



UNIVERSITY OF MINNESOTA DULUTH
HOUSING & RESIDENCE LIFE
SUMMER RESIDENT HANDBOOK 2017

Welcome to the University of Minnesota Duluth!

Dear Summer Resident:

Welcome! The Housing & Residence Life Staff have been preparing for your arrival and are looking forward to meeting you! We hope you enjoy your stay with us.

Please review this handbook carefully; it contains information you might find helpful along with important policies and procedures. If you have any questions about the guidebook, call the Housing Office (218-726-7390) or visit the Housing Information Desk at 189 Lake Superior Hall.

During the summer, UMD hosts a variety of individuals and groups. Summer residents come from many states and countries. We encourage you to take the opportunity to meet the people living in your area.

Once again, welcome to Duluth. Have an enjoyable summer!

Sincerely,
UMD Housing & Residence Life Staff

Summer Staff

The Housing Information Desk is located at Lake Superior Hall #189. Information Desk Hours are 7:00 am to 10:00 pm daily. Call 218-726-7390 with questions.

Summer Night Managers (SNMs) serve residents living in Vermilion, Griggs, Ianni, Oakland A and Lake Superior Halls. Duty Hours are 7:00 pm to 7:00 am nightly. Call 218-726-7390 to reach the on-duty Summer Night Manager for assistance.

Resident Advisors (RAs) serve residents living in Burntside Hall, as well as Goldfine, Heaney, Junction, and Oakland B Apartments. RAs are on duty from 7:00 pm to 7:00 am nightly. RAs work desk hours in Goldfine, Heaney, Junction and Oakland B from 7:00pm-9:00pm Sunday through Friday (no desk hours on Saturdays).

<u>Building</u>	<u>Duty Phone Number</u>
Goldfine	218-428-2254
Heaney	218-491-0414
Oakland	218-590-0727

Important Phone Numbers

Building Maintenance Office	218-726-8400
Emergencies	911
Housing & Residence Life Office	218-726-8178
Housing Information Desk (LSH 189)	218-726-7381
Mail Room (Griggs)	218-726-6380
University Police - (Non-Emergency)	218-726-7000

Table of Contents

Summer Services.....	2
Summer Policies & Procedures.....	6
Summer Severe Weather & Emergency Procedures.....	11

Summer Services

Bicycle Storage

Bicycle storage is provided in or near living areas on campus. Make inquiries at the Housing Information Desk. Bicycles should be locked when stored in the bike storage rooms.

The Housing & Residence Life Office assumes no responsibility for loss of or damage to bicycles stored in bike rooms. It is the resident's responsibility to have insurance coverage for damage to or theft of bicycles and all other personal property.

Bicycles may not be left in public areas inside of University housing facilities; bicycles found in stairwells, lounges, and/or other public areas will be removed, and locks and chains will not be replaced. Outside of University housing facilities, bicycles may be stored/parked only in the University's bicycle racks.

Cable TV

Each living unit is provided with cable service at no additional cost. After the cable is connected to the TV, turn on the TV; it should display the cable TV channels. If not, use the TV remote (or the buttons on the TV) to change its programming. Push the MENU (or PROGRAM) button. Scroll through the listings. Look for a setting that says CABLE or ANTENNA. Use the buttons (usually the ones marked with + or –) to highlight or change the setting to CABLE. Push the MENU (or Program) button again to exit.

Dining Options

Information regarding on campus dining options can be found on line at www.d.umn.edu/food

Health Services (615 Niagara Court, 218-726-8155)

Services through UMD Health Services are available to UMD students only. Services are not available to non-student residents.

Internet Service

Guest wireless service available to summer residents at no additional cost. See "Internet Access for Summer Residents" (www.d.umn.edu/itss/network/summer.html) for details on how to access this service from your personal computer or mobile device.

Laundry Facilities

Washers and dryers are available to residents in each living area at no additional cost. Please follow the instructions posted in each laundry area. In case of a machine malfunction, contact the Housing Information Desk to report the malfunction. Do not leave clothing unattended in laundry rooms. Housing & Residence Life is not responsible for the damage and/or loss of personal items.

Library (Circulation desk 218-726-6120 & Reference desk 218-726-8100)

UMD Library borrowing privileges are extended to summer residents. To receive a library courtesy card, present a photo ID, plus your summer program name badge or apartment key. Once registered, you can present your UMD Library courtesy card along with a photo ID to check out library materials. The Library offers a large collection of best sellers and DVDs for entertainment, in addition to its academic resources.

Guest Computers

The Library's guest computers are available for summer campus residents on a first-come, first-serve basis. The functionality of these PCs includes: Internet browsing, Library Office (which can open and edit Microsoft Office files), access to the Library catalog and databases, and printing to lab and library print stations.

To use the library's guest computers, you must request a ticket from the circulation desk. You will be asked to show some form of picture ID and to sign a register. Your ticket will be valid for two hours after log on. You may have two tickets in one day.

For more updates, go to <http://www.d.umn.edu/lib/admin/hours.htm>

Linens

Upon request, Summer Residents with long-term leases are issued one set of linen per bed for the summer. Laundry facilities are available in each living area.

Lost or Stolen Items

To check for lost & found articles, contact:

- Housing Information Desk (218-726-7390)
- Kirby Information Desk (218-726-7163)
- University Police (Darland 287, 218-726-7000)

Stolen Items

Theft from rooms, apartments, and/or automobiles should be reported immediately to University Police (218-726-7000 or 911). Also, please notify a Resident Advisor or Summer Night Manager.

Mail Service

The key used to unlock your room or apartment door also works in your mailbox. Mailboxes are located in each residential complex. Generally, mail is delivered by 3:00 pm Monday through Friday (mail is not delivered on weekends). A notice will be delivered to your mailbox when you receive a package. Apartment residents may pick up packages at their apartment RA office during office hours. Residence Hall residents may pick up packages at the Housing Mail Room located in Ianni Hall during designated hours. Refer to the list below for your official UMD mailing address:

Burntside Hall

Name
room # Burntside Hall
1320 Maplewood Court
Duluth, MN 55812-3015

Vermilion Hall

Name
room # Vermilion Hall
1105 Kirby Drive
Duluth MN 55812-3039

Griggs Hall

Name
room # Griggs Hall
509 Niagara Court
Duluth, MN 55812-3050

Goldfine Apartments

Name
Goldfine (A, B, or C)
1215 Village Lane
Duluth, MN 55812-3016

Lake Superior Hall

Name
room # Lake Superior Hall
513 Niagara Court
Duluth, MN 55812-3046

Ianni Hall

Name
room # Ianni Hall
506 Niagara Court
Duluth, MN 55812

Heaney Apartments

Name
room # Heaney
1220 Village Lane
Duluth, MN 55812-3070

Oakland A Apartments

Name
room # Oakland A
618 Oakland Circle
Duluth, MN 55812-3022

Oakland B Apartments

Name
room # Oakland B
621 Oakland Circle
Duluth, MN 55812-3018

The UMD Mail Room is located at 44 Darland Administration Building and is open Monday through Friday, 8:00 a.m. - 4:30 p.m. Services include U.S. Postal Service, International mail service, UPS, Fed Ex at a discounted rate, and postage stamps. For more information, dial 218-726-8287. Outgoing mail can be dropped off at the UMD Mail Room or placed in the US Postal Service mail boxes located outside Griggs BC and at the Kirby Info Desk.

Maintenance

Maintenance and Repair requests report to the Housing Information Desk.

The Building Maintenance Office is open Monday-Friday from 8:00 am to 4:30 pm and Saturday-Sunday from 9:00 am to 5:30 pm). The Building Maintenance Office is closed on holidays.

For emergencies between 7:00 pm and 7:00 am, call the staff member on duty in your area.

Medical Disability

In accordance with Fire Department policy, residents who have a medical disability that requires assistance in evacuating their living unit during an emergency should notify their Resident Advisor or Summer Night Manager. Include your name, room number, and medical condition. This information will be shared only with the Fire Department.

Parking Services

Kirby Plaza 245, 218-726-7433. Parking at UMD is permitted only in designated areas. The policies for on-campus parking are as follows:

PAY LOT G: During summer, parking is free during the day. However, overnight parking is not permitted in this lot.

DESIGNATED RESERVE: These spaces are marked with a numbered sign and are strictly enforced year round (7 days a week, 24 hours a day). Do not park in a designated reserve space.

GOLD LOTS: A permit is required Monday-Friday from 6:00am to 5:00pm year round. Anyone is permitted to park in the lots Monday-Friday from 5:00pm to 12:00am; anyone is permitted to park in the lots on weekends from 6:00am to 12:00am. Overnight parking is prohibited.

MAROON LOTS: A permit is not required in summer. However, overnight parking is prohibited.

GREEN (Residential) LOTS: A permit is not required in summer. Overnight parking is permitted.

METERS are enforced Monday-Friday from 8:00 am to 6:30 pm (except on official University holidays). With a state-issued handicap permit, user may park at meters at no charge up to 4 hours.

NO PARKING AREAS (fire lanes, "No Parking," bus stops, service vehicle zones, handicapped parking unless with proper permit, etc.) are enforced year round. Park only in designated areas. Parking is only allowed in spaces that are striped for parking; your vehicle must be between the lines marked for the space you are parking in. Parking in gravel lots where striping does not exist is allowed; vehicles are expected to be reasonably parked. Parking on the grass is not allowed on campus.

OVERNIGHT PARKING is permitted in parking lots designated as residential (Green) lots. Overnight parking IS FREE at meters from 6:30 pm to 8:00 am during the week and from 6:30pm Friday to 8:00am Monday on weekends.

OVERNIGHT STREET PARKING is available from June 1 thru October 31 in designated areas. Overnight parking in residential areas with parking enforcement signs is limited to those with residential permits from the City of Duluth.

SPECIAL EXCEPTIONS: If you have a special circumstance (e.g., if your car won't start, etc.), call Parking Services (218-726-7433) or University Police (218-726-7000) to make them aware of the situation and to prevent ticketing.

Personal Property Insurance

The University and the Housing & Residence Life Office assume no responsibility for theft of, damage to, or loss of money, valuables, or other personal belongings of residents and guests. Residents are reminded to keep room/apartment doors locked when no one is home or while sleeping.

Phone Service

UMD Housing & Residence Life does not supply local phone service to summer guests. Summer guests should bring their own cell phones with them to UMD for their stay. Landlines are available for a fee thru ITSS (218-726-8847).

Recreation

The following recreational equipment and facilities are available to summer residents.

- Grills: Grills can be found at Goldfine, Heaney, Junction and Oakland Apartments, as well as on Griggs Beach

- Recreational items: Basketballs, volleyballs, softball equipment, ping-pong paddles, pool cues, pool balls, and disc golf equipment can be checked out at the Housing Information Desk (LSH 189).

Recycling

The UMD Housing Recycling Program was developed to provide residents with a comprehensive and convenient recycling system. Blue recycling bins are in each room/apartment to recycle paper products, aluminum, glass, tin (steel) cans, plastic and printer cartridges. Some batteries (flashlight, transistor & hearing-aid batteries) may also be recycled. Guests should empty their recycling bins in the designated recycling area in their building.

Student Center Kirby Information Desk (218-726-7163, kirby@d.umn.edu)

Newspapers, bus schedules, technical services, meeting rooms, information, lost and found, etc.

Supplies and Cleaning Equipment

For Goldfine, Heaney, and Oakland residents: carts, vacuums, brooms, sponge mops, and buckets are available for check-out on the honor system. Your Resident Advisors will inform you of the specific location of these items. Residents staying in the residence halls may check out limited cleaning supplies and vacuums at the Housing Information Desk. Small garbage bags, light bulbs, and foil liners for kitchen ranges are available at area offices during office hours.

Transportation Services

Duluth Transit Authority (DTA) bus schedules are available at the Kirby Information Desk.

Summer Policies and Procedures

Air Conditioners

Air conditioners are permitted only for medical reasons through the Office of Disability Services with prior approval from Housing & Residence Life. In these situations residents must provide their own air conditioner. Installation must be performed by University facilities staff.

Alcohol

From 4:00 pm on Sunday, May 7, 2017, to Noon on Wednesday, August 1, 2017, the possession and consumption of alcoholic beverages by residents 21 years of age and older is permitted in University residence halls and apartments as authorized by the Board of Regents. Individuals are responsible for knowing, understanding, and complying with state and local statutes, codes, and regulations relating to the possession, consumption, and distribution of alcoholic beverages. Alcoholic beverages are allowed in the rooms and apartments of residents, but not in public areas of the buildings; alcoholic beverages may not be transported in open containers through hallways, lounges, or common areas or on University grounds. Parties, kegs, and party balls of any size are not permitted on University grounds and/or in living facilities.

Check-In Procedures

Senior Renters:

Upon moving into your living unit, seniors will be given a Room/Apartment Condition Report (RCR) to complete. Completed RCRs should be given to your RA or turned into the desk in your area.

Summer Student Renters:

Upon moving into your living unit, residents will need to complete an online inspection through the Housing Portal. Be sure that any damages in your living unit are listed. The information listed on the inspection is the basis for determining if damages are to be charged to residents at check out. Therefore, residents should make sure they are thorough in the completion of the inspection when they initially occupy a new living unit. If residents do not turn in their inspection Housing & Residence Life will consider the room/apartment condition to be good with no pre-existing damages and will be billed for any damages assessed at check out.

Checkout Procedures

Summer Senior Program Renters:

Summer Senior Program Renters will use an express check-out format for vacating their apartments. When the summer senior renters are ready to leave (meaning all personal belongings have been removed from the apartment, the apartment has been cleaned, and the doors/windows are secured and locked), the renter will bring their apartment keys to the Housing Info Desk UMD Housing & Residence Life staff will conduct apartment check-out inspections after the summer senior program renters have vacated their apartment and returned their apartment keys.

Summer Student Renters:

Students must remove all items from their rooms by the checkout time indicated. Students should check out of their room at the Housing Information Desk in Lake Superior Hall. **Students failing to follow the above procedures for proper check out will be charged an improper check out fee of \$50 as well as charges for additional occupancy.**

All Renters:

1. All living units must be thoroughly cleaned before check-out. Wipe down furniture, sweep and mop the floor, and clean the refrigerator.
2. Apartment residents must follow these additional cleaning instructions to avoid assessment of a minimum \$60 cleaning charge:

- a. Vacuum the entire apartment.
 - b. Clean the stove top and oven.
 - c. Clean the bathroom, including the sink, toilet, and bathtub.
 - d. Dispose of garbage in the dumpster. Place building materials and non-university furniture on the lawn beside the dumpster for your area.
3. Before leaving:
- a. Close and lock the windows.
 - b. Turn off the lights.
 - c. Lock the door.
4. Return the keys to the Housing Information Desk before you depart.

Cleaning Tips for Apartment Residents

- Residents should use non-abrasive cleaning agents for cleaning bathtubs and other fixtures. Permanent damage may result from the use of abrasive cleaning agents.
- Plastic garbage bags are available at no additional cost from the office in your area during office hours. Place garbage in these bags, tie them closed, and take them outside to the dumpster.
- High humidity can cause toilets and faucets to sweat. There is no need to report this to Building Maintenance. Please place a towel under the toilet tank to collect excess water.

Cooperation With University Staff

Residents are expected to comply with the directions of Housing & Residence Life staff and University staff acting in accordance with their job duties. Failure to do so may result in disciplinary action.

Damages and Vandalism

Residents are expected to treat housing and residence life living units and common areas with respect and care and clean. Leaseholders can be held financially responsible for damages to University property and for unacceptable levels of cleanliness.

Drugs

The possession of, association with, odor of, use or sale of illegal drugs is not permitted in University residential facilities and grounds. Drug-related paraphernalia (bongs, pipes, etc.) are not permitted in University Housing facilities and/or on University grounds.

Fire Safety

Due to their propensity to start and/or accelerate fire, the use/possession of the items that follow is either not permitted or restricted in University residences.

Barbeque Grills: Personal barbeque grills may not be used within 20 feet of a University residence. Charcoal, starter fluid, and compressed gas tanks may not be stored in University residences. University owned grills are located near each residential complex.

Beds, Mattresses, and Linens: Beds, mattresses, and linens must be kept at least one foot from all heat sources to avoid damage or fire.

Candles/Incense: Candles, candle warmers, incense, and other items that may produce open flames (lit or unlit) are prohibited in University residences.

Electric Heating furnished by the University: While some apartments/suites are heated by hot water radiators, many have electric heating units mounted at baseboard level. Keep all items at least one foot from the heaters.

Extension Cords: Use only power strips (UL-approved extension cords with built-in circuit breakers).

Fabric: Fabric (flags, sheets, blankets, etc.) may not be hung in front of doors, on walls, or draped from the ceiling.

Fire Safety Equipment: Residents may not tamper with or disengage the smoke detectors in their apartment or room. According to State Fire Marshal codes, this is a misdemeanor. Do not hang items from fire sprinklers or pipes.

Halogen Lamps: Lamps with halogen bulbs are not allowed.

Small Electrics: In the residence halls, hot plates, toasters, toaster ovens, and any appliance with an open element are not allowed.

Egress: A path of egress must be maintained between the room door and the window.

Indoor Sports

The main corridors, lobbies, hallways and other common areas in Housing and Residence Life are designed specifically for access to student rooms and public areas. In order to ensure safe passage and to protect buildings, indoor sports of all types (playing catch, bouncing a ball, a toy gun game, etc.) and the use of sports equipment are not permitted. Bicycle and like items (roller blades, skateboards, scooters, etc.) may not be ridden in any building due to safety and property concerns.

Keys/Lock Out

Residents are issued a living unit key upon check-in. Residents are not to loan or share their key at any time. University keys are the property of the University and may not be duplicated. Keys must be returned upon checking out of a living unit or at the request of the University.

If a resident loses their keys, replacement keys are available at the Housing Information Desk at a cost of \$60.00 for room/apartment key, \$5.00 for each outside door key, and \$5.00 for the key fob. The leaseholder is responsible for returning keys and paying for lost keys. Residents are reminded that keys are the property of the University and may not be duplicated or lent to individuals not listed on the lease.

Lock Outs

If you are locked out of your apartment or room, contact:

7:00 am to 7:00 pm Summer Housing Office

7:00 pm to 7:00 am Staff member on duty in your area (see page 1)

Pets

For reason of health and sanitation, pets are not permitted in Housing and Residence Life facilities. Fish kept in an aquarium (one tank up to 10 gallons) and service animals (i.e. guide dogs for the visually impaired) are the only exceptions to this regulation.

Quiet & Courtesy Hours

The realities of community living dictate that individuals respect community needs for the moderation of noise. Residents are expected to exercise good judgment and consideration in maintaining a living environment conducive to the achievement of the educational mission of the University. All residents have the right to study, live, and sleep in their living unit at any time without unreasonable interruption. Residents are to conduct themselves with consideration for others in their community. A resident's right to sleep and study takes precedence over someone else's desire to make a lot of noise. During quiet hours, noise is to be contained within your room or apartment. This courtesy extends beyond the buildings to University grounds; people are to be considerate of others whether inside or outside of University housing facilities.

Quiet hours are in effect from 10:00pm to 8:00am - 7 days a week.

Courtesy hours are in effect at all times.

Residents are expected to confront noise problems that affect them. If assistance is needed, a student may contact a Resident Advisor or Summer Night Manager for their area (see page 4 of this guidebook). Residents must comply with all policies and regulations regarding sound equipment and recreational activities within the University housing facilities.

Sound Equipment

Stereos, radios, and televisions must be operated at volumes that cannot be heard outside the living unit. Stereo speakers are not allowed in windows. Electronically amplified instruments are allowed in the living units if used in a manner that does not disturb community members; the use of headphones is encouraged. If reasonable volume levels are exceeded, the student may be required to remove the equipment from the living unit.

Practicing of musical instruments is not allowed in living units.

Room Decoration and Alteration Guidelines

While residents are encouraged to add their own personal touches to their living units, light fixtures may not be tampered with or covered, and items may not be hung from drapery rods and/or sprinkler heads and pipes. Materials that might create fire, health hazards, and/or damage to facilities are not permitted. Residents are not allowed to paint the walls, ceilings, floors, and/or furnishings of their living unit.

Nails and/or screws are not to be used to attach items. Residents will be billed for damage caused by the use of adhesive materials or use of nails, staples, etc. Self-adhering corkboards may not be used on any surface because of the damage that they cause.

Residents are responsible for the condition of their living unit and for all University furniture within their living unit.

Housing & Residence Life will neither inspect nor approve construction. If any person is injured by a hazard constructed by the resident and the injured person claims the University is responsible for payment of injuries or for damages, the resident will be financially responsible to the University.

Room Entry Guidelines

The University respects the student's right to freedom from illegal or unreasonable searches and invasions of privacy. Housing & Residence Life reserves the right to enter living units under the following conditions:

- By authorized University personnel with 24 hours advance notice to ensure that health, fire, and safety regulations are maintained.
- By authorized University personnel with 24 hours advance notice to make improvements and repairs and to provide routine maintenance services.
- By authorized University personnel without notice if you request repair or maintenance work to be done in your living unit. Residents need not be present during requested maintenance repairs.
- By authorized University personnel without notice in emergency situations to protect the health and welfare of the resident or to make emergency repairs to prevent damages to the property of residents and the University.
- By authorized University officials without notice when there is clear and present indication that a violation of University, housing, or civil regulations is being committed.
- By law enforcement officers in the performance of statutory duties and in accordance with legally defined procedures governing search and seizure.

Smoke & Tobacco-Free Campus

In accordance with the University of Minnesota system Smoke and Tobacco-free campus policy all Housing & Residence Life facilities are 100% smoke-free environments. Smoking and tobacco use is not allowed. Smoking is defined as having a lighted cigar, cigarette, pipe, or any other smoking equipment, including the use electronic cigarettes and hookahs.

Weapons and Explosives

Possession and/or use of items defined as dangerous weapons under Minnesota statute*, realistic replicas of such weapons, and "toy weapons" (e.g. paintball guns and Air Soft guns), is prohibited in Housing & Residence Life facilities,

on surrounding property, or at activities sponsored by or supervised by Housing & Residence Life. Any other article or substance used as a weapon is also prohibited.

Possession of any type of explosives, hazardous chemicals (e.g. mace) or fireworks is strictly prohibited. Although Housing & Residence Life does not endorse the use of Pepper Spray as a reliable means of self-protection, student may opt to carry and/or have in their possession a one-ounce container of Pepper Spray. However, misuse of this chemical will result in severe disciplinary action due to temporary bodily harm caused by its discharge.

*Minnesota Statute 609.02, Subd. 6 "Dangerous weapons mean any firearm, whether loaded or unloaded, or any device designed as a weapon and capable of producing death or great bodily harm, or any combustible or flammable liquid or other device or instrumentality that, in the manner it is used or intended to be used, is calculated or likely to produce death or great bodily harm, or any fire that is used to produce death or great bodily harm."

Windows

Screens must be left on windows and there must be a screen covering all open windows. A resident may not open, lean, or reach out of windows where screens are not in place. Common sense use of windows is expected. Residents who throw items from their window are engaging in a potentially life endangering situation. Residents found responsible will be subject to disciplinary action. Leaving windows open for extended periods of time when the temperature is below freezing may cause pipes to freeze and burst. Residents found responsible will be charged for damages.

Housing & Residence Life has the right to require the removal of signs or other inappropriate display from residence hall and apartment windows.

Windows and screens are considered to be part of a room. Any damages to either item will result in a charge being assessed to occupants of the room.

Summer Severe Weather & Emergency Procedures

In case of emergency, call 911. Let the dispatcher know if you are in need of an ambulance, the fire department and/or a University Police officer. Stay on the line until the dispatcher hangs up. You are also encouraged to contact the on-duty staff person in your building or call the Housing Information Desk.

Fire

If you see a fire or smell smoke...

Pull the closest fire alarm pull station (there is one near the main entrance) and exit the building. Once safely out of the building, call 911. Call the Housing Information Desk to inform staff of the situation. No matter how small the fire is (or even if it has been extinguished), notify a staff member.

When a Fire Alarm sounds...

Leave the building immediately via the nearest safe exit or stairway. Wear adequate clothing and shoes. If you should happen to be away from your room when the alarm sounds, do not return to your room - leave the building. Stay at least 100 feet away from the building. Do not re-enter until the Fire Department indicates it is okay to do so.

Mobility Impaired Residents...

Who require help when a building is being evacuated should remain in their residence and wait for assistance.

Smoke Detectors...

Some detectors are located in every living unit. Tampering with fire equipment creates a safety hazard to you and other residents in the building. People who tamper with smoke detectors will face disciplinary action and are subject to civil prosecution; they will be billed for related damage and replacement costs. If your smoke detector is malfunctioning, contact Building Maintenance: outside of office hours, contact a duty staff member.

Severe Weather

In case of a tornado warning or severe weather warning:

1. Go to the basement of your building or an inner hallway on a lower floor.
2. Stay away from entrances and windows.