

ESSENTIAL HOUSING INFORMATION

⇒ Dining Services

⇒ Our Room and Board fees include a basic meal plan of 200 block meals, as well as dining dollars that can be used at the Starbucks located in the College Center. If you would like to upgrade to the unlimited meal plan for an additional charge, please select that option on the roommate survey. For more information, please visit [Dining Services](#).

⇒ Maintenance Requests

⇒ Our Maintenance Department is responsible for all buildings on campus, including the residence halls. During the academic year, they prioritize issues in student rooms to help maintain a safe and comfortable living environment. The staff is available during the day, from 7:00AM to 3:00PM Monday-Friday to address any maintenance issues students may have.

⇒ If you have a maintenance issue, please notify your RA, either in person, on their fix-it sheet located on or next to their residence hall room, or via email.

⇒ If you experience one of the following emergency maintenance issues, please bring it to the immediate attention of the Residence Life Staff or Public Safety 413-265-2278: doors that do not lock or close properly; heat, power, or water loss; flooding; continuously running water; clogged drains, sinks, or toilets; broken windows; graffiti or vandalism of any safety equipment, including fire or security equipment.

⇒ Housekeeping Services

⇒ Elms has a wonderful staff of housekeeping that are responsible for all buildings on campus, including our residence halls. Their daily duties include cleaning the bathrooms, lounges, stairwells, and hallways, as well as removing garbage from the bathrooms and common spaces. Housekeeping typically works from 6:00AM to 2:00PM Monday-Friday, with limited hours on weekends.

⇒ Kitchenettes are **not** cleaned by our housekeeping services (dirty dishes etc.). It is up to our students to keep those common spaces clean by cleaning up after themselves, as well as holding their peers accountable to do the same.

⇒ Security

⇒ The Office of Public Safety provides 24-hour security coverage, seven days a week and can be reached at 413-265-2278. At least one safety officer is on campus at all times to do routine patrols and respond to safety needs of the campus community. Please see the [Public Safety page](#) for more information.

⇒ Mail Delivery

⇒ Letters, packages, flowers, and gifts may all be received through the mail services, located in the basement of the Mary Dooley College Center. The mailroom is open Monday through Friday from 9:00 a.m. to 4:30 p.m. For more information, please contact document.services@elms.edu. The Chicopee post office is also within walking distance of the Elms College campus.

⇒ Vending & Laundry

⇒ Vending Machines are located in many of the buildings on campus, including Rose William Hall and O'Leary Hall. The machines provide a variety of snacks, candy, and beverages. There is a change machine located in the basement of the Mary Dooley College Center.

⇒ Each residence hall has a set of laundry machines located in the basement. The cost is \$1.50 per load for both washers and dryers. Residents should not leave their personal items, including clothing and laundry products, in the laundry rooms. Please note that the College is not responsible for any lost or stolen items in the laundry rooms.

⇒ Parking & Location Transportation

⇒ All resident students, including first year students, can park a car on campus if they choose. All they must do is register their vehicle and receive a parking sticker upon their arrival; they can do that by visiting the campus ticket office, located on the first floor of the Mary Dooley Campus Center, and filling out the required paperwork.

⇒ The Pioneer Valley Transit Authority offers local transportation around the general area. Students can pick up several routes on or near campus to get to places such as the Springfield Bus Terminal, where they have the option to take Peter Pan buses. For more information, please visit www.pvta.com.