



GATEWAY
SEMINARY

**APARTMENT
RESIDENT
HANDBOOK**

Welcome to the Neighborhood . . .

Welcome to the Gateway Seminary resident community. Our intent is to provide you with as comfortable a living situation as possible while you study and prepare for further service to the Lord.

This handbook is a summary of frequently asked questions and concerns. We hope it will be an easy reference for your use. The handbook does not supersede or replace your signed license agreement. If you have housing questions, check your housing occupancy license agreement or call the Residence Life Office.

Living in a community of faith should be a richly rewarding experience. Working together, we can make this objective a reality. Your contribution toward this effort is greatly appreciated.

The door to the Residence Life Office is almost always open and you are always welcome to come in and ask questions, give feedback, offer suggestions, or whatever the need may be.

Shane Tanigawa

Director of Student Services

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Housing Eligibility Reminders

Seminary housing is available for continually enrolled, full-time students working toward completion of an established Gateway degree. Eligibility is based on the status of the family member who is the primary student. When husband and wife are both students, only one spouse may be contracted as the primary student resident. Upon graduation of the primary student resident, a spouse still in the program can request primary resident status through application of a new License Agreement. At no time is resident housing at the Ontario Campus available for non-enrolled individuals or for the public at large. Licensees hold no right of subletting/subleasing Seminary apartments to any external party, including other enrolled students.

Residents are fully expected to manage personal affairs in such a manner as to maintain Seminary housing eligibility. Factors affecting housing eligibility include academic progress, financial accountability, personal deportment, and positive community living. A resident who loses eligibility and must vacate campus housing may remain ineligible for future housing consideration. Please refer to your signed License Agreement for more specifics on maintaining housing eligibility.

Term of Degree Program

The primary licensee **MUST** be enrolled for twenty-two (22), M.Div./M.A./Diploma, or twelve (12), Th.M./Ph.D., credit units **per academic year** (fall/J-term/spring/summer), maintain full-time enrollment status per semester, and must maintain a cumulative GPA above 1.7. Online course credit hours **DO NOT** count toward meeting the credit hour or full-time enrollment requirements. The primary licensee must **reapply** for seminary housing if enrolling in a second/additional degree program. If changing/altering degree programs prior to graduation, all coursework should be completed within the original allotted time frame.

Expired Eligibility and Moving Out

Licensees must give a minimum of thirty (30) days written notice before vacating the property and shall be liable for one month's rent when moving out without notice. Housing eligibility expires ten (10) days following the date of graduation or the degree limit date, whichever comes first. In the case of school-age children, the primary Licensee is allowed an extension of ten (10) days following the completion of the child's school semester. Residents may appeal to the Seminary Housing Committee for extensions **ONLY** if the situation merits consideration and **ONLY** if housing demands and turnover schedules allow for extended stays.

Financial Accountability

Primary licensees are expected to maintain good standing in relation to Seminary Business Office accounts. Prompt and accurate payment of rent is expected.

Rent Matters

Rental rates for all campus housing units are posted through the Residence Life Office and are scaled to account for apartment size. Residential rental rates are adjusted each year on August 1st. However, the

Seminary reserves the right, at anytime with proper thirty-day (30) notice, to further adjust the rental rates for any unit(s).

Rent is due on the first day of the month, in advance. A late fee of \$25 is charged for any payment past the 10th day of the month. Rent also includes local municipal water, sewer, and garbage removal service. Residents habitually late in rent payments will be asked to appear before the Seminary Housing Committee for evaluation of campus housing eligibility. Licensees, for whatever reason/emergency, who are unable to make rent payment, or payment on time, should immediately notify the Business Office AND consult with the Director of Student Services. In the case of non-payment, should rent remain unpaid into the second month, the primary Licensee MUST report to the Vice President for Enrollment and Student Services for consultation.

Housing Deposit

The housing deposit is either \$400 or \$500 based on apartment type (the housing application fee is applied toward this deposit) and is held as a standard cleaning/damage fee. The entire deposit may be returned following move-out if proper notice is provided and the apartment is in good state of repair and cleanliness as determined by the Director of Student Services.

Renters Insurance

All campus residents are STRONGLY urged to secure common Renters Insurance upon moving in. The Seminary is not liable for theft or damage of personal furnishings and property within resident units. While the Seminary does not endorse any specific insurer or service provider, residents might want to check out National Students Services, Inc. at www.nssi.com. This company specializes in coverage of household items and personal property for students.

Unpacking, Setting Up & Plugging In

Here are some practical tips to aide you as you move in and adjust to your new living situation here at Gateway:

Do a basic inventory of your unit. It is wise to check all your keys, major appliances, electricity, water, heat, etc. to see if any immediate issues need to corrected. ***Be sure to return Inventory Sheet as soon as possible.*** Your housing file will not be complete without your check-in inventory. Please notify the Residence Life Office, (909) 687-1454 should you discover an issue that may need immediate attention.

During the daytime, familiarize yourself with your surroundings. Meet your neighbors. Get to know the location of the laundry room, trash bins, and assigned parking space. Your "Welcome Pack" contains good local information and a map.

Break down all cardboard boxes. "Moving in" season can overwhelm the garbage dumpsters as new residents are "de-boxing" at the same time. Please break down your boxes to 2' by 2' squares or flatten them and bind with cord, and place in the garbage dumpster.

Utilities

Electricity is provided by Southern California Edison (www.sce.com) and gas is provided by Southern California Gas Company (www.socalgas.com). For both services a deposit may be required based on the outcome of credit check they will run on you. Your account with each provider can be setup online or by telephone.

Note: Gas service will typically require a technician visit. Please keep your appointment window as your gas will not be turned on with out this visit. Also, let the Residence Life Office know of this visit so the Seminary is aware of technician's being on property.

Mail Service

The U.S. Postal Service (USPS) is responsible for not only mail service but also the mail hutches that service student housing. To obtain mail keys you will need to visit the USPS location at 1555 East Holt Boulevard, Ontario, CA 91761. At the post office, you will need to be prepared with the following three (3) items: a photo ID (out of state, okay), a copy of your housing agreement, and payment for the \$50 fee.

Telephone Service

The primary provider of local phone service in the Ontario area is Verizon; however, campus residents are not limited to this provider. For all other standard phone service carriers simply contact their installation department to inquire or order service (example; AT&T).

Should you decide to set up telephone service and a technician is required to come out, please notify the Residence Life Office of this service visit so the Seminary is aware of the technician's being on property.

Cable Television & Internet

Most campus residences come cable ready. Residents may contact Spectrum (www.spectrum.com) for television and internet needs. DSL service may be available through other providers such as AT&T or Verizon.

Should Time Warner charge you a fee for installation, the Seminary will reimburse you up to \$100 for such cost. Submit original receipt(s) for the installation cost to the Student Services Office for reimbursement processing.

Note: Satellite systems, such as DISH or DirectTV, are not allowed.

Redecorating Your Space

The Residence Life Office, will work to make your stay on campus as comfortable as possible. You should "make yourself at home" and allow your few years spent in residence here to be pleasant and enjoyable. To this end, residents are encouraged to take an active interest in their space - to make it your own and to treat the property with respect and care. Yes, within reason, residents may redecorate. However, there are certain parameters involved in such decisions, so "count the cost" before you begin ANY project.

“Redecorating” is defined as taking the blank vanilla canvas of your space and, at the most minimal level, adding things that can be easily removed when you depart (i.e. pictures, posters, throw rugs, furnishings, curtains, etc.). However, “redecorating” does NOT mean altering the structural elements of the space (i.e. taking out walls, installing cabinets, changing faucets or fixtures, painting or finishing wood surfaces, etc.).

The Vanilla Principle and Painting

The Seminary has an obligation to present each apartment as equal in value (rent rate) as all other apartments with similar square footage and condition. Even though it may seem reasonable that “improvements” to an apartment can be left for the next renter to enjoy, such an approach actually causes more problems and becomes fertile ground for conflicts. For this reason, all apartments and rooms are presented as “vanilla” and therefore as equal value.

Since the Seminary bears this obligation for equality (vanilla-ism), and since it is more labor intensive and it takes more paint to cover colored/mural walls, it goes without saying that it simply costs the Seminary more money to undo what you have done in customizing your space.

The ramification of “unauthorized” redecoration projects is at minimum the loss of your rental deposit (in some cases, the costs incurred may actually be GREATER than the original deposit, and residents will also be responsible for such costs over-and-above deposit value). These funds would have to be retained to cover the extra costs incurred from the necessary additional work.

Other Redecorating Issues

- Given the nature of “uniformity” the Seminary ALONE repaints building exteriors.
- Wallpapering is a problem - for several reasons. First, most interior walls are textured and therefore NOT a good surface for paper applications. Secondly, the paper would have to be removed for the next resident and removing wallpaper is a difficult task at best. So, NO wallpaper treatments.
- Decorating your “space” around your apartment is OK, provided you attend to the storage guidelines. Some outside/patio materials are actually fire hazards.
- If your decorating “scheme” tempts you to remove a sliding closet panel door or a closet door you must store the door INSIDE your apartment in a manner where it will not be damaged.

Carpeting and Flooring

The bulk of student housing has all carpet flooring, with the exception for the bathroom and kitchen. There are a handful of apartments that have a mix of tile and carpet flooring. If for allergy reasons a unit with the tile/carpet flooring mix is more desirable please contact the Residence Life Office.

In a situation where a new licensee might disagree with the move-in condition of the carpet after cleaning, they may contact the Residence Life Office to set up a review and re-inspection of the unit.

Apartment Exterior Storage & Appearance Standards

Residents live in a close community where clutter can easily become a problem. The bottom line, **apartment exteriors are not intended to serve as storage sites**. Most residents who move to Gateway campus housing find it necessary to do some significant “downsizing.”

The following standards are established to protect residents in the unfortunate event of building fire.

Standards Concerning Emergency Access and Safety

- Building/apartment walkways, sidewalks and stairwells **MUST** be kept completely clear of any item which may block emergency exit or which may cause accident or injury.
- No items can be stacked, stored, or hung that block free exterior access to ANY window.
- No items (such as toys) can be kept or left in areas marked for mowing and landscape work.
- The less materials/possessions **OUTSIDE** an apartment, the less chance of loss by theft, abuse, or vandalism.
- Each apartment and building has a fire extinguisher. Please report the use of, or damage to, any fire extinguisher immediately.
- Each unit includes smoke/carbon monoxide detectors. Residents are required to check and replace alarm batteries regularly.

Standards Concerning Prohibited Items

- No combustible materials (lighter fluid, gasoline, paint products, oil) may be stored around, under, or adjacent to apartments, buildings, or stairwells (herbicides, pesticides, or any other chemicals must be kept in a locked storage unit).
- No appliances, furniture, or general furnishings normally used in residence interiors (no old couches, beds, frames, computers, dressers, etc.) may be stored around, under, or adjacent to apartments, buildings, or stairwells.
- No cardboard boxes/fiberboard boxes may be stored around, under, or adjacent to apartments, buildings, or stairwells **AT ANY TIME**.
- No auto parts, auto repair/service equipment, tires, or tools may be stored around, under, or adjacent to apartments, buildings, or stairwells.

Standards Concerning Allowed Items

- Live potted plants (as space allows). Plants may be placed on landings if adequate walkway space is given.
- Bicycles must **NOT** restrict walkways, entry or windows.
- One outdoor grill/cooker to be stored on patio/porch.

◆*Be sure to lock up/secure all bicycles. Thefts are not a common occurrence, but they do happen especially when items stored outside of your unit are not secured.*◆

Compliance with Standards

All Gateway apartment residents, as contracted by signed license agreements, should freely and willingly comply with these established standards. Such cooperation and agreements maintain safe living conditions for all residents. To insure these measures, the Seminary may regularly inspect apartment (with or without notice) to evaluate compliance with all storage and appearance guidelines. Violations of these standards may result in fines levied to resident housing accounts.

Maintenance & Repairs

Residents are responsible for maintaining rented facilities in a clean and sanitary manner. This includes all equipment, appliances, light bulbs, and furnishings. For routine housing maintenance questions contact the Facilities Office at 909-687-1555 during normal business hours. If you call during the evening simply leave a message and the call will be returned the following business day.

Work Orders

If you have something that needs repair, and it does not qualify as an emergency maintenance issue, then please complete a standard Work Order form through the Gateway website (www.gs.edu/housing-work-order-request/) or the Facilities Office, located in Room 424 on the fourth floor. In general, all work, repairs and improvements to student housing property are coordinated through the Facilities Office. If you feel an excessive amount of time has expired with no response, then promptly contact the Residence Life Office.

Maintenance Emergencies

A “maintenance” emergency is defined as something that would cause extreme property damage or loss of life or limb if not IMMEDIATELY attended to (something that cannot wait until the next business day to be reported or attended). A common example of a maintenance emergency would be a toilet that is flooding an apartment, a broken water main, a gas leak, a tree branch through a window, or a smoking electrical outlet. However, a toilet that is simply clogged is NOT an emergency, as the resident can deal with this personally. If an emergency occurs contact the Facilities Director at 415-729-1510.

Plumbing Issues

Residents must keep paper towels, feminine products, wipes, and other bulky paper products away from toilets. NEVER pour kitchen grease down the sink but wait till it cools and put it in the trash. Another helpful tip is to purchase an inexpensive bathtub strainer that keeps hair from collecting in the drainpipes. If you experience a clogged drain then please use a plunger. If the clog remains, then either contact the Facilities Office at 909-687-1555, during business hours, or the Facilities Director at 415-729-1510 for after hours/weekends emergencies.

Air Conditioner Maintenance

Residents are responsible for maintaining the filters related to the air conditioning (AC) unit of the assigned apartment. The AC units in the one-bedroom apartments each contain a reusable filter. Residents should wash this AC filter, with water, every three (3) months or more frequently depending on use. Residents in a two-bedroom unit, should replace the AC filter every six (6) months. Replacement filters can be purchased at a local hardware store, Target, or Walmart.

Insects

Insects are unfortunately a part of life. Extreme heat and rain generally causes insects to move indoors. Residents should first manage their own insect “visitors” through common over-the-counter insecticides or diligent squashing. A more environmentally friendly (and less expensive) approach is to mix a solution of 1/2 water and 1/2 ammonia. Wash down all countertops, window sills, and floor areas near exterior doors. Most ALL insect visitors come through front doors, window seams, and electric outlets. Should you feel you are under a more serious infestation, please contact the Facilities Management Office.

Bed Bugs

Bed bugs are a growing, worldwide problem emanating from increased global travel and decreased use of pesticides. These nocturnal insects are small, flat, oval, wingless insects that crawl at a steady rate, and are visible to the naked eye. Bed bugs do bite, but do not transmit disease. If you suspect that you have been bitten, please have the affected area checked by a doctor. If a doctor confirms bed bug bites you MUST contact the Facilities Office immediately. Regardless of bites, if you suspect bed bugs in your unit please contact the Facilities Office (909-687-1555 or facilities@gs.edu) to inquire about inspection and pest control services. Effective management of bed bugs should begin at the first sign of a problem. For more information, reference the bed bug included in your housing welcome packet or checkout www.epa.gov/bedbugs.

Parking & Vehicles

Each apartment unit is assigned one covered primary parking space. Second/additional vehicles should ONLY be parked in non-covered parking stalls. All parking assignments are made, via housing assignment, through the Residence Life Office. Residents must not park on any grass or sidewalk when loading or unloading vehicles.

Although every effort is made to assign convenient parking spaces, it is impossible to make everyone’s trek to-and-from the lots convenient and quick. Chaos reigns when anyone parks in someone else’s spot. Keep the peace and park where you should.

When you park your vehicle on campus you do so at your own risk. All Gateway residential students and guests are encouraged to practice personal security (ex. locking of car doors) and to maintain the proper automotive insurance. The Seminary is not liable for theft or damage, caused by other persons or acts of nature, to personal property within or to your vehicle(s). If you have such issues please notify the either the Residence Life Office (909-687-1454) or the Facilities Office (909-687-1555) after contacting the proper authorities, to log a report or to initiate appropriate follow up.

Boats, Recreation Vehicles, and Trailers

Residents who own boats, trailers, or recreational vehicles are required to register these items with the Residence Life Office. Parking for such equipment is limited to the non-covered parking stalls. There are no hook-ups for RV use.

Connecting with the California DMV

All out-of-state vehicles must be registered with the State of California within 20 days of establishing residency. Recorded information is available 24/7 at 1-800-777-0133, or speak to operators between the hours of 8:00am and 5:00pm Monday-Friday. The nearest DMV office is located at 8629 Hellman Ave. in Rancho Cucamonga. Delays in registering your vehicle could be costly, as you could face unpaid annual registration fees. Updated web-based information is available at <http://www.dmv.ca.gov/newtoca/newtoca.htm>.

Laundry & Water Conservation

Laundry facilities are provided on a contract basis through a privately owned company. You have several options for reporting out-of-service machines: phone, 1-800-342-5932, website (www.washlaundry.com), or *Fixlaundry* app. Please report any abuse of laundry room equipment or privileges to Residence Life Office. Residents are encouraged to do laundry during the day (8:00am - 5:00pm) whenever possible, making the facilities available after 5:00pm and on Saturdays for those who work away from home. Please schedule your laundry so that the laundry facilities will be completed by the “laundry” curfew at 10:00pm.

Believe it or not, the laundry facilities can be a real point of conflict. Please be courteous of your neighbors and friends when using the laundry rooms. Clothing should be removed from the washers and dryers promptly. Your neighbors prefer not to do this and should not have to. On the other hand, if you find the machines full, wait 30 minutes for the owner to return. If they have not returned, then place their clothes in a basket, or perhaps show a little extra kindness and neatly fold their clothes for them. It is usually best to not use all of the washers at the same time. Don't use your neighbor's laundry detergent without asking them. Laundry rooms must be kept clean. Wipe off the machines when you are through with them and clean up the spills or trash you are responsible for. Children should NOT play in the laundry room.

The Seminary's water use is on a metered system. Your cooperation with water conservation practices will not only save the Seminary money, but it's good stewardship. Please follow these simple rules:

- Limit the length of showers and do not allow faucets to run needlessly
- The preferable method for washing cars is the bucket and rag routine.
- Do not irrigate lawn areas around your apartment on your own (residents are allowed to water patio plantings).

Trash Management

Trash is collected by the Ontario Municipal Utilities Company on Tuesdays and recycling is collected on Fridays. Only dump garbage and recyclables that fit inside the specific containers/dumpsters. Large “discards” such as old furniture, mattresses, etc... MUST be taken to the local landfill or scheduled for pick up by calling 909-395-2050. Contact the Facilities Office if you have any questions about garbage service.

Disposing of Household Hazardous Wastes

Household wastes such as paint, oil, herbicides, pesticides, acids, adhesives, and solvents may be disposed of at Ontario's Household Hazardous Waste Facility, 1430 S. Cucamonga Ave. in Ontario. Hours are 9:00am to 2:00pm. For questions contact the facility at 909-395-2040.

Guest & Pets

Apartments are provided for students, student spouses, and dependent children, under the nineteen(19) years of age, only.

Due to the nature of community life on campus, and out of respect for other residents, a family member or friend can stay with a family in married housing for no longer than three (3) weeks without the express written permission of the Director of Student Services. Permission may be granted for special circumstances. Should it become necessary for extended members of a Licensee family to live with the student, such arrangements must be approved in writing prior to any such person(s) jointly occupying Seminary housing.

When entertaining guests, please instruct them to park their vehicle(s) in any of the non-covered parking stalls.

Pets

It's hard to leave those beloved parakeets behind, not to mention the family dog. However, there are no pets allowed in the resident apartments. The term "pet" is understood to include all animals, rodents, fowls and reptiles (yes, a cat is an animal). Specifically excluded from this regulation are fish that may be maintained in bowls or aquariums of reasonable size and good design. Residents will be responsible for any property damage resulting from spillage or breakage of aquariums. In addition, please do not feed or care for any stray/feral cats that come onto the property.

Safety, Security & Keys

No amount of safety and security measures can substitute for common sense and good preparation. Many campus residents are lulled into thinking that the Seminary exists in a protective cocoon where nothing bad can happen. This is NOT wise thinking! Ontario and Gateway, experience similar criminal activity as most other areas of the state.

Remember these key safety practices:

- Keep vehicles and apartments/rooms locked.
 - Do not leave valuables in your vehicle or outside your apartment.
 - Lock all bicycles.
 - Report strangers immediately.
 - Firearms are not permitted in/on any student housing property.
 - Do not use extension cords in excess of ten (10) feet in length and do NOT staple or tack extension cords to walls or woodwork or hung over metal objects.
 - Fireworks (even sparklers) are prohibited throughout the City of Ontario.
 - Double-check behind vehicles when backing up.
 - Purchase renter's insurance.
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Emergencies

An emergency is defined as a serious situation in which human life or property is in danger and demands immediate attention. To report an emergency, please call 9-1-1. The 9-1-1 system includes police, fire fighters and emergency medical and ambulance services. Call 9-1-1 before calling any campus number.

Keeping Kids Safe

ALL campus residents, whether parents, newlyweds, or even single students, should exercise simple common sense in building a safe campus. Common sense says slow down while driving through the parking area. Common sense says to stop and assist the child who has fallen off her bike, whether the child belongs to you or not. Common sense says to contact security if some strangers are hanging out on the property. Common sense says to firmly coach a child off the apartment roof before he has a chance to play Superman.

A true community watches out for one another- especially when those at risk may be the littlest members. So as a close community, all campus grown-up people are expected to cooperate in the safety of the many children who call Seminary "home." Watch out for one another! If you see a child engaging in activities or behaviors that may cause harm, or damage to property then tell them so directly. Or escort them to their apartment and apprise his/her parents of the situation. MOST ALL PARENTS sincerely appreciate the extra eyes keeping watch over their children.

Stranger Management

All residents should follow the "Rule-of-Thumb" when it comes to unfamiliar faces around apartments or buildings. That rule is **BE "RUDE" AND ASK!** If you encounter a strange face while doing laundry simply ask who they are and where they live. If they don't live in housing then ask them to leave immediately or get a license plate number. If needed, contact the Ontario Police Department at 909-395-2001 and then inform the Student Services Office or Gateway Campus Watch. The Seminary does often have authorized guests who use facilities, and that is allowed, but residents still need to ASK!

Please assist in these matters – unauthorized persons **MUST** be confronted but this requires the cooperation of all residents. We can't do that if we don't know who they are and/or where they live. Be proactive! Protect your space and your neighborhood.

Keys

A front door key is issued for each resident apartment. Additional keys are available upon request through the Residence Life Office for a charge of \$10.00 per key. A charge of \$20.00 is posted for each key reported as lost or NOT returned when vacating apartment. Licensees agree not to have keys personally duplicated. Should you become locked out of your apartment you should first contact: the Apartment Coordinator, if not available; the Residence Life Office, during business hours (909-687-1454); or the Director of Student Services (415-484-8323), if after hours/weekends.

Resident Leadership

The Apartment Coordinator serves as a key Seminary volunteer to stimulate healthy Christian community. The Apartment Coordinator acts as “welcome committee” and servant-leaders to their neighborhood. They also plan lane events or meetings and serve as spokespersons for the residents to the Seminary administration. Other roles of the Lane Ambassador include:

- Assisting with housing activities for fellowship and nurture.
- Gathering neighbors, as necessary, to discuss issues/ideas relevant to housing residence.
- Leading residents in maintaining and keeping clean the exterior spaces around apartments, as well as common areas and laundry rooms.
- Leading residents in matters of safety, security, and “neighborhood watch” and compliance with parking issues.
- Reaching out to residents as a catalyst for friendships and connection to the larger campus community.

Upon check-in, the Residence Life Office will notify you of the name/number of the Apartment Coordinator for your reference.

Single Student Living Standards

The biblical injunction in 1 Thessalonians 5:22 is to “abstain from all appearance of evil.” This is especially important for single students living in apartments. One does not “abstain from the appearance of evil” simply because of what others may think or to avoid gossip, but to do so in order that none are led to stumble, and perhaps most importantly, to guard one’s own heart against similar temptation.

Single students are encouraged to form accountability group(s) soon after arriving on campus, either with other students or through a local gathering of believers. Accountability is a key element of spiritual growth and leadership.

Some key suggestions from former students toward these matters include:

- If someone of the opposite sex is leaving your apartment at 2:00 in the morning, what is being said by your actions?
- If you avoid even the appearance of impurity, you are much more likely to want to guard your heart against sexual temptation.
- Consider the witness of your life to those around you, especially those who do not know God.
- If you are particularly tempted by sexually explicit material, find someone who can hold you accountable NOW. You will save yourself (and your future spouse) a great deal of heartache.

As a believer, you have tremendous freedom in Christ to do as your conscience would dictate. In this manner, one would naturally want to guard against legalism. However, the possibility of surrendering this freedom in order to benefit and mature a sister/brother is a very worthy sacrifice. Make sure your conscience is clear before God in all things – and DO be your brother’s/sister’s keeper.

Helpful Contact Numbers

- Residence Life Office: 909-687-1454
 - Facilities Management Office: 909-687-1555
 - After Hours & Weekend Maintenance Emergencies: 415-729-1510
 - Gateway Campus Watch: 951-444-1361
 - Emergency Services: 9-1-1
 - Ontario Police Department: 909-986-6711
 - California Poison Control: 1-800-222-1222
 - Animal Control Services: 909-623-9777
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**A publication of your friendly
neighborhood Residence Life Office**

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