



ASU POLYTECHNIC

NORTH & WEST DESERT VILLAGE

WELCOME TO THE VILLAGES

COMMUNITY DIRECTOR – DUSTON JONES

Welcome to The Villages communities here at ASU Polytechnic. My name is Duston Jones, and I am the Community Director who oversees **North Desert Village (NDV)** and **West Desert Village (WDV)**.

WHAT IS A COMMUNITY DIRECTOR (CD)?

A live-in professional who manages student housing communities, supports resident life, supervises staff, and promotes a safe, inclusive, and engaging campus living environment.



"I have been here at Poly for several years now. My wife and I have been married for 28 years. She is a chemical and mechanical engineer at Intel, and we have three children. Our oldest son is married, working full-time, and a junior in college in Utah. My daughter will be attending Dental Hygiene school this Fall in Utah, and my youngest son will be a Junior studying Mechanical Engineering at NAU."

Duston.Jones@asu.edu | 480-727-1700

I worked in private education for the Seminaries and Institutes of Religion for 21 years in ID, MN, MT, and UT. I grew up on a farm in a small town in Montana and enjoy seeing a few remaining alfalfa fields as I drive around the area. You may see me out walking our dog, Phoebe (she hangs out at the office sometimes, too!), and you'll likely see our big grey cat, Sammy, hanging around the area of Thunderbolt and Tesla.



I may not be able to solve all problems that arise, but I will listen to your concerns and explain the reasons behind our various policies and procedures. Please feel comfortable contacting me with any problems or questions (or compliments!) you may have."

WHAT IS A COMMUNITY ASSISTANT (CA)?

A Community Assistant (CA) is a student leader in ASU housing who supports residents by building community, planning events, enforcing policies, and resolving conflicts. They serve as a key resource, connecting students to campus services and fostering a safe, inclusive, and supportive living environment.

KNOW WHO YOUR CA IS



**Shaurya
Manglik**

smanglik@asu.edu

WDV

Edgewater
Urbana
Usher



**Aadish
Lele**

alele2@asu.edu

NDV

Sagewood
Trent
Thistle



**Cid
Garcia**

cgarc213@asu.edu

NDV

Talon
Terripin
Tesla



**Caleb
Yuen**

cyuen@asu.edu

NDV

Amulet
Raven

FIRST THINGS FIRST

WHEN YOU FIRST MOVE IN



Check your **mailbox** for any important mail or packages left behind. If old mail looks **important**, take it to **Quad 3**.



Check and adjust your **fridge and freezer temperature** to make sure it's working properly.



Inspect and **report any damages** in your space immediately through the maintenance portal to avoid being charged later.

IMPORTANT THINGS TO REMEMBER



Hot Water in Summer: Due to extreme heat, even the **cold tap water may come out warm** or hot during the summer months. Be cautious when using taps.



Air Circulation: Keep your room **door open** for part of the day to allow cool air to circulate. This helps the AC system work more effectively.



Guest Policy: Overnight guests are allowed for **no more than 3 consecutive nights** and **no more than 6 nights** total per month. Always check with your roommates before inviting anyone over. Guests are **not allowed** in your house when you are **not present**.



Roommate Expectations: Ask and fill out a **roommate agreement** and/or make sure to have an open conversation early on to align on cleaning, guests, and shared responsibilities. **Communication** from the start helps prevent conflict later.



Cleaning Schedule: Split chores fairly. A **rotating weekly schedule** for shared spaces (kitchen, bathroom, living room) is a good way to keep things clean and avoid confusion. If you want a suggested template, contact us.



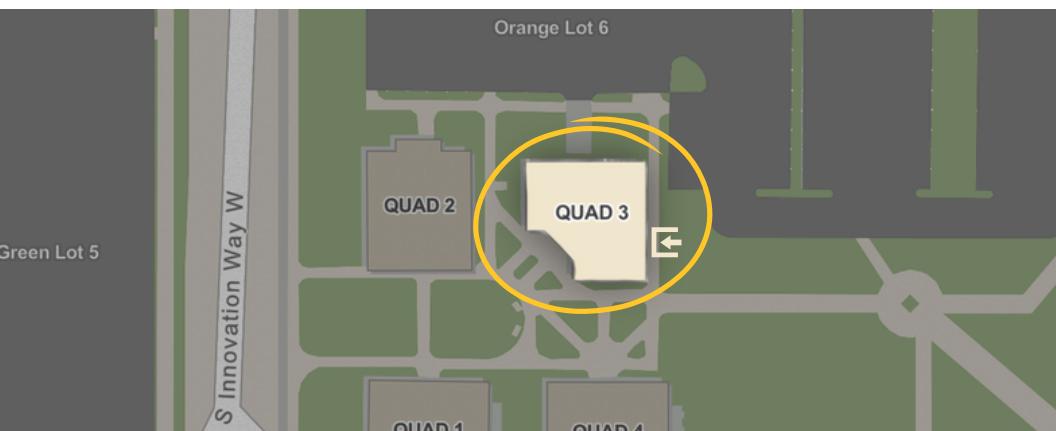
Service & ESA Animals: Only permitted in your **bedroom**, unless all roommates agree otherwise. You are responsible for **cleaning up** litter, waste, and maintaining hygiene.

DAY TO DAY THINGS

YOUR DESIGNATED DESK

Quad 3 Housing Office

- 7107 E. Tiburon Ave, Mesa, AZ 85212
- During normal business hours, **Monday to Friday, from 8 am to 5 pm**, you can call **(480) 727-1700** to reach the Front Desk.
- After hours, you can still call this number, and your call will be forwarded to the after-hours desk.
- The Community Director's office is also located here.



FREQUENTLY ASKED QUESTIONS

- What do I do if I lost my room or mail key?**
Come to Quad 3 and we'll help with the replacement process and let you know about any fees.
- Where can I get a cleaning schedule template?**
Reach out to your CA—they can share a helpful template and guide you on setting up a fair schedule.
- How do I set up a roommate agreement?**
Your CA can assist you in filling out or updating a roommate agreement to support clear expectations and communication.
- What if I have a sensitive or ongoing issue?**
You can request a private meeting with the Community Director (CD) at Quad 3 to talk through any escalated or personal concerns.

POLICIES & BEHAVIOR



**NO SMOKING
NO ALCOHOL
NO DRUGS**

AS RESIDENTS OF THE ASU COMMUNITY, YOU ARE RESPONSIBLE FOR YOUR BEHAVIOR AND THE BEHAVIOR OF YOUR GUESTS, AND SHOULD UPHOLD THE VALUES OF ARIZONA STATE UNIVERSITY.

Note: All policies apply to you AND your guests.

IMPORTANT POLICIES

-  **No Smoking or Vaping** of any kind is permitted on any ASU property, including housing structures.
-  **Marijuana is not permitted**, including medical marijuana.
-  **Alcohol is not permitted at all**, regardless of age.
-  **NO PARKING ON DIRT AREAS**, even to unload.
-  **Quiet Hours for the Villages:**
 - 9 PM – 8 AM Sunday to Thursday
 - 1 AM – 8 AM Friday and Saturday
-  Candles, incense, and candle warmers are **prohibited**.
-  **No pets** except for Service Animals and/or ESAs permitted. ESAs must be **registered** with SAILS prior to move-in.
-  More policies can be found at **housing.asu.edu**.

HOUSING POLICIES

KNOW YOUR HOUSING AGREEMENT

Make sure you're familiar with the ASU Housing License Agreement — it outlines important rules and expectations while living in the Villages.

<https://housing.asu.edu/housing-resources/license-agreements>

Note: ASU staff, including your Community Assistant (CA), Community Director (CD), or other authorized personnel, **may enter your house** and/or **room** when needed for maintenance, safety or wellness checks, occupancy verification, or to enforce university policies.

SOME OTHER POLICIES



Don't tamper with fire equipment: Includes smoke detectors, sprinklers, etc.; it's a serious violation.



No room or furniture changes: Keep all university furniture in place unless approved.



Health & safety inspections happen regularly: Fix violations quickly to avoid fines.



Avoid restricted areas: Roofs, ledges, and mechanical rooms are off-limits.



Clean up shared spaces: Keep kitchens, lounges, and laundry rooms tidy.



Watch your cooking: Never leave it unattended; clean up after use. Throw away stale food immediately.

Fee Reminders

- Improper Checkout: \$125
- Extra Lockouts: \$25 each (after 2)
- Room Transfer: \$75
- Unauthorized Pet or ESA: \$500
- Unauthorized Guest: \$225
- Vandalism: \$500+
- No show fee: 25% of room rate

More info at <https://housing.asu.edu/move-in>

Community Expectations

Follow all university policies, respect others' perspectives, listen actively, and speak up with concerns, questions, or ideas. Residents and guests must follow directions from university staff—violations may result in disciplinary action.

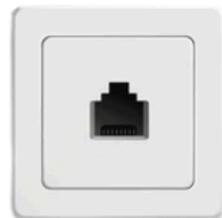
INTERNET & TECHNOLOGY ISSUES

DIRECTIONS:

- Email housingtech@asu.edu and 'cc' dkjones9@asu.edu
- **Subject:** University Housing Technology – The Villages at Poly
- In the body, include:
 - Your ASURITE ID
 - First and Last Name
 - Street Address & Room Number
 - Contact Phone Number
 - **Issue:** Briefly explain the problem and any troubleshooting you've done. (Note: They cannot assist with Wi-Fi router issues.)
 - **Availability:** List time blocks when a technician can visit.

INTERNET SETUP GUIDELINES

All houses in North and West Desert Village come with internet access through Ethernet ports on the wall. However, if WiFi is desired, **each household is responsible for getting its own router**. ASU Housing does not supply routers for student residences in the Villages.



**ETHERNET PORT
ON THE WALL**



To ensure a stable connection, it is strongly recommended that only one router is used per household. Using multiple routers may cause network interference and connectivity issues.

FOR TECHNOLOGY, INTERNET, AND CABLE TV ISSUES, IT IS VITAL THAT ALL ISSUES BE REPORTED IN ORDER TO TRACK THEM.

IT IS BETTER IF THERE ARE MULTIPLE PEOPLE REPORTING AN ISSUE. IF ISSUES ARE NOT REPORTED CORRECTLY, THEY CANNOT BE FIXED.

BUGS & KEYS

HOW TO DEAL WITH BUGS

Bugs, especially cockroaches, are normal in desert environments. If you need bug spray applied outside your house, you can request it by submitting a **maintenance request**. It's still your responsibility to manage any bugs inside the home.

Quick Tips:

- Use boric acid, gel baits, or bug spray.
- Keep your home clean and food sealed.
- Less trash in the house = fewer bugs.
- Report only if it's a serious, ongoing issue.



WHAT ARE ALL THE KEYS FOR?

You have 3 different keys:

Entrance Key



Used to open main door and storage/garage.

If lost/replaced: \$225

Room Key



Red: Room A
Yellow: Room B
Sea Green: Room C
Purple: Room D

If lost/replaced: \$37.50

Mail Key



Used to open your mailbox.

If lost/replaced: \$20

Note: You are responsible for keeping track of your keys. If all keys are lost or need replacement, the charge will be **\$282.50**.

MAILBOX & DELIVERY INFO

YOUR PHYSICAL & MAILING ADDRESS IS

_____ , Mesa, AZ 85212

SMALL MAIL & PACKAGES

Your smaller/USPS mail, like envelopes, paper documents, etc., may be delivered to your mailbox. Sometimes, some of your medium/large size packages may also be delivered in your mailbox; in that case, there will be a key left inside your mailbox. Use that key to open the package box (looks a bit larger than a regular mailbox). The key cannot be removed from the keyhole, so please leave it there after use.

All residents in the house use the same mailbox. Each resident should have their own mail key.

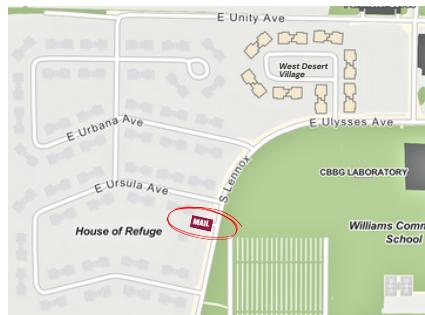
YOUR MAILBOX IS LOCATED HERE:

North Desert Village:



Mailboxes at corners of Sterling & Thunderbolt

West Desert Village:



Mailbox on Lennox (beside Ursula Ave) near House of Refuge

MAILBOX INFO:

Section: _____

Group: _____

Box: _____

LARGER PACKAGES

Other Large or medium sized packages are mostly delivered at the front door of your house. These will mostly be non-USPS deliveries.

PROTECT YOUR BELONGINGS

CONSIDER RENTER'S INSURANCE

ASU Housing strongly encourages all residents to consider purchasing renters' insurance. While our facilities are maintained, unexpected incidents—like fire, water damage, or theft—can happen, and **ASU is not responsible for the personal property of residents.**



Renter's insurance is typically **affordable** and can cover:

- Personal items like laptops, phones, clothes, and furniture
- Temporary living expenses if your unit becomes uninhabitable
- Liability protection in case of accidental damage or injury.

Investing in renters' insurance gives you peace of mind and an extra layer of security throughout your stay. ASU **does not endorse** or recommend a company, but you can find one with a simple web search.

ACCORDING TO YOUR LICENSE AGREEMENT

The student **agrees and acknowledges** that Arizona State University is **not responsible or liable for any loss, theft, or damage to personal property** while living in university housing. ASU does not provide insurance coverage for personal belongings, including but not limited to electronics, clothing, furniture, or valuables. It is the **student's responsibility** to take proper precautions to protect their items and, if desired, to obtain **personal renter's insurance** through a private provider to cover any potential loss or damage.



MAINTENANCE REQUESTS



If you need to submit a maintenance request for something in your house, please use the following QR code or visit:

housing.asu.edu/current-resident-housing/maintenance-requests

WHAT IS A MAINTENANCE REQUEST?

- Maintenance requests (TMA) are **free to an extent**. Intentional damage is different, and charges may be applied.
- Residents don't have to buy their own supplies, but sometimes it's helpful to have tools in the house.
- Damages and replacements must be fixed throughout the year, and a maintenance request must be submitted by the resident by the time of student checkout. If there are damages, accidental or intentional, the student may be held financially responsible.



Plumbing



Electrical



HVAC



Damages



Other Repairs

WHEN SHOULD I SUBMIT A REQUEST?

- Submit a Maintenance Request**
 - Use the maintenance portal for all non-emergency issues, including bug or weed spray requests.
- Contact your CA**
 - CAs can guide you through basic household tasks so you can handle them on your own next time.
- Stop by the housing office** during business hours for additional support.

THIS DEFINITELY CANNOT WAIT

EMERGENCY MAINTENANCE



Emergencies include fire alarms, electrical smoke or sparks, power outages, downed lines, gas leaks or odors, broken water, gas, or steam lines, sewage backups, stormwater flooding into the house, water outages, and overflowing toilets. AC not working & room temperature going above 80°F for over 3 hours is also an emergency.



Report immediately by calling:
(480) 965-3633

POWER OUTAGES

In case of a power outage, follow these steps:

- If **part** of your house loses power, submit a **Maintenance Request**.
 - If the **whole house** has no power, check nearby houses.
- 
- If neighbors have power, call **(480) 965-3633**
 - If neighbors also have no power, it's a **utility issue** and ASU can't fix it. In that case, you can track outages.
- **Track outages at:**
<https://myaccount.srpnet.com/power/myaccount/outages>

ASU POLICE CONTACT INFORMATION



For on-campus safety concerns, emergencies, or to report suspicious activity, contact ASU Police at **(480) 965-3456**. They are available 24/7 to support the ASU community.

Remember: Call **911** for emergencies involving fire, serious injury, medical issues, or threats to life and safety. Use it when immediate help from police, fire, or medical responders is needed.

SEXUAL & RELATIONSHIP VIOLENCE PREVENTION



ASU's SRVP program offers confidential support for anyone impacted by sexual or relationship violence and provides education on consent and healthy relationships.

More info: sexualviolenceprevention.asu.edu

GOT LOCKED OUT?

LOCKED OUT OF YOU ROOM OR HOUSE?

- **Call the Quad 3 Housing Office (Number Below)**
 - Assistance is available 24/7, including weekends & holidays.
- **Response Time:**
 - We aim to respond as soon as possible—typically within 20 minutes. If no one arrives in 30 minutes, please call the desk again.
- **Please Do Not:**
 - Do not go to your CA's room or call other staff. Never try to enter through windows or force doors—you will be charged for damages.

Note: Each additional lockout after the first two will cost \$25.



Call: (480) 727-1700

PARKING & TRASH SERVICES

Failure to comply may result in a fee or a conduct case.

Parking policies apply to guests as well.

Parking in North & West Desert Village

DO NOT park on the street, gravel, or dirt — not even to quickly load or unload.

Where to park:

NDV Homes: 2 cars per house

1 in the carport, 1 in the driveway



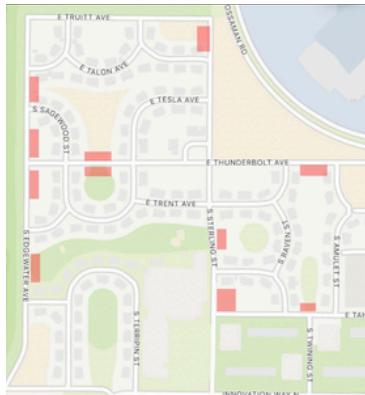
WDV Homes: 2 cars in the driveway

Both cars in a line in the driveway



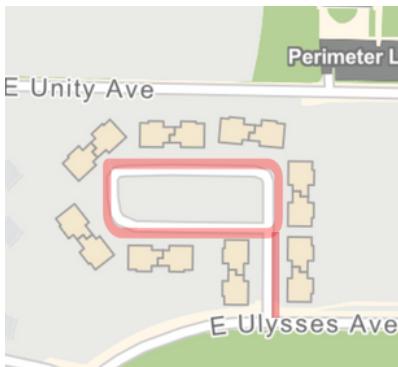
Visitor or extra car in NDV?

Use the overflow parking lots shown in red  on the map!



Visitor or extra car in WDV?

Extra cars can park on the street **after 6 PM** on the outer edge of the loop towards your house.



Register your car:

You must register your car with ASU Parking Services!

<https://asu.aimsparking.com>



or scan
this QR
code

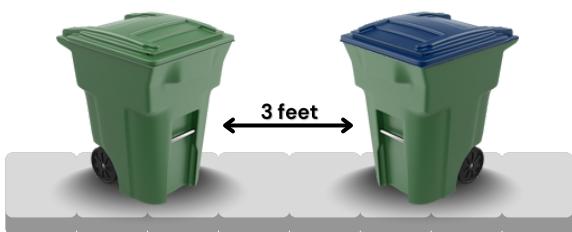
TRASH & RECYCLING

Bins are picked up every Wednesday at 6 am.

- Put your bins out on **Tuesday night**.
- Pull in the bins by Wednesday night.

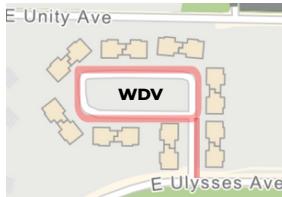
TRASH & RECYCLING GUIDELINES

- Space bins about 3 feet apart.
- Do not overfill your bins!
- Do not place items outside of the bins!
- If your bin is broken, please contact your CA.
- Pull in your bins by Wednesday night.
 - Store your bins in their dedicated areas.



DESIGNATED STORAGE AREA

WEST DESERT VILLAGE



Place bins on the **sidewalk of the loop**, not the street—roads are too narrow and bins can be hit by passing cars.

Each house pair (1 & 2) should share **one large trash bin and one large recycling bin**. If you have more or fewer, contact your CA.

NORTH DESERT VILLAGE



Place your bins on the **gravel by the street**, making sure they don't stick out or block the road.

Keep bins **at least 10 feet away from any vehicle** to avoid collisions.

IMPORTANT RESOURCES



Counseling Services – Free, confidential support for mental health, stress, and wellness.

📍 Academic Center Lower Level, Suite 92 (480-965-6146)



Tutoring & Writing Center – Get help with coursework, writing, and study skills—drop-in or by appointment.

📍 Academic Center Upper Level, CNTR 160 (tutoring.asu.edu)



Pitchfork Pantry – Free non-perishable food items as well as hygiene and clothing items for students in need. Open on certain days.

📍 Academic Center Upper Level, CNTR 160 (pitchforkpantry.org)



Health Services – On-campus clinic offering medical care, vaccines, and prescriptions.

📍 Near Sun Devil Fitness Complex (480-965-3349)



Dean of Students Office – Supports students through academic concerns, personal challenges, and conduct issues.

📍 Academic Center Upper Level, Suite 110 (480-727-5269)



Career Services – Offers help with resumes, internships, jobs, and career planning.

📍 Academic Center Upper Level, Suite 145 (career.asu.edu)



USGP (Student Government) – Represents student voices, funds clubs, and advocates for change at Poly.

📍 Student Union, Suite 120F (usgpolytechnic.com)



RHA (Residence Hall Association) – Plans events and improves the on-campus living experience.

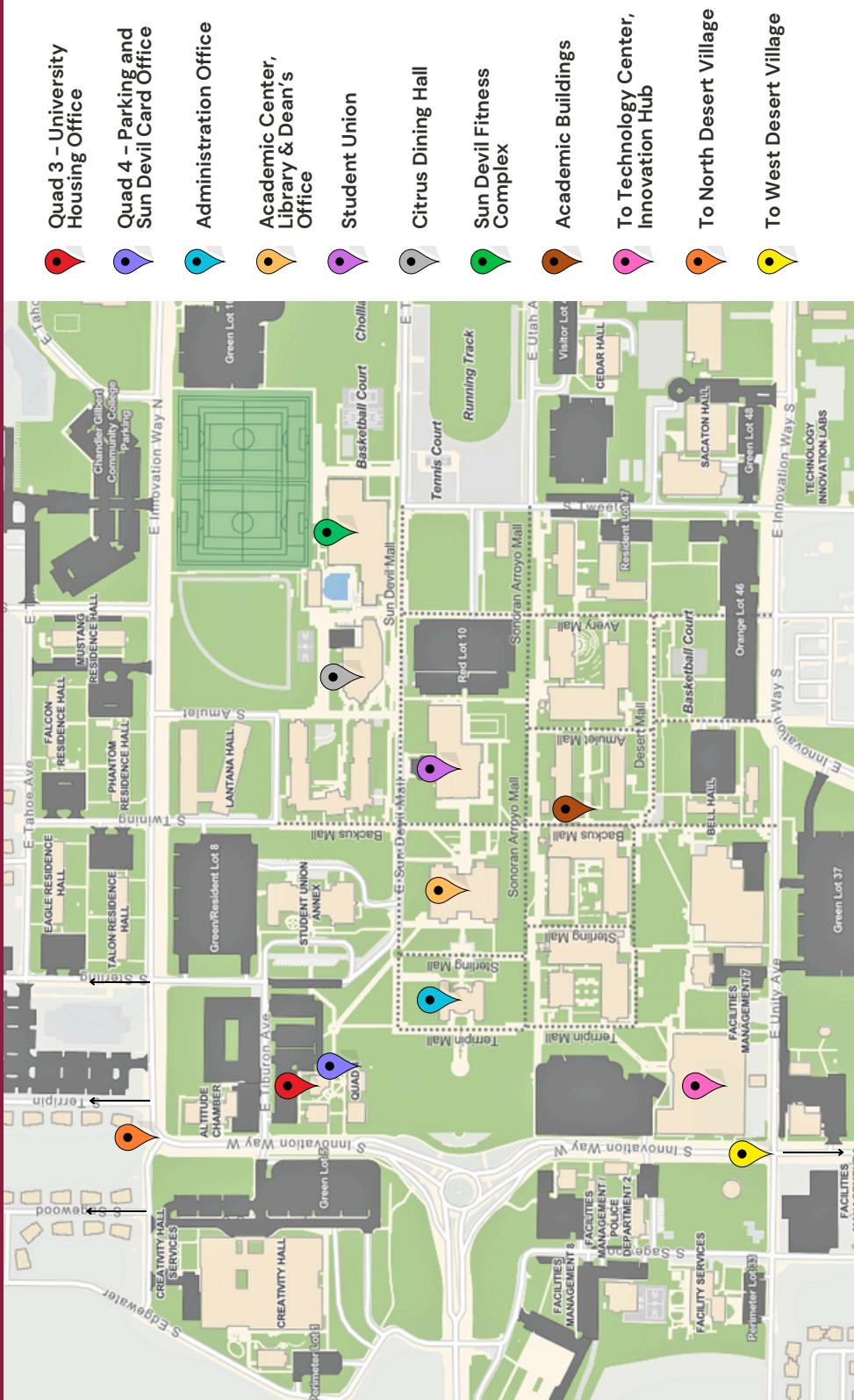
📍 Century Hall (instagram.com/polyrha)



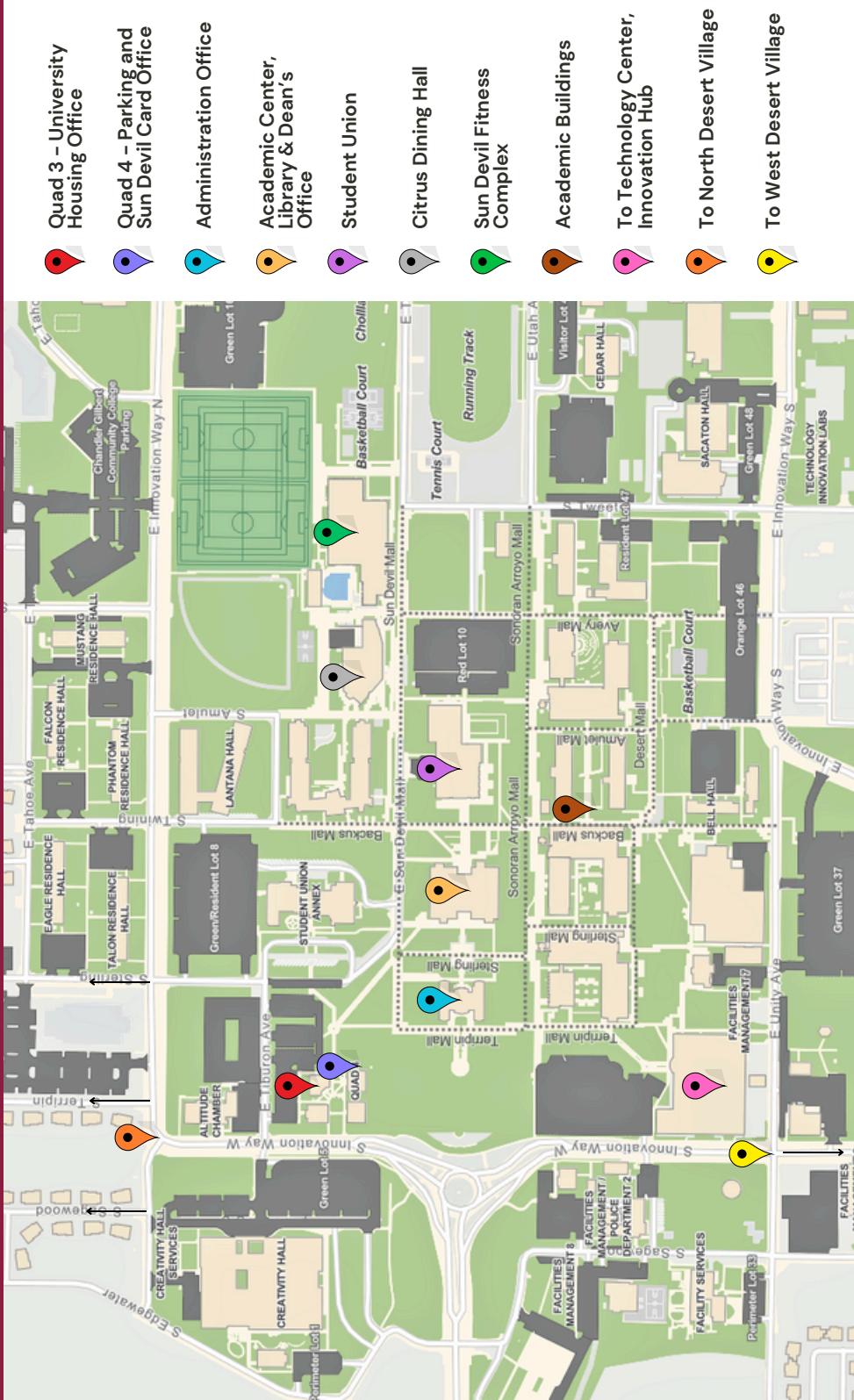
Intercampus Shuttles – Free rides between Poly, Tempe, Downtown, and West Valley campuses.

📍 Lot 37 & SIM Building

ASU POLYTECHNIC CAMPUS POINTS OF INTEREST



ASU POLYTECHNIC CAMPUS POINTS OF INTEREST





ASU
HOUSING