't my Resident Manager do?

- Answer specific questions about your contract.
- Answer questions about your billing charges or payments.
- Transport residents anywhere.

