

Your Guide to St Helen's Court

1131 SW Montgomery St
Portland, OR 97201

St. Helen's Court was built in 1928. This five-story building is tucked into the curve of Blumel Hall and contains 51 units, including a large lounge and bike storage on the first floor. The building contains one bedrooms and studio apartments featuring a full kitchen and most have hardwood floors (some with carpet).

Important Phone Numbers

University Housing Office	(503) 725-4375
Montgomery Help Desk	(503) 725-4385
Residence Life Office	(503) 725-2450
RA After Hours On Call	(971) 246-1388
CPSO Non-Emergency	(503) 725-4407
CPSO Emergency	(503) 725-4404

Laundry

The laundry room is on the first floor of St. Helens. Laundry costs vary based on the type of load you choose. Washers and dryers are card-operated and require residents to purchase a card and load money onto it prior to its use. This can be done at one of several kiosks located on campus. There is one in the Montgomery Court lobby across from the Help Desk, another in the Smith Student Union Viking Court on the first floor, and in the first floor lobby of the Ondine Building.

Access to the laundry room can be gained by using the St. Helen's front door key. The key also operates the community lounge door, next to the laundry room.

Maintenance

University Housing has a staff of trained maintenance technicians to maintain our buildings. Residents are responsible for reporting any damage they notice through our maintenance work order system, which is accessible via the Housing website: www.pdx.edu/housing. Please do not attempt to make any repairs to the room on your own.

In the event of a clogged drain, please DO NOT pour any chemicals (such as Drano) into the pipes. These products erode plumbing pipes and are dangerous to employees who work on the plumbing.

Bathtub Only

St. Helen's is a 'bathtub only' building. Shower attachments are not allowed because they may damage pipes, floors and walls. Residents found using shower attachments in bathtub only rooms may be charged a fine, as well as any and all damage costs. However, a few rooms on the first floor have been renovated to include a shower stall.

Garbage and Recycling

Dumpsters for trash are behind a partition located next to Blumel, across from King Albert. If you leave trash, abandoned furniture, and other goods in common areas (including the laundry room or hallways) you or your community will be charged for the cost of removal.

Recycling bins are located near the dumpsters next to Blumel and in the laundry room of St. Helens. Items contaminated with food particles cannot be recycled (example: pizza boxes). Please do not dump your non-recyclable garbage in recycling areas.

Bike Storage

There are bike stands located inside of the laundry room, where residents may choose to store their bikes. University Housing recommends locking your bike at all times. The University is not responsible for any lost or stolen bikes. ONLY bikes and child strollers may be stored here. Other items left in the room will be removed and discarded, for which the community may be charged.

Bikes and/or strollers may not be stored inside or around stairwells and hallways. The laundry room bike rack is the ONLY designated area where residents may store their bike. Bikes stored in other common areas may be removed by University Housing at any time.

Lounge

Next to the laundry room on the first floor is a community lounge. This lounge is intended to be a shared space where residents and their guests may study or socialize. This space can be reserved for community programs through the Res Life Office. Please be aware that you will need to accompany your guest at all times and community policies apply to this space.

Networking and Telecom Services

Phone

All units include a phone line in the room. Provide a land-line phone and connect to the ivory jack located in your room. Local calls are included in the cost of the unit. To make long distance calls either purchase a long distance card or obtain a MobileSphere Long Distance Account with OIT.

Internet

Residential campus buildings have been retrofitted with a wireless network. Using your device, search the available networks for PSU or PSU Secure. You'll need your ODIN ID and password to log into the network. To obtain an ODIN account, visit OIT.

Residents are also able to connect to the internet using an Ethernet cord. Locate the Orange jack in the room to connect.

Cable

Due to the age and design of the building, cable is not able to be provided and satellite installation is not permitted.

Phone and Cable Questions? Call NHTS (503) 725-4434

Internet Questions? Call OIT Help Desk (503) 725-4357

Pests

University Housing strives to maintain a pest-free environment, but pests are an unfortunate part of life, especially in large communities. This can include cockroaches, rodents, fleas, and bed bugs, which are becoming more and more prevalent on college campuses throughout the country. Please report any pest problem you have immediately to University Housing, as early detection is the key to elimination of most pests.

Heat

St. Helen's Court uses a steam heating system. Here is some information on how to control the heat in your apartment:

- A boiler is set to activate at a predetermined temperature. When activated, the boiler heats a tank of water creating steam. The steam rises throughout the pipes. When the valve in your unit is opened, the steam is released into your radiator unit thereby heating your unit.
- You may hear a knocking sound. This is due to a collection of condensation in the steam pipes. This is normal and not a cause for concern.
- If your unit is too warm, you can prevent the steam from entering your radiator unit by turning the knob to close the valve. The pipes that carry the steam may still emit some heat into your unit.
- Simply opening the valve will not mean that you will get heat to your unit immediately. When the temperature drops to a predetermined level (based on the temperature outdoors), the boiler will turn on. The boiler will begin to create the steam that will be distributed throughout the building. If the boiler is not activated at that moment, your radiator will not receive the steam to heat it. Please be patient.
- There are a couple of things to look out for to ensure your radiator is properly operating. Be vigilant about looking for signs of steam or water leaking out of the unit. If the valve on your radiator is closed but your radiator unit is still getting hot, the valve may not be properly closing. Please enter a work order for Maintenance staff to take a look at your radiator.
If the knocking sounds are excessive, condensation may be building up. The pipes may not be releasing water properly so please enter a work order and be patient.

Tips for making sure your heat operates efficiently:

- Do not place or leave items too close to the radiator. The heat may cause personal items to turn dark from the heat exposure.
- If your unit is perpetually too warm, close the valve by turning the knob. Some units may have more than one radiator in a unit. If this is the case, try turning all but one off. If this is not enough, consider cracking a window.
- With any heated item, don't leave the valve open when you're not there as there will be no one to monitor anything out of the ordinary.

Where to go for Assistance

Montgomery Help Desk

Residents visit the Help Desk located in Montgomery Court to check into University Housing, pick up keys, packages, and ask general housing questions. This desk serves the needs of all University Housing residents across campus. The Help Desk is open seven days a week from 9:00am to midnight, except during University breaks and select Holidays. The Desk may be reached by phone at (503) 725-4385 or email at mbdesk@pdx.edu.

Housing Office

Residents may visit the Housing Office located in the Broadway Building, Suite 210 to discuss their contract, building and room options, transfer requests, and housing specific billing questions. The Housing Office is open Monday through Friday from 9:00am to 5:00pm (except for Thursday when the office opens at 10:00am). The Housing Office can be reached by phone at (503) 725-4375 or by email at housing@pdx.edu.

Residence Life Office

The Residence Life Office is available to answer questions about programs, provide opportunities for students to get involved, review the conduct of residents within the halls, and as a resource to solve interpersonal conflicts between roommates. The Residence Life Office may be contacted by phone at (503) 725-2450 or by email at reslife@pdx.edu and is located in Broadway Building, Suite 230.

Residence Life Staff

Area Coordinator (AC)

ACs are responsible for community-building, advising and counseling, crisis management, residential education and student conduct hearings.

Resident Director (RD)

RDs are responsible for assisting in the implementation of ResLife programs, residential education, community development, crisis management, student conduct, and community operations.

Resident Assistant (RA)

RAs are responsible for general administration, development, and implementation of programs in the residence halls. RAs can help you find a class, submit a work order, or find the academic or emotional support you need.

RHA (Residence Hall Association)

The Residence Hall Association is the governing body representing Housing residents of Portland State University. RHA is the voice of the residents within the residence halls. Residents engage with RHA in programs, social events, and leadership opportunities. The office for RHA is located on the first floor of Montgomery, around the corner from the Help Desk. To contact the RHA office by phone, call (503) 725-4514 or email them at rha@pdx.edu.

CPSO (Campus Public Safety Office)

The CPSO team is here to ensure your safety. Please contact CPSO if you feel unsafe or threatened while on campus. Please do not contact CPSO for noise complaints from within your building; contact your RA instead.

In case of an emergency, please contact CPSO at (503) 725-4404. For non-emergencies, please call (503) 725-4407.