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GREETINGS: WELCOME TO UNIVERSITY APARTMENTS!

Welcome to the University of Texas at Austin, the Division of Housing & Food Service, and the University Apartments. We are happy you have chosen to live with us this year. The staff at University Apartments believes that the most important decision you make after selecting an educational institution is “choosing a place to live.”

In selecting our apartments you choose facilities, services and staff that are an important part of your educational opportunities at The University of Texas at Austin. We are dedicated to working with you to provide a comfortable, friendly environment that is conducive to the aspirations and achievements of a community of scholars.

Included in this handbook are important University Apartment rules and regulations. They were developed to serve the community’s best interests. The rules and regulations are an integral and binding part of your University Apartments Terms and Conditions.

In addition, you are responsible for the information contained in your Terms and Conditions. We hope that you will find your community supportive and responsive to your needs.

Vision

Guided by our values and commitment to support the mission of The University of Texas at Austin, in partnership with the Division of Student Affairs, our vision is to provide affordable first-class housing and food service. We embrace an inclusive, nurturing community where students and staff build dreams and achieve goals. Our purpose is to produce a comprehensive out of classroom learning experience that will foster life-long connections.

The Division of Housing and Food Service Mission

Our mission is to promote a positive living and learning experience while building academic partnerships that will enrich and enable students to thrive. We are committed to the following as we pursue this mission:

- Clean and attractive facilities for on-campus residents, students with families, and conference participants that are affordable, secure, and well maintained.
- Responsible and accountable fiscal and administrative policies and services that are cost effective.
- Programming and shared experiences that facilitate the development of the whole student.
- Professional enrichment opportunities for staff.
- Activities and workshops that promote understanding and appreciation of different lifestyles, genders, ethnic groups, religions, cultures, and sexual orientation for students and staff.
- Partnerships with the colleges that provide out of classroom learning experiences for undergraduates in selected disciplines.
- Technology services and products that support student learning and staff work environments.
- Advancement of the student affairs profession in general, and housing in particular, through the support of state, regional and national leadership.

Values in which We Believe

- Integrity.
- Understanding our heritage to build inclusive communities for the future.
- Quality customer service for internal and external customers.
- A positive, caring environment for students, associates, staff, and families.
- The highest developmental, service, and fiscal standards possible.
- Pride in the quality of our work.
- Respect for ideas, values and contributions of others in a diverse workforce.
Our vision, mission and values support the following Initiatives that are embraced by the Division of Student Affairs:

FOCUS ON STUDENT'S FIRST-YEAR EXPERIENCE.

Numerous studies indicate that emphasis upon a student's first-year experience results in higher retention, improved academic success, and increased graduation rates. The University has, in recent years, initiated a number of programs aimed at improving the freshman year experience. That initiative should be expanded to include the first-year experience of all students, including transfer students and those entering professional and graduate schools.

INCREASE EFFORTS TO BUILD A SECURE AND INCLUSIVE CAMPUS COMMUNITY.

While the responsibility for creating campus community will continue to be shared throughout the University, Student Affairs has a primary role to play in this area. A secure and inclusive community will assist in socially integrating new members, and will contribute to greater involvement, understanding and acceptance.

EXPAND OPPORTUNITIES FOR STUDENT'S LEADERSHIP DEVELOPMENT.

Student Affairs serves a major role in creating opportunities for students to experience self-discovery, self-development, and to learn the elements of leadership. The challenge now exists to expand the definition of leadership beyond positional to transformational, where all students uncover and develop their own potential.

FOCUS ON AN ENHANCED CAMPUS-WIDE CULTURE OF WELLNESS.

The attitudes and behaviors students acquire at the University have the potential to become lifelong habits. By promoting a culture of wellness, Student Affairs has the opportunity to extend its influence far beyond a student’s tenure at the University.

ASSESS AND IMPROVE SERVICES TO OUR STUDENTS.

The Division needs data to better understand whom we are serving, how effectively we are serving them, and how we can improve. To accomplish this we need to initiate and develop a comprehensive division-wide assessment program. With this information, Student Affairs can improve services and clearly document our collective story in a more detailed manner.

STRENGTHEN THE IDENTITY OF STUDENT AFFAIRS.

Recognizing that Student Affairs is comprised of a variety of individuals and units, the Division remains unified in its commitment to student and staff learning and development. To be effective in our mission, the Division must strengthen the identity of Student Affairs while creating new opportunities for collaboration and promoting professional growth.

ASSURE ADEQUATE FUNDING FOR EXISTING AND FUTURE PROGRAMS AND FACILITIES.

The advent of flat-rate tuition and recent escalation of utility costs have illustrated the important need to assure adequate funding of our programs and facilities - both existing and anticipated. Rigorous planning, stewardship and fiscal responsibility will continue to be crucial.

The Division of Housing and Food Service (DHFS) is one of fourteen areas within the Division of Student Affairs and is responsible for all on-campus residence facilities and the University Apartments. The Division operates its own residence life, food service, business, custodial, maintenance and information systems departments. DHFS is self-supporting (without State or University funds) and employs approximately 1,000 full and part-time staff.

APARTMENTS STAFF

Associate Director of the University Apartments

The Associate Director of the University Apartments supervises the overall management and operations of the
apartments. The Associate Director reports to the Director of Residential Facilities. The Associate Director’s office is located in the University Apartments Office.

Facilities Maintenance Manager

The Facilities Maintenance Manager oversees all maintenance requests and general maintenance of Brackenridge, Colorado, and Gateway apartments. The Facilities Maintenance Manager reports to the Associate Director of the University Apartments. The Facilities Maintenance Manager’s office is located in the University Apartments Office.

Community Advisors (CA)

Community Advisors are student staff assigned to live in each area to ensure that concerned and trained staff is readily available to answer questions, assist residents as needed, aid in developing a community atmosphere in the area, and assist in enforcing University and University Apartments policies. Community Advisors report to the Associate Director of the University Apartments.

Community Advisors are also full-time students; therefore, their schedules are irregular. You may need to leave a message and the Community Advisor will respond as soon as possible. Contact Community Advisors only between 8 a.m.-8 p.m. except in an emergency.

Tenant Advisory Board (TAB)

The Tenant Advisory Board (TAB) is composed of tenants who meet twice a month to address issues and concerns of the University Apartments. The Board consists of eight members: two students from each of the three apartment complexes and the Apartment Coordinator. TAB members serve a two year term.

The TAB not only reviews tenant appeals on charges or discipline, but also examines issues such as shuttle bus schedules, maintenance problems, or areas of concern to residents.

Other responsibilities of the TAB include recommendations for changing or implementing new procedures and long-term strategic planning for the apartments. For more information about the TAB please contact your Community Advisor or the Apartments Office.

EMERGENCY PHONE NUMBERS

Police, Fire, Medical Ambulance 911

Maintenance Emergency

8 a.m. – 4 p.m. Monday – Friday 512-232-5299
After hours, holidays, weekends 512-496-2803

HOUSING PROCEDURES

Eligibility

To be eligible as a Student Resident in the University Apartments, or “Resident:” You must be a graduate student seeking a degree at the University; or you must be an undergraduate student with at least thirty (30) semester hour credits and in good standing with the University.

Registered sex offenders are not permitted to live in University-owned housing, which includes the University Apartments. Subject to applicable law and University rules and policy, Residents may allow Guests to reside in their assigned apartments. “Guest” means an individual (including spouses and/or family members) who has been personally invited by a Resident to enter into the Resident’s apartment; remaining there for a period of time at the Resident’s discretion. A Resident’s invitation to a Guest may be revoked at his or her discretion and be withdrawn by the Resident without the need to express any reason or basis for the revocation.
Having Guests is a privilege, not a right, granted to the Residents and may, should circumstances warrant, be limited or revoked by the Associate Director of the University Apartments. In no event, shall a Guest, including spouses that may also be University students, acquire any rights or privileges in the Resident’s apartment or otherwise have any claim to reside or remain in the Resident’s apartment beyond the time actually permitted by the hosting Resident, the end of the resident's contract; or contrary to the specific direction of a member of Housing and Food Services management team or other University official or beyond the term of the hosting resident’s housing agreement.

Long-term Guests, which include any person staying beyond seventy-two (72) consecutive hours, must be registered with the University Apartment’s Office. Long-term Guests’ names will be entered on the contract. Guests who are under eighteen (18) years of age must be a hosting Resident’s child, sibling, or otherwise have a legally recognized relationship with the hosting Resident in order to reside in the apartment on a long-term basis (beyond seventy-two (72) consecutive hours).

A Resident wishing to host a temporary Guest who is under eighteen (18) years of age must have a letter of permission on hand from the parent/legal guardian of the minor. The letter must include adequate contact information for the parent/guardian and authorize University officials to communicate with the parent/guardian on the matter of the minor in question, in case such action becomes necessary.

Any changes in occupancy must be reported to the University Apartment’s Office within three (3) business days of the change.

Guests

Link to full Guest Procedures: http://www.utexas.edu/student/housing/index.php?site=0&scode=2&id=5975

12-Month Stay

Completion of a twelve (12) month stay is required in order to be eligible to vacate without penalty, after proper notice. Vacating before twelve (12) months of occupancy will result in a re-letting fee of 85 percent of the remaining month’s charges or until the unit is re-leased.

Occupancy Restrictions

The following occupancy restrictions apply:

- One Bedroom - Maximum of three (3) occupants
- Two Bedroom – Minimum of two (2) occupants, maximum of five (5) occupants
- Three Bedroom – Minimum of five (5) occupants, maximum of seven (7) occupants

Full-time Enrollment Requirement

In order to qualify for University housing, the student resident contract holder must be a full-time student at The University of Texas at Austin, registered for a minimum of twelve (12) semester hours undergraduate, or nine (9) semester hours graduate or law and actively pursuing a degree at The University of Texas at Austin to be eligible to live in the University Apartments. Registration for six (6) hours dissertation credit will satisfy the full-time student requirement. All student residents must be actively pursuing a degree throughout their stay in University Apartments. Each fall and spring semester, a computer generated report identifies contract holders that are not enrolled for the minimum required hours. Those students will be expected to comply with the above minimum semester hours requirement by registering for additional hours or will be expected to vacate their apartment immediately.

7 Year Length-of-Stay Policy

Every year, approximately ten to fifteen (10-15) Residents reach the limits of the seven (7) year length-of-stay policy. The purpose of the policy is to encourage completion of degree requirements in a timely manner and to
ensure adequate apartment turnover to serve students on the waiting list. We use the following procedure to identify students that have one (1) year or more left to reside at the University Apartments and to handle any appeals that may arise:

1. Each quarter a computer generated report identifies residents who have lived at the University Apartments for six (6) or more years.
2. Letters are sent to Residents notifying them of their expected time to remain in University housing. The letter also informs Residents that the only appeals considered are those with program related reasons.
3. Residents may submit letters of appeal to the Vice Provost and Graduate Dean. Undergraduate and law student appeals are sent to the Vice President of Student Affairs.

**Post Doc Stays Limited**

University Apartments does not accept Postdoc applications from Residents that are not currently under contract and residing in the apartments. A limited number of Postdoc contract extensions may be granted for current residents for a maximum of one (1) full semester to allow for completion of departmental work, after a degree has been awarded. Postdoc status must be confirmed in writing by the academic department in order to be considered for an extension. Extensions are not guaranteed and are considered only on a case by case basis.

**Contract Renewals**

Contract renewals are sent to all eligible students in March every year. The contract renewal period is for a twelve (12) month period, beginning July 1st of the current year and ending June 30th of the following year. Renewals are due to the office by May 1st of the current year – otherwise your contract expires June 30th and you will be expected to vacate on or before June 30th.

**Contract Notice Requirements**

All contract actions require sixty (60) day intent to vacate notice. If a student unexpectedly has to cancel his or her contract before it expires, there is no penalty if the student has lived at University Apartments for at least one (1) year and gives sixty (60) days or more notice. If a student gives 31-59 days’ notice, he or she will pay a penalty of 50 percent of one month’s rent. If the student gives 1-30 days’ notice, he or she will pay a penalty of 85 percent of one month’s rent.


**Transfers**

Current Residents may request a transfer by submitting a written application to the Associate Director of University Apartments. Because of the time and expense, transfers will be limited. Transfers are only offered due to a documented change in occupancy status and are considered only after completion of a twelve (12) month residency. Transfers will only be offered to those with an excellent credit history, have kept their apartment in good condition, and are in good standing with the University. Priority is established by the date the request is received. There is a $300 transfer fee which will be charged to your account at the time the transfer is accepted. There is a $50 processing fee if you decline the transfer offer. Transfers are limited to one per student during their entire residency at University Apartments. We are unable to transfer contracts between students.

Link to transfer request form: [http://www.utexas.edu/student/housing/pdfs/transfer_request_01.10.12.pdf](http://www.utexas.edu/student/housing/pdfs/transfer_request_01.10.12.pdf)

If the transfer is to a Brackenridge apartment, electrical or gas services transfer arrangements are the Resident’s responsibility. Transfers are not offered throughout the summer.

If you fail to vacate your apartment by the date listed on the vacancy notice, you will be subject to liquidated damages as per paragraph XX. B. of the Terms and Conditions. If you accept the transfer, you must file a vacancy notice and complete your move by the date listed on the notice or within forty-eight (48) hours after the unit is
available, whichever is earlier. Rent is charged on both units until the check-out is complete.

**Graduation**

To terminate a contract due to graduation, you must give sixty (60) days’ notice and confirm completion of degree requirements or graduation with written documentation from the Dean of your college. You will pay charges to the end of the month in which you graduate or complete degree requirements, as confirmed by the Dean of your college.


You will be released from your contract if all on campus degree requirements are completed or if you graduate from the University. Failure to move or file vacancy notice by the end of the month in which you graduate results in a charge of 85 percent of one month’s rent, plus $25 per day for each day following the end of the month in which you graduate, up to $500.

**End of Semester Contracts**

University Apartments offer one (1) year contracts. After completing the first one-year contract, Residents are eligible for an end-of-semester contract. This enables them to vacate the apartment at the end of a semester, rather than at the end of another year.

To be considered for an end-of-semester contract, Residents must request the change of contract length during their normal renewal period. For instance, your current contract ends on June 30th and you would like a contract that ends with the fall semester. You would request a contract through December 31st when you receive your renewal notice, rather than signing another one year contract.

**Check-Out**

A vacancy notice must be completed sixty (60) days before your move-out date. When you file a vacancy notice with the University Apartments Office, you will be provided with a copy of suggested “cleaning hints”. You will be given a list of charges for areas not left cleaned and standard charges for certain items and services. You should be prepared to provide a forwarding address to UT.

You can update your address at: [https://utdirect.utexas.edu/apps/utd/all_my_addresses/](https://utdirect.utexas.edu/apps/utd/all_my_addresses/)

No check-out appointment is necessary. Apartment keys should be sealed in the provided checkout envelope and dropped in the drop box at the University Apartments Office. All belongings need to be removed and the apartment cleaned before checkout, and all keys must be turned in. You will be charged $75 if you do not return all keys at checkout time. If you fail to move out on or before 5 p.m. on the exact date required under the contract (e.g. the end of the contract term or the date listed on the vacancy notice) you must pay 85 percent of one month’s charges, plus $25 per day (up to $500). You may have to indemnify the University and/or prospective residents for damages incurred including lost income, lodging expenses, and attorney’s fees. Failure to follow established checkout procedures will result in a $25 improper checkout fee. Failure to properly clean the apartment will result in cleaning charges. If you are responsible for damage to the building or equipment you will also be charged for any needed repairs. Reminder: most move-out charges are a result of inadequate cleaning of the apartment and the appliances. Check with the Apartments Office or your Community Advisor for helpful cleaning hints.

**Security Deposit**

You must pay a $300 security deposit at the time you accept an offer to reserve your apartment. The deposit will apply to any charges for damage to the premises and other applicable charges after move-out. Your deposit will be refunded to you less applicable charges pursuant to the contract within thirty (30) days after the end of the contract period. Deductions from your refund will be itemized in writing.
Bill Payments

The Apartments Office handles billing procedures. Questions regarding your billing statement should be directed to 512-232-5299. At the end of each month, an email is sent to you with a link to your “MY APTS” web page, which gives a full accounting of your bill at University Apartments. Payment is due on the first of the month, and is late after 5 p.m. on the fifth of the month. All bills are considered final unless a written appeal is filed with the Associate Director of the University Apartments within thirty (30) days of the billing date. The University Apartments Office does not accept payments.

Payments can be made as follows:

- Cash and check payments must be made at the Bursar’s Office, Main Building Room 8. Checks should be made payable to The University of Texas at Austin.
- American Express, MasterCard and Discover card payments and E-Check payments can be paid online through your “MY APTS” web page: https://utdirect.utexas.edu/apps/dhfs/aptsapp/
- A credit card convenience fee of 1.75% of the transaction total will be charged to your account for credit card payments.

Late Fees

- If payment is received after 5 p.m. on the fifth of the month, a $10 late charge will be added to the next month’s statement. Failure to receive a salary, loan or scholarship check from the University does not excuse payment of the late fee on a delinquent bill.
- Failure to receive a statement does not relieve you of the responsibility of paying your bill by the deadline.
- If circumstances prevent you from making payments as scheduled, and payment is to be paid late, contact the Apartments Office, Monday through Friday, 8:00 a.m.–4:00 p.m. and communicate with University Apartment staff immediately to explain your situation, and/or make arrangements in advance with the Office of Student Financial Services or other resources to avoid late charges.
- If you are experiencing temporary financial difficulties, you may also file a Promissory Note with the office; however a Promissory Note does not waive the late fee. Any reasonable proposal to pay off the outstanding balance will be considered.
- Failure to pay on time may result in your records being barred, no contract renewal, possible eviction and referral of your account for collection with an assessment of 29.87 percent.

Returned Checks

All returned checks will be assessed a $25 fee by the University. Returned checks are processed by the Bursar’s Office in the Main Building, 512-475-7777, option #3.

SERVICES

Bulletin Boards

Only Housing staff may post flyers or notices on bulletin boards in the laundries or anywhere on the grounds or buildings at University Apartments. Bulletin boards may not be used for solicitation or sale of items. Residents who violate posting regulations are subject to disciplinary action.

Cable TV

Standard cable television service is provided for each apartment.

Upgraded Services

If you wish to contract for upgraded cable TV, you should call Grande Communications Customer Service at 512-220-4600. If you experience any technical difficulties with your upgraded services, you will need to contact
Grande Communications directly.

**High-Speed Internet**

High-speed internet connections are provided for each apartment at no additional cost to the resident. Upon move-in you are provided with the following equipment to connect to the internet:

1. Modem
2. Power cord
3. Ethernet cord
4. 3 coaxial cables
5. Splitter

All of the above equipment must be turned in at move-out or you may be charged up to $93 for missing items.

**Technical Problems**

If you experience any problems with your Grande cable TV or internet service, please submit an online maintenance request at “MY APTS” web page: https://utdirect.utexas.edu/apps/dhfs/aptssapp/ and click on Maintenance Request Form in the left column. University Apartments staff will be monitoring repairs to assure that it is completed in a timely manner.

**Satellite Dishes**

Small satellite dishes are allowed on a limited basis at the University Apartments. This includes areas where the resident has exclusive use and control of the area, such as enclosed patios and balconies. Dishes may NOT be installed in common areas, including grounds, sidewalks, stairways, roofs, exterior walls or other restricted areas.

Installations that cause structural damage or modifications to University property are not allowed. Residents must adhere to current contract Terms and Conditions (VIII.D.)

“You will be held responsible for facility damages which you, a member of your household, or a guest cause to the unit, that might be incurred during dish installation.”

Additionally, corridors, passageways and stairways must be free of obstruction at all times due to fire and safety policies. Contact the Apartment Office if you wish to install a dish. You must complete an application requesting approval to use a satellite dish. The Apartments Office will review the application and inspect the proposed location. Approval is based on proposed installation procedure and location. You may also be required to sign a waiver of liability for facility damages.

Residents who install satellite dishes without prior approval from the Apartments Office are in violation of this policy and could be charged for removal of the satellite dish and for any damages to property. Continued noncompliance with this policy could result in contract cancellation.

**Exterior TV Antennae Prohibited**

Exterior TV antennae, including wireless cable antennae, are prohibited at the University Apartments.

**Car Washing**

Washing cars is prohibited on University Apartments property.

**Carpet**

Installing carpet or rolled vinyl flooring over existing tiles in apartments may cause various problems, including mold growth. If an adhesive tape is used to hold carpet or vinyl down, tiles may pull loose when the carpet is removed at checkout. If carpet is laid without a pad underneath to absorb moisture from the air, the moisture
seeps into the tiles and causes them to come loose. Either of these could result in significant charges to your account after you check-out. The University will not be responsible for any damages to carpet, vinyl, wood laminate, or any other type flooring installed over floors of University Apartments.

**Event Planning**

Events at University Apartments may be organized by student residents only and will be reviewed by the Apartment Coordinator. All events must be in compliance with University rules and policies. Student Organization Event requests and Outdoor Event requests must be reviewed by the Apartment Coordinator during an in-person meeting. Outside organization events are not permitted at University Apartments. To assure equitable access to limited community room spaces, each student may make one reservation per month at any one community room.

**Community Room Reservations**

A community room is available at each complex for use by student residents only. These are convenient and appropriate places for group activities. Your reservation is not complete until you have completed all paperwork at the Apartments Office and UT staff have reviewed and approved your request. Requests with less than two business days’ notice may not provide office staff sufficient time for approval.

Residents are responsible for picking up the key on the day of the event, no later than 4:00 p.m. If the event falls on a weekend or holiday, the key must be picked up on the last business day before 4:00 p.m. In some cases, special arrangements must be made to pick up the key from the on-call Community Advisor during holiday breaks. If prior arrangements have not been made, Community Advisors and other staff are not authorized to open the building. The Community Rooms are available for activities 8 a.m.–midnight. Brackenridge Community Room is not available during Apartment Office business hours. The resident making the reservation is responsible for any disruptive activities or damages caused by themselves or their guests. The resident is also responsible for ensuring the rooms are thoroughly cleaned and all trash is taken out to the trash bins just outside the exit doors after the event. A broom, mop and vacuum are provided but you must furnish your own cleaning supplies and trash bags. Keys must be turned in by the next business day or a $75 re-keying fee will be charged.

A cleaning fee will be charged if the room has to be cleaned by University Apartments personnel. The use of alcohol is allowed in the community room with prior approval of the Apartment Coordinator. Large containers or volumes of alcohol are not permitted, including kegs, party balls or other containers with more than one gallon of alcohol. Alcoholic beverages may not be sold or dispensed for any type remuneration on the premises.

If alcohol is served, it is with the understanding that all local, State, and University regulations regarding the possession and use of alcohol will be observed. Providing alcohol to individuals under the age of 21 is a violation of State law. We strongly encourage hosts to provide alternative beverages and food, to restrict consumption to those approaching intoxication, and to provide transportation to those who are intoxicated and arrived in a vehicle. We also ask that the University Police be immediately notified of disturbances or security concerns.

**Outdoor Events**

Brackenridge Jasper Park may be reserved for student resident outdoor events between the hours of 10:00 a.m. until dark.

**Jasper Park**

The following guidelines apply:

- Amplified Sound is only available in designated areas and at certain times.
- Participants/organizers may not solicit for any non-UT business, organization or service.
- Guest parking is limited/restricted to designated areas only. Cars will be towed if improperly parked.
- No University logos or trademarks may be used without permission of the Office of Trademarks & Licensing.
• Use of any off campus vendors requires that you provide a Certificate of Liability Insurance for a minimum of $1,000,000 to the Associate Director of University Apartments at least 7 days prior to the event date. The University must be named as a Certificate Holder on the Certificate of Liability Insurance form.
• Any stages provided by off-campus vendors must be inspected and signed off by a licensed Structural Engineer.
• Public consumption of alcohol is not permitted.
• The area must be left in clean condition. If it is necessary for University Apartments staff to do any cleanup or repair damages, you will be charged for the service.

Gardens & Grounds
Plants, flower beds and personal landscaping are not permitted due to maintenance considerations. Plants may not be placed on heat pumps. There is a community garden at the Colorado and Brackenridge complexes. For information on obtaining a garden plot, please contact the Apartments Office.

If items left outdoors pose an interference with lawn care, or pose any type of safety problem, they could be removed by University Apartments staff. Children’s swimming pools are not allowed at University Apartments due to safety concerns.

Holiday Decorations
If you plan to decorate for the holidays, please be mindful of our University Apartments policies:

• You may have an artificial holiday tree in your apartment.
• Individual indoor holiday light strings are permitted but must be UL-approved. You may not overload outlets or surge protectors.
• Holiday light strings and decorations are not permitted outdoors, per the State Fire Marshall’s office.

Keys
Upon move-in, you are issued two keys for your apartment. If you need additional keys for your guests, you must complete an “Extra Key” form stating the reason for extra keys. We are only able to issue the keys to the contract holder. There is a $10 fee per key that will be charged to your ‘What I Owe’ account. It is important that you take your keys with you when you leave your apartment. Residents who are locked out of their apartments or have lost their keys must go to the Apartments Office for assistance between 8:00 a.m. – 4:00 p.m., Monday through Friday, or contact the on-call Community Advisor after hours and on weekends at 512-496-2803.

You should be prepared to show a photo ID when requesting to be let into your apartment or when attempting to obtain a key at the Apartments Office. Children cannot be issued keys. Please make after-school arrangements with your children and make sure they have a plan in case they are locked out. Community Advisors and Apartments staff are not responsible for letting children into apartments.

A bent or broken key will be replaced at no charge as long as there is no evidence of vandalism and the damaged key is brought to the office; otherwise, there is a $10 replacement key charge, as long as the damaged key is turned in to the office.

If a key is temporarily lost or left in an inaccessible location, an eight-day replacement key may be obtained from the Apartments Office. This allows you to retrieve your key and maintain security. If after eight days the temporary key is not returned and the original is not key verified by the Apartments Office, a lock change will be requested and charged to you. All keys (including mailbox keys) must be returned at checkout.

For the safety and security of present and future residents, the door-lock cylinder will be replaced when a key is lost, stolen or not returned at check-out. There is a $75 charge for the cost of labor and materials. Once a maintenance request for the lock change has been entered, there can be no reversal of the order, and the
resident must pay the full amount. University keys may not be duplicated. Mailbox keys that are lost or not turned in at move-out will have locks changed and the actual cost of the services will be charged to the resident.

**Laundry Facilities**

Coin-operated washers and dryers are provided as a convenience for residents in each complex. Check with your Community Advisor for exact locations. The price for using the washers and dryers is $0.75. Additional washers and dryers may not be installed in apartment units, with the exception of those installed in the utility rooms of the three bedroom apartments at Brackenridge.

A limited number of clotheslines are provided for all residents in Colorado and are located next to the laundry facility. Clotheslines may not be installed in other locations. This includes, but is not limited to, porches, balconies or handrails. Portable or folding clothes racks are permitted if use or storage does not interfere with access to or from apartments and does not block exits or stairways. As a courtesy to other residents, please monitor your laundry so clothes are removed from washers and dryers as soon as they are finished. Other residents waiting to use the facilities may remove clothes that are left in washers or dryers for an extended period of time.

The University Apartments laundry rooms use front-loading washing machines. Front-loading machines use less water to wash clothes; therefore, less detergent is needed. Use only 1/4 cup (2 ounces) of detergent when washing a load. Be sure to use only liquid detergent in front loading machines.

Using more than 1/4 cup of detergent causes more suds than the front-loading machines can handle. Detergent will be left in your clothing after it has been washed, and an additional rinse cycle will be needed. If you notice an extra-ordinary amount of bubbles inside the machine during washing, this could mean you are using too much detergent.

Do not remove the soap drawers from the machines at any time. Without the soap drawer in place, it is easy to pour more detergent than is needed. To report a broken washer, dryer or coin machine, submit a maintenance request online at: “MY APTS” web page: [https://utdirect.utexas.edu/apps/dhfs/aptsapp/](https://utdirect.utexas.edu/apps/dhfs/aptsapp/) and click on Maintenance Request Form in the left column. A work order is required before a machine can be serviced. As a courtesy to others, place a sign on the machine indicating it is out of order. If a machine is not repairable within 48 hours, the machine will be removed and another put in its place. Refunds for monies lost in the washers, dryers or coin machines are available at the University Apartments office.

**Lighting**

Residents are welcome to submit a maintenance request for University Apartments staff to change your light bulbs. At your request, maintenance staff will replace bulbs with Compact Fluorescent Lights (CFLs). Colorado residents are not responsible for changing circular lights attached to ceiling fans. Brackenridge residents are not responsible for changing hallway lights that require special tools to access the fixture. University staff will also provide/replace light bulbs for any exterior lighting regardless of location, and will replace appliance light bulbs in refrigerators and ovens, and will change the long tubular fluorescent light bulbs throughout all complexes, as these fluorescent light bulbs are difficult to change and the possibility of breakage is higher. You may submit a maintenance request for any of the above that need replacement.

**Compact Fluorescent Lights (CFLs)**

University Facilities staff is installing Compact Fluorescent Lights (CFLs) in all fixtures (where they will fit) when apartments are readied for new residents. CFLs use much less energy than the traditional incandescent light bulbs and last much longer, too. The University recommends the use of CFLs as part of our energy conservation initiatives.

Because CFLs each contain a small amount of mercury, it is very important that we recycle these light bulbs and
that we do not put them in the regular trash. If you have recently moved into our apartments and find that you have CFLs in your apartment, it is not likely that you will have to worry about recycling them any time soon. However, if you have lived here for a while and you have been using CFL bulbs, please be sure to recycle using these procedures:

Burned-out CFL bulbs and broken CFL bulbs should be taken to University Apartments Office for disposal.

**Burned-out CFL – Follow procedure below:**

1. Carefully remove bulb from fixture.
2. Take bulb to the University Apartments Office.
3. The University Apartments Office will be responsible for disposal.

**Broken CFL – Follow procedure below:**

1. **DO NOT** attempt to pick up any broken bulb pieces with your bare hands!
2. Pick up a clean-up kit from University Apartments Office.
3. Put on nitrile gloves and safety glasses.
4. Have a zip-lock bag open and ready for disposal.
5. Use dust pan and broom to sweep up all pieces of the CFL.
6. Again, **DO NOT** attempt to pick up any broken bulb pieces with your bare hands!
7. Place broken pieces and nitrile gloves into zip-lock bag.
8. Take damp paper towel and wipe down area. Place towel(s) into zip-lock bag.
9. Return Dust-pan, brush set, safety glasses and zip-lock bag to University Apartments Office.

**Lost & Found**

Lost items should be brought to the Apartments Office where they will be recorded and forwarded to University Police (2201 East Campus Drive).

**Mail**

The U.S. Postal Service delivers to your mailbox daily except Sundays and national holidays. A numbered key left in your mailbox indicates where to locate large package deliveries. For Brackenridge and Colorado, the Postal Service requests that “Lake Austin Boulevard” be used in your mailing address as the street name.

Make sure you file a change of address with the U.S. Postal Service before you move or transfer, so mail delivery will not be interrupted. Staff cannot open boxes or issue mailbox keys for anyone who is not a current resident. Names of all persons receiving mail at your address must be posted on the inside of your mailbox. If a mailbox key is lost, the resident is charged to rekey the mailbox and to receive a new key.

**Your Mail should be addressed as follows:**

**For Gateway:**
Name  
Address: 16XX W. Sixth St. Apt. letter (e.g. A, B, C, D, etc.)  
Austin, TX 78703-5055

**For Brackenridge:**
Name  
Address: 3XXX Lake Austin Blvd. Apt: letter (e.g. A, B, C, D or E)  
Austin, TX 78703-5054
For Colorado:
Name
Address: 2501 Lake Austin Blvd. Apt: (e.g. B103, C201, etc.)
Austin, TX 78703-4401

Maintenance
The University is responsible for the maintenance of buildings and grounds. However, you are expected to assist in maintaining the grounds by not allowing litter to accumulate and by exercising good yard care. If you are responsible for damages to the building, furniture or equipment, charges will be assessed to you.

Maintenance Requests
Submit requests for routine maintenance online at: “MY APTS” web page: https://utdirect.utexas.edu/apps/dhfs/aptsapp/ and click on Maintenance Request Form in the left column or you can fill out a paper form in the Apartments Office. Routine maintenance requests are not accepted by telephone.

Due to the busy schedule, individual appointments cannot be made. Please allow maintenance staff to complete repairs when they arrive. If you refuse requested service, a $15 service charge is added to your account. For safety reasons, university personnel are not permitted to remove their shoes when entering apartments.

Do not use drain cleaners to unstop clogged drains. These products are caustic, can damage fixtures and are hazardous to people. If you have a drain problem, please request that a plumber be called to make necessary repairs. You will be charged for the repair service call of any sewage problem caused by improper disposal of garbage or personal hygiene items such as condoms, sanitary napkins or diapers.

Maintenance Emergencies
An emergency is defined as anything that is an immediate threat to health or safety or has the potential to cause damage to property. If you believe you have an emergency, call the Apartments Office for emergency repairs between 8 a.m.–4:00 p.m., Monday–Friday 512-232-5299. In case of a fire, always call 911 immediately!

For after-hours or UT holiday emergencies, contact your Community Advisor or call the on-call Community Advisor at 512-496-2803.

Here are some examples:

- **Gas Odor:** If you smell a natural gas odor, please report it immediately.
- **Sewage Overflow:** If there is sewage coming out of your toilet, bathtub or sink, it might be an emergency. If the sewage is actually overflowing onto the floor, it is an emergency and staff will respond immediately. If the toilet, tub or sink is stopped up but not overflowing, it is not an emergency. Staff will respond that day, but not immediately.
- **Power Out:** If electrical power to your apartment is out, please report it immediately.
- **Flooding:** If water is coming under your door or through the ceiling, please report it immediately.
- **No Heat:** If your heating unit is out and the outside temperature is below 65 degrees, please report it immediately.
- **No AC:** If your AC unit is out and the outside temperature is above 100 degrees, please report it immediately.
- **Refrigerator Not Working:** If you open your refrigerator and the temperature seems warm, first check to see that your refrigerator is plugged in and set on the proper setting on the dial inside. If this is not the problem, keep the refrigerator closed and report it immediately. Community Advisors can assist you by providing ice or access to another refrigerator on a temporary basis until repairs can be made.
Oil Changes Prohibited on University Property

Oil changes to any vehicle or motorcycle are prohibited on University property.

Pest Control

All apartments are professionally exterminated at no cost to you. A free callback service is available once a week at your request. Submit a Maintenance Request Form online no later than 8:00 a.m. Thursday for pest control services later that day. The vendor is usually here between 9 a.m. and noon. Reduce the number of pests in your apartment by emptying garbage cans nightly and maintaining a clean kitchen.

All apartments are inspected by a licensed Structural Pest Control Applicator and treated for bed bugs and other crawling insects prior to your move in. You are responsible for cooperating with University personnel carrying out any bed bug or other pest control treatment in your apartment, including washing, cleaning or permanently removing any infested possessions, clothing or equipment from your apartment.

Bed Bugs

What are bedbugs?

Bedbugs are small insects that feed solely on the blood of animals. The adult bedbug is a wingless insect that is flattened from top to bottom. Adult bedbugs are about 1/4 to 3/8 inch long and reddish brown, with oval bodies. They are sometimes mistaken for ticks or cockroaches. The young nymphs resemble the adults, but are smaller and somewhat lighter in color. Bedbugs do not fly, but can move quickly over floors, walls, ceilings and other surfaces.

Why should I be concerned about bedbugs?

Although bedbugs can harbor pathogens in their bodies, transmission to humans is highly unlikely, so they are not considered a serious disease threat. Their medical significance is mainly limited to the itching and inflammation from their bites.

How can I get bit by a bedbug?

Bedbugs usually bite people at night while they are sleeping. They feed by piercing the skin with an elongated beak through which they withdraw blood, taking about three to 10 minutes to feed, yet the person seldom knows they are being bitten.

Something has bitten me. How can I tell whether it is a bedbug bite or not?

Bedbug bites usually cause small welts similar to a mosquito bite and tend to be in rows of three or more bites, causing itching and possibly swelling. The bites tend to be on the face, neck, shoulders, arms or hands. The bites are noticed during the middle of the night or first thing in the morning. Bedbugs will leave tiny dark stains on sheets, pillowcases, or mattresses. If you get bites on the lower legs or ankles, you may be dealing with flea or chigger bites instead of bedbugs.

Where do bedbugs come from?

Bedbugs are efficient hitchhikers and are usually transported on luggage, clothing, beds, furniture, etc. Outbreaks can often be traced to travel, especially in countries or cities where bedbugs are common. This is a particular problem for hotels, motels, and apartments, where turnover of occupants is frequent. Bedbugs are small and agile, escaping detection after crawling into suitcases, boxes, and belongings. The eggs are almost impossible to see when laid on most surfaces. Use of secondhand beds, couches, and furniture is another way that the bugs are transported into previously non-infested dwellings. They often spread from room to room throughout a building. Unlike cockroaches that feed on filth, the level of cleanliness has little to do with most bedbug infestations.
Where to bedbugs live and hide?

Bedbugs can live in almost any crevice or protected location. The most common place to find them is the bed. Bedbugs often hide within seams, tufts, and crevices of the mattress, box spring, bed frame and headboard. A thorough inspection requires dismantling the bed and standing the components on edge so that upper and lower surfaces can be examined. Things to look for are the bugs themselves, and the light-brown, molted skins of the nymphs. Dark spots of dried bedbug excrement are often present along mattress seams or wherever the bugs have resided. Box springs afford many places for bedbugs to hide, especially underneath where the fabric is stapled to the wooden frame. Bedbugs also hide among items stored under beds. Many areas besides beds, however, can harbor bedbugs. Upholstered chairs and sofas should be checked carefully, including seams, tufts, skirts, and crevices. Sofas can be major bedbug hotspots, especially when used for sleeping. Nightstands and dressers should be emptied and examined inside and out.

How do I prevent getting bedbugs?

- Do not bring infested items into your room or apartment. Thoroughly inspect any “freebie” or second-hand furniture or accessories before you bring them in.
- Check luggage, clothing and bedding after trips; especially after trips abroad.
- Clean up and reduce clutter to eliminate some of their favorite hiding spots.
- Keep rooms clean and tidy. Regularly vacuum crevices and upholstery.
- Vacuum mattresses frequently or permanently encase mattress in a mattress bag.
- Move the bed away from walls and other furniture. Tuck in sheets and blankets to avoid contact with the floor or walls.

What do I do if I find bedbugs?

Report any suspected bedbugs to University staff immediately. University staff will carefully inspect your entire room/apartment to determine whether bedbugs are present and to decide what actions are necessary to eliminate bedbugs in your room or apartment.

Public Transportation

When classes are in session, the shuttle bus for University students runs on a regular schedule between the University Apartments and the University campus. There are also Capital Metro buses that stop in front of each complex. There is no charge for University students to ride the bus because student fees pay this service. For more information visit Capital Metro’s website at http://www.capmetro.org/default.aspx or call Capital Metro’s GO LINE at 512-474-1200.

Single-Stream Recycling

Recycling at the University Apartments has become even easier! We have implemented a single-stream recycling program that will allow you to co-mingle paper, cardboard, plastics, aluminum, glass and steel. All items can be placed in the same big, green bin. We have also expanded the amount of plastics accepted in the program. All plastics #1-7 (except plastic bags, plastic wrap and Styrofoam) will be allowed in the program, enabling you to recycle items like yogurt cups and other plastic containers. Please remember that items such as greasy boxes, paper towels, and trash should not be placed in recycling.

Other programs that have transitioned to single-stream recycling have seen an increase in recycling due to simplification and we hope to have the same result!

Stove Drip Pans

Your stove has four burners. Each burner has a drip pan underneath it to catch spills from cooking. These pans require regular cleaning and occasional replacement after long use. You may submit a Maintenance Request Form online for Facilities staff to replace the drip pans, but you will be charged for the pans and the labor. It is less
If you clean and/or replace the drip pans yourself and the pans are available for purchase at the Apartments Office.

Due to fire safety regulations, you may not use aluminum foil on stove drip pans or near the stove. Doing so can result in a financial penalty. Stoves must be kept clean and free of grease build-up. Failure to maintain a clean stove is a violation of fire and safety regulations and can result in a financial penalty.

**Stove Vent hoods**

Above your stove is a hood with a fan that, when turned on, pulls the hot air from around the stove out a vent to the outdoors. If you cook a lot, there is a filter just inside the hood that will need regular cleaning and replacement. Particles of food, cooking oil and dust in the air can cover this filter and become a fire hazard that can easily ignite. It is important that you keep the vent hood and filter in a clean condition.

Heavy use of the stove may require that you eventually replace the filter. You may submit a Maintenance Request Form online for Facilities staff to clean or replace the filter, but there is a standard charge for this service. It is less expensive if you clean and/or replace the filter yourself and the filters are available for purchase at the Apartments Office.

**Trash Collection**

Centrally located dumpsters are located throughout all areas in the University Apartments. Trash must be placed inside the receptacles. Please keep the lids closed to keep animals out. If you find animals in the dumpsters, in most cases, these animals will not attack unless they feel cornered or threatened. It is best to keep your distance to avoid unexpected encounters, as these animals can carry diseases such as rabies, tuberculosis and parasites.

Dumpsters are emptied twice a week. If you need to dispose of large items such as old furniture, carpeting or mattresses please place them at the rear or at the side of the dumpsters for separate pick-up and disposal.

Hazardous materials such as motor oil, gasoline or batteries may not be discarded in the dumpsters. It is your responsibility to take old tires to a tire recycling facility or tire company, as tire disposal is regulated and monitored by state government. Do not place old tires in dumpsters or leave anywhere on the grounds at University Apartments. Improper disposal of motor oil or other hazardous materials is a violation of federal law and may result in a fine; the resident may be responsible for the costs to clean up the site.

**Utilities**

**Electrical Service**

- **Brackenridge**: Residents are responsible for setting up an electric account with Austin Energy prior to check-in. To set up an Austin Energy account, please go to: [http://www.austinenergy.com/Residential/](http://www.austinenergy.com/Residential/)

  **Account verification to show that service is in your name by the beginning contract date will be required prior to move-in.**

- **Colorado and Gateway**: Apartments staff read your electric meter each month. Billing for electrical service is from the 10th of the month to the 9th of the next month.

**Gas Service**

- **Brackenridge**: Residents should make arrangements with Texas Gas Service. To set up service, please go to [https://www.texassgasservice.com/MyAccount/StartService.aspx](https://www.texassgasservice.com/MyAccount/StartService.aspx)
- **Colorado**: Gas service is included in the rent
- **Gateway**: The apartments are all-electric and gas service is not needed.
Water Service
Water for apartments is furnished by the University and included in the rent. Residents are strongly encouraged to conserve water and must abide by the City of Austin water use guidelines and restrictions (when imposed).

Weather Stripping
While using your air conditioning or heating system to control the temperature in your apartment, air leakage can cost you money. A 1/8” space between the door and the threshold is equivalent to a two inch square hole in the wall. Closing these gaps can save you up to 15% in heating or cooling costs. To reduce the possibility of air leakage, University Apartments maintenance staff checks around doors and windows during the make-ready process before you move into your apartment. Using weather-stripping and door sweeps around exterior doors helps to reduce this air leakage. After you move into your apartment, you should monitor the weather-stripping and door sweeps over time to assure that they remain in good condition. On occasion, regular use of the door will cause some damage to the weather stripping and/or door sweep. Please report this damage to University Apartments by completing an online maintenance request.

Window A/C Units
Resident-owned window mounted A/C units are not allowed. Residents may not buy or install their own air conditioning window mounted unit because of the following:

- The University Apartments’ electrical system may not be designed for extra loads.
- Potential installation and condensation problems can cause damage to the facility.
- Unauthorized vendors are not allowed on the property to install or repair A/C units.

Zipcar vehicles
Zipcar service is available for students. Go to http://www.zipcar.com/utexas to find out more.

RESIDENT RESPONSIBILITY
University Apartments living is a unique experience requiring that each resident be considerate of others and assume the responsibilities of the community. The guidelines and regulations in this manual are established to help protect the rights of all residents and to promote a positive, healthy community. For a community atmosphere to develop and flourish, residents must show respect and courtesy toward each other at all times. This particularly applies to requests made of you by other residents. It is expected that residents comply with noise reduction or other requests in a prompt and considerate manner.

You can assist in developing a community atmosphere by:

- Reporting any damages to your Community Advisor or the Apartments Office immediately.
- Treating University property with as much respect as you would your own home.
- Speaking up and discouraging others from behaving irresponsibly in your area.
- Encouraging a positive “community spirit” emphasizing concern and respect for others.
- Observing quiet hours between 10 p.m. and 8 a.m.

You will be held responsible for activities or damages that occur at the University Apartments, whether caused by you or your guests. If the University finds that your actions violate the University Apartments Contract, Rules and Regulations of the Board of Regents, Regulations in the General Information Bulletin, this Apartments Manual, or any other University Rules and Regulations that disrupt the use and enjoyment of the apartments by other residents, you may be subjected to University disciplinary action through Student Judicial Services and may be required to change residence within the University Apartments, or you may be subject to contract cancellation.
Disregarding the rights, responsibilities and duties of others, as well as creating circumstances that could jeopardize life, limb or property are conditions that are not acceptable at the University Apartments and may be cause for contract termination. We may exclude from the apartment community, guests or others who are not obeying applicable laws or who are causing a disturbance among residents, neighbors, visitors or staff.

Many of our students have families and we are committed to supporting a family lifestyle at University Apartments. It should be expected that a small child may wake you at night by crying or that a parent may ask you to limit noisy activities so that children can sleep at night. Certain activities may not be suitable for the Apartments community, including the following:

- Loud music or televisions.
- Late-night guests or frequent visitors.
- Shutting doors loudly, walking heavily, cooking or cleaning your apartment after 10 p.m.
- Large indoor or outdoor gatherings at your apartment.

**Abandoned Property**

Abandoned property left in your apartment will be removed and stored at your expense. You may also incur improper checkout charges. You will be notified in writing and given 30 days to claim all items in person. If items are not claimed within 30 days, University Apartments staff will dispose of abandoned items in accordance with University policy. To claim items, you will need to provide proper identification. We will only release items to the resident to whom they belong, unless the resident has provided written notification to release them to another individual. Items will not be shipped or mailed.

**Apartment Assignments**

Apartment assignments may be changed, cancelled, or terminated at any time by the University in the interests of order, health, discipline, maximum utilization of facilities, or due to disaster - after reasonable notice to the resident.

**Apartment Entry**

University personnel may enter the apartment at any time in the event of an emergency and at any reasonable time for any reasonable purpose, including, without limitation, inspection, maintenance or investigation of violations of University regulations.

By signing the University Apartments contract, you specifically agreed to be bound by the University’s search and entry policies as they now exist or may hereafter be amended, as set forth in University Regulations. Every effort will be made to give advance notice when entry is necessary.

**Civil Risks of Serving Alcohol**

Drinking alcohol can be fun, relaxing, and can help you be more sociable, and some say it tastes good. As a result many students serve alcohol to their guests at parties. However, in serving alcohol, hosts take significant legal and civil risks. In Texas, hosts (any person or group of persons hosting a party or event) can be held financially responsible in the event that a guest of the event suffers harm, damages property, or causes injury to another person. If you are hosting a party at the University Apartments or other location where you plan to serve alcohol, there are several reasonable steps you can take to avoid legal and civil risks or to protect yourself from civil liability:

- Hire a third party vender to serve alcohol.
- Provide all guests a safe ride home.
- Always maintain control over the service of alcohol.
- Watch for people who might be drinking too much and cut them off.
• **Call for help if something gets out of control.**
• **Take measures to prevent service/provision of alcohol to minors.**

More information is available online:
http://www.healthyhorns.utexas.edu/drugsandalcohol.html
If you have any questions or comments on this topic, please contact Health Promotion Resource Center at 512-475-8252.

**Complaints**

University Apartment’s management recognizes that there may be occasions when student residents feel that their legitimate expectations are not being met, or when there are misunderstandings about services provided. For this reason a procedure has been developed to handle complaints.

**Procedure for Complaints - University Apartments Facilities or Services:**

**Level 1**

Complaints of a minor nature should be raised immediately and be brought to the attention of the staff member that is closest to the complaint. Complaints may be verbal and will receive a response from the responsible staff person within five business days of receipt of the complaint.

**Level 2**

If for some reason you are not satisfied with the response to your Level 1 complaint, the next step is to submit a written complaint. The complaint must be specific and you should include any documentation to make your case. You must include information about any previous efforts you have made to get your complaint resolved and include what you hope to accomplish by lodging the complaint. The Associate Director will review your written complaint and will conduct an investigation. The Associate Director will respond in writing to your complaint within five business days of receipt, either by upholding the complaint and attempting to correct the problem, or by dismissing the complaint.

**Level 3**

If the complaint is still not resolved to your satisfaction, you may request that a meeting be set up with the Associate Director within five business days. If the Associate Director is not able to resolve the complaint to your satisfaction, you will be referred to either the Tenant Advisory Board or the Director of Residential Facilities.

**Level 4**

In order to bring your complaint to this level, you must submit the following in writing:

- Why or how the complaint has not been dealt with fairly.
- Why or how the Associate Director has not responded to all issues presented in the complaint.

Please be advised that the complaint procedure does not address any disagreements you may have with University Rules and Regulations. As a student of the University, you are expected to obey the laws of the land, observe all University Rules and Regulations, to comply fully with all Terms and Conditions of your housing contract, and to conduct yourself in a responsible and respectful manner. If you wish to discuss any concerns regarding University Rules and Regulations, Health, Fire and Life Safety requirements, etc., you may present those concerns directly to the Tenant Advisory Board at one of their regular monthly meetings. Issues dealing with facilities or Health, Fire and Life Safety will be referred to the Director of Residential Facilities. All other issues will be referred to the Tenant Advisory Board. Please be advised that excessive and/or unwarranted complaints as well as providing false information could result in referral to the Dean of Student’s Office and disciplinary action.

**Bullying**

The University Apartments does not condone bullying or intimidating behavior. Bullying is considered a
disruptive behavior that can be cause for disciplinary action and contract cancellation. Teasing, taunting or threatening behavior can be considered bullying. It can also involve physical abuse. This type of behavior can be considered abusive and may be reportable as child abuse.

A person having cause to believe that a child’s physical or mental health or welfare has been adversely affected by abuse or neglect by ANY person shall immediately make a report as provided by this subchapter: Texas Family Code 261.101: http://law.onecle.com/texas/family/261.101.00.html

Children and teenagers are encouraged to report bullying behavior to their parents, a teacher, a family friend, the University Police or the Apartments Office. The student contract holder is responsible for the behavior of family members, including children, and guests.

**Businesses Prohibited**

State law prohibits using state property for private enterprise. This includes, but is not limited to, day care, rummage sales and food service operations. You or your guests may not operate concessions or businesses from the apartment. If you become aware of a problem, please contact your Community Advisor or report the violation to the Apartments Office.

**Child Supervision**

Parents are responsible to see that proper supervision is provided for all children. It is recommended that children not be allowed to play outside after dark without supervision. Young children should never be allowed to roam freely and are not allowed in the community buildings, laundry facilities, community gardens or the playgrounds without adult supervision.

If young children are found without proper adult supervision UT Police will be summoned. If the parents or other responsible adults are not immediately located, Child Protective Services, a division of Texas Department of Human Services, may take the child or children into custody. Parents can be arrested and taken to court for inadequate child supervision that jeopardizes a child’s safety.

**Conservation**

To keep rent at a reasonable level, everyone should help to reduce the consumption of gas, electricity and water. What can you do to conserve energy?

- Turn off lights when not in use. Consider using compact fluorescent bulbs where possible.
- Turn off unneeded equipment.
- Maintain room temperatures at around 78 degrees in the summer and 65 degrees in winter.
- Keep doors and windows closed at all times.
- Turn off your computer, monitor and printer when you leave for more than two hours.
- Configure your computer to go into low power or sleep mode when not in use.
- Do not use screensavers since this defeats the sleep mode.
- Keep window blinds and curtains closed.
- Use as little water as possible when washing or bathing.
- Immediately report maintenance problems that involve energy or water usage.

**Damages**

Charges are assessed for damage to the building, grounds, furniture or equipment. Alterations, changes, repairs or remodeling of the University Apartments and property are not permitted. This includes all terrace and landing areas.

Residents should not make holes in apartment walls. Repair charges will be assessed to residents who leave nail or pin holes in the walls. Do not attempt to repair these holes yourself. This will often result in higher charges
for repairs.

If you live in Brackenridge Apartments, you must use the hanging molds provided. There is a charge for any wall repairs. You may be held liable for damages that you or your guests (including children) cause to the apartment.

**University Liability**

The University does not assume any liability for loss, damage or theft of any personal property; for personal injury resulting from explosion, fire, severe weather, or mechanical failure of the water, gas or electrical system(s); or for negligence by building occupants. All facilities and equipment are routinely checked. However, you and your guests are advised that use of facilities and equipment is at the risk of each individual and neither the University nor the Division of Housing and Food Service are liable for any accident or injury resulting from their use.

**University Apartments Personal Property Damage or Injuries University Liability & Resident Responsibility**

In the event of a theft, UTPD should be contacted immediately and the incident also reported to your Community Advisor. The University and the Division of Housing and Food Service (DHFS) will not consider any claims resulting from theft. Residents should work with UTPD for resolution.

The University and DHFS are not responsible for loss or damages to personal property by theft, fire, or other casualty, whether such losses occur in your apartment, public areas, or elsewhere in the apartment complex. The University and DHFS do not assume any liability for personal injury or personal property damage resulting from mechanical failure of the water, gas or electrical systems; or for negligence by other apartment occupants. The University and DHFS are not responsible for loss or damage to personal property as a result of fumigation or pest control. If you wish to protect yourself from the possibility of such losses or injury, it is your responsibility to secure an insurance policy that will meet your individual needs.

While the University and DHFS do not assume any liability, DHFS may review on a case-by-case basis claims for personal property damage resulting from mechanical failure (as defined above). Residents must report any damages or injury to their Community Advisor within 24 hours following the incident.

A Preliminary Summary Report must be submitted by Associate Director to DHFS within three (3) business days of the incident. Residents must present a complete claim for damages within thirty (30) days of the incident resulting in the damages. Claims will not be considered if presented after thirty (30) days of the incident.

The following criteria must be met for consideration of a claim:

- Damage or Injury is beyond the resident’s control.
- Damage or Injury reported to the Community Advisor within 24 hours of the incident.
- Community Advisor must inform the Associate Director of the University Apartments so that a Preliminary Summary Report can be prepared and submitted to DHFS within three (3) business days of the incident.
- A complete claim for damages must be submitted within thirty (30) days of the incident. No claims will be considered for payment if submitted after thirty (30) days of the incident.
- Do not throw away your damaged property. Damaged personal property must be turned in to DHFS for inspection.
- Original or duplicate purchase receipts must be submitted with the personal property. In lieu of a receipt, documentation of pricing for a new item may be considered.

If the personal property is salvageable, DHFS has the option to return the property and take no further action or launder and/or repair the property and return to you.

If upon DHFS inspection the personal property is deemed a total loss and DHFS pays you for the personal
property, the property will not be returned to you; upon payment by DHFS it becomes property of the University and DHFS.

If reimbursement is approved, remuneration may be for a depreciated value.

**Renter’s Insurance**

If you wish to protect yourself from the possibility of such losses or injury, it is your responsibility to secure an insurance policy that will meet your individual needs.

**Drugs**

The possession or use of illegal drugs is prohibited in or about the University Apartments and is considered a serious violation of University regulations and expectations. Such a violation may result in suspension from the University or suspension of other rights and privileges.

Any student in violation of the University’s regulations concerning drug use or possession that is not suspended or expelled should expect, at minimum, to lose the privileges of living in and even entering the University Apartments. Since such acts are also violations of criminal law, it is possible for a violator to be subject to criminal court actions.

**Gambling**

Gambling restrictions established by civil statutes and the rules and regulations of the Board of Regents are enforced at the University Apartments.

**Painting**

Residents may not paint their apartments or install wallpaper or any other wall covering material.

**Pets**

Pets are not allowed in the University Apartments. Guests are expected to adhere to the policy. Any animals in or on the grounds of the University Apartments will be removed at the expense of the resident, who will be subject to disciplinary action. You should not encourage strays to remain in the area by feeding them. Residents found feeding stray animals could also be subject to disciplinary action, as stray animals may cause flea outbreaks or other problems in the apartment complexes. For more information on feral cats contact http://www.austinhumanesociety.org/ferals.

**Screen Doors**

Screen doors may not be installed on front doors of apartments.

**Service or Emotional Support Animals**

Students with specific disabilities may request to have service animals or emotional support animals in their apartment, after review and approval of an accommodation request through the Services for Students with Disabilities Office.


For more information please read the Service and Emotional Support Animal Policy.

http://www.utexas.edu/student/housing/pdfs/SESApolicy.pdf

**Solicitations & Surveys**

The Division of Housing and Food Service supports your desire for privacy by prohibiting door-to-door solicitation or solicitation anywhere on the grounds of University Apartments. Services such as newspaper and package delivery are excluded. Report any solicitors in the University Apartments to the Apartments Office or your
Community Advisor.

The Division of Housing and Food Service must approve all research studies involving surveys of apartment students. All research projects must be sponsored by a UT academic department or faculty member. The academic department and/or faculty member, along with the student, are responsible for complying with UT Institutional Review Board (IRB) policies and procedures.

The Division of Housing & Food Service has no control over random telephone surveys, email surveys, or those mailed through the U.S. Postal Service.

Ask your Community Advisor if the survey has been approved before completing. Any of the above incidents or any activity you feel is unusual may be a criminal act. Do not hesitate to call the University Police (512-471-4441) whenever you see or hear something suspicious.

OUTSIDE STORAGE

For health and safety reasons, the University must restrict storage outside apartments. Corridors, passageways and stairways must be kept free of obstructions at all apartments. Residents must comply when Community Advisors or other University personnel request the removal of items found outside the buildings. Items not removed upon request by a University official will be removed at the resident’s expense.

All personal items stored outside your apartment must be labeled with your apartment number.

The university is not liable for lost or stolen items stored outside your apartment. If items are not labeled, they will be treated as abandoned and will be removed and stored for 30 days. In order to retrieve the items, you will be charged for this service.

- Stairways, entrances, and walkways may not be blocked.
- No items may be stored in a manner that will cause deterioration to university property or create a condition that would hamper the workmen’s access to maintenance of the grounds or utilities.
- Plants, flower beds, and/or personal landscaping are not permitted due to conflicts with routine maintenance.
- Potted plants should be placed in such a way that grass cutting, trimming, and edging can be performed and should not take up more than a 3’ x 3’ area.
- Plants may not be placed on air/heat units.
- Bicycles may not be secured to stairs, rails, or gas meters and may only be stored at bicycle racks.
- No portable air conditioners may be installed in the windows.
- No clothes lines may be put up anywhere at any-time, even on trees.

Permissible Items

Storage containers as approved in advance by the Facilities Maintenance Manager. Check with the office for more information on acceptable storage containers that can be used outside your apartment. No item may be stored in a manner that will cause deterioration of University property or create a condition that would hamper any worker’s access to a utility line or pole. If you have questions about storage, contact the Apartments Office.

BBQ Grills

Personal BBQ grills of any kind are prohibited. Grills are provided for use in multiple locations at each complex. Charcoal, lighter fluid or other fuels must be stored inside a metal or fire-rated plastic can, with a tight fitting lid, inside your apartment and kept out of reach of children. Propane grills are not allowed and should not be stored at the University Apartments.

Bicycles

Bicycle racks are provided for bicycles only. All bicycles must be on racks and may not be stored outside your apartment or elsewhere on the grounds. Bicycles may not be attached to any part of the building and must not
block exits, sidewalks, stairways, nor interfere with lawn care. Bicycles must have bike tags listing your apartment number. Bicycles that have rusted chains, flat tires, missing components, or without a visible apartment number will be considered abandoned and will be removed and stored for 30 days per UT policy.

**Clothes Racks Only When in Use**

Clothes racks are permitted only when clothes are drying on them. Racks must be stored inside your apartment when not in use.

**Garden tools**

Hoses, garden supplies, and any other items must be stored inside approved storage containers or inside the apartment.

**Improperly Stored Items**

Items left improperly stored on the open grounds will also be removed and stored at the University Apartments Office for 30 days. Abandoned bicycles, whether found on the grounds or on bike racks will be removed from the grounds and stored. In order to claim the items, residents will pay a minimum $15 fee to be able to pick up the items from the Office. Very large or multiple items may result in fees greater than $15.

**Outdoor Furniture**

Furniture designed for outdoor use (2 chairs, or one bench, and one table) may be stored outside apartments with adequate concrete patio surface to permit storage of such outdoor furniture on concrete surfaces without blocking exits, sidewalks, or stairways, nor interfere with lawn care. All outdoor furniture must be specifically designed for outdoor use and may not be left unattended on the lawn/grounds.

**Potted Plants**

A limited number of potted plants are permitted but should not take up more than a 3’ x 3’ area altogether. Personal landscaping on the grounds is not permitted. For a personal gardening space, please apply for a community garden plot. Plant stands that fit within the allowed 3’x 3’ space are allowed as long as living plants are present.

**Storage Containers/Bins**

Each apartment may have one approved storage container and the location must be approved in advance by the Facilities Maintenance Manager.

**Toys**

Toys must be kept in approved storage containers or be kept inside the apartment. Large toys such as playhouses, slides, sandboxers, etc. are prohibited.

**HEALTH, FIRE & LIFE SAFETY IN THE UNIVERSITY APARTMENT COMMUNITY**

**Random Health & Fire Safety Inspections**

Inspections will be conducted four times a year. At each interval approximately 210 apartments will be randomly sampled. All apartments are inspected at least once a year.

Inspections include checking fire extinguishers, smoke detectors and carbon monoxide detectors for proper functioning; looking for illegal items such as halogen lamps and hazardous or toxic chemicals; checking that all exits are clear of any obstruction; checking stoves for cleanliness and fire hazards; and checking plugs and extension cords for proper use and equipment. Tampering with fire and safety equipment is a violation of State law and University regulations and will result in University disciplinary action and possible legal action.
In addition to fire safety equipment, inspectors check the premises looking for any type of maintenance, health, or safety problem. Staff will screen for any mold/mildew in an apartment that might require immediate attention. The general cleanliness and condition of the apartment will also be checked and any apartments that are very dirty or in bad condition will be reported to the Associate Director. Residents will be given a policy violation warning to clean or modify their apartments as necessary to ensure a healthy living environment.

**Possible Charges to Residents**

Residents are expected to correct any unsafe or unsanitary conditions, or any other policy violation within 48 hours (mold, cleaning, storage, illegal fixtures/installations: showerheads, aerators, etc. or other damages). The apartment will be re-inspected in 48-72 hours and if corrections have not been made, University staff will perform the work to correct the problem and the resident will be charged for the service. If a resident makes corrections/repairs after the 48-72 hour re-inspection, a minimum $15 service charge will be assessed.

**Personal Liability**

Damages from a fire resulting from the negligence of a resident will be the resident’s responsibility. Equipment malfunction discovered during our inspections, including discharged fire extinguishers, removal of smoke detector or tampering with fire and safety equipment, will be corrected and the cost charged to the resident if the malfunction was not reported in writing to the Apartments Office or was the result of resident misuse. Tampering with fire and life safety equipment is considered a Class A misdemeanor, subject to fines and imprisonment.

Residents found in violation of health, life and safety policies during routine inspections or at any other times are subject to disciplinary action, including contract termination, fines, and possible legal action. Residents who correct violations within 48 hours after a first violation, and before a follow-up inspection, may be given the option by the Associate Director of reversing the fine(s) by completing the on-line health, fire and life safety test.

Reversal of fines will not be considered in cases of tampering or vandalism to fire safety equipment, arson, or discharging of fireworks, explosives, or weapons.

Monetary fines for first violations are listed below. If a resident receives second or subsequent violations for the same offense, the fines will be doubled on any second and subsequent violations.

**Violations Carrying Fines**

1. **Blocking an Exit, Fine: $50**

Any and all exits must be completely clear at all times, regardless of the size of the apartment and regardless of the location of the exits. Doors must be able to open 90 degrees without being blocked in any way. A door that leads to the outside of your apartment and leads to the ground is considered an exit. This includes sliding glass doors that are on the ground floor. It also includes any upstairs apartment doors that have a walkway that leads downstairs to the ground.

For health and safety reasons, the University must restrict storage outside apartments. Corridors, passageways and stairways must be kept free of obstructions at all apartments. Boxes, furniture or equipment of any kind may not be stored around buildings, on the grounds or on balconies. Stairways, walkways and entrances to buildings and apartments may not be blocked. Follow restrictions on where bikes may be parked and locked.

2. **Tampering with Fire Safety Equipment, fine: $100**

This includes any type of tampering with smoke detectors, carbon monoxide detectors or fire extinguishers. Do not turn off the breaker to your smoke detector. All apartments are checked prior to the move-in to ensure that all electrical items are working correctly and this includes your smoke detectors and breakers. It is your responsibility to assure that it is kept on at all times.

Fire extinguishers must be properly mounted on the wall at all times and be fully charged and ready for use. Do not
move the fire extinguisher to another location. Do not hang any items on the fire extinguisher. If you find that the fire extinguisher pressure gauge is not in the “green” zone, please complete an on-line maintenance request form to have it replaced. In the event that a fire extinguisher is used to put out a fire in your apartment, it is your responsibility to clean up or pay University staff to clean up for you.

**Senate Bill 1334**

Tenant shall not disconnect or intentionally damage a smoke detector or remove a battery from a smoke detector without immediately replacing it with a working battery. Tenant may be subject to damages, civil penalties, and attorney’s fees under Section 92.2611 of the Texas Property Code for not complying with the foregoing notice.

**3. Gasoline, toxic/hazardous/flammable chemicals on premises, fine: $50**

Student contract holders and their guests may not possess explosives, fireworks, gasoline, propane or any chemicals or other substances (toxics, corrosives, caustics, etc.) that could inflict bodily harm or cause property damage in and/or on the grounds surrounding the University Apartments.

Common materials like charcoal lighter fluid, paint and hair spray can be fire hazards if they are handled improperly. Though these items are acceptable at University Apartments, be sure that lighter fluid is stored in a fire rated container, stored inside your apartment and out of the reach of children.

**4. Halogen lamps, fine: $50**

Halogen lamps are not allowed at University Apartments. The U.S. Consumer Product Safety Commission has reported 404 fires or burns and 20 deaths have been associated with halogen floor lamps. The University of Texas Fire Marshal and Office of Environmental Health & Safety strongly support this prohibition.

**5. Improper use of extension cords/multi-plug devices, fine: $50**

All extension cords must be less than 10 feet long and be three wire grounded type. Extension cords must be constructed using a minimum of 16 gauge wire. Extension cords must be plugged directly into the wall outlet and are not permitted to be plugged into other extension cords or multi-plug devices.

Multi-plug devices providing more than three additional outlets must also be rated for 15 amps and 1875 watts, and must have a built in circuit breaker or other overload protection. Multi-plug devices must be plugged directly into the wall outlet and are not permitted to be plugged into other extension cords or multi-plug devices.

When using plug adaptors for a foreign-made appliance, the appliance should be plugged into the plug adaptor, which should be plugged into a multi-plug device with a built-in circuit breaker, as described above. Failure to use the proper device will result in a violation and fine. Voltage transformers made outside the United States are prohibited.

All extension cords, multi-plug devices, transformers, and any other device that carries, transfers, provides, or otherwise distributes electrical current must be listed/approved and visibly marked by a University of Texas recognized testing laboratory (UL, FM global, ETL-Semko)

**6. Stove hazards, fine: $50**

Do not use aluminum foil, paper and plastic on or within six inches of the stove. Keep your stove clean to prevent buildup of grease and food. Stoves with heavy food or grease build-up, aluminum foil, paper, plastic items, or any other flammable material on or within six inches of the stove may be fined. This includes the stovetop, the oven, the vent hood, the counter top and walls adjacent to your stove.

**7. No Smoking, fine: $50**

In accordance with the Tobacco Free Campus (Handbook of Operating Procedures, Chapter 8-1040), smoking is prohibited in the University Apartments and within 25 feet of apartment buildings. The term “smoking” means inhaling, exhaling, burning or carrying a lighted cigarette, cigar or other lighted tobacco product in any manner or form.
This applies to residents and their guests. As a courtesy to other residents, if you are smoking outside, do not throw cigarette butts on the ground. Put out your cigarette in a safe manner and dispose of it properly.

8. Improper Space Heaters, fine: $50

University Apartments discourages the use of portable space heaters in apartments for the following reasons:

- Space heaters can create a fire hazard.
- Space heaters are not very energy efficient.
- An electric cord creates a tripping hazard.
- There is a potential for the heater to overload electrical circuits.

Space Heaters

If the apartment heating is inadequate or temporarily out of order, the units that are acceptable for use in the University Apartments must meet the following criteria:

- Space heaters must be in good condition and free of dust (including cord).
- Must be visibly marked by a UT recognized testing laboratory (UL, FM Global, ELT-Semko).
- Space heaters that shut off if overturned.
- Space heaters that use 1500 watts or less of electricity.
- Space heaters that have a heating element guard.
- Space heaters that are thermostat controlled.

Prohibited Space Heaters:

- Any space heater that does not meet all of the above criteria.
- Space heaters that burn any fossil fuel or alcohol or any solid fuel.
- Electric space heaters with an element that glows bright red/orange.

Rules for Use of Space Heaters:

- The office must inspect & approve before using it in your apartment.
- Place a noncombustible material under the space heater.
- Use the space heater only as described in the manufacturer’s owner’s manual.
- Do not store combustible materials near the space heater.
- Keep at least 36 inches clearance in front of the heater and 18 inches to the sides and back.
- The space heater must be plugged in directly to the wall outlet, not into extension cords.
- Turn off space heaters when unattended.

Responsibility:

- The use of space heaters is the student resident’s responsibility.
- The student resident is responsible for any damages caused by a space heater.
- University Apartments has the right to deny permission for use of a space heater.
- All non-approved portable space heaters are subject to removal by the University.

Other Safety Concerns

Asbestos in University Apartments

Asbestos was one of the most common building materials in the US until the 1970’s. It is a small fibrous, naturally occurring mineral that is prized for its strength and heat resistance. Asbestos dust has caused cancer in miners and workers who made and installed asbestos products without adequate protective equipment. The dangers of asbestos depend on the amount and duration of exposure. Once products with asbestos are installed, so few fibers are released
that asbestos rarely contributes to health problems. However, if the asbestos-containing item is deteriorating, or crumbling, it may need to be removed or encapsulated. The University takes any necessary measure to assure our buildings are safe.

Students should not disturb or puncture ceilings, drill holes in walls or flooring, or otherwise disturb room finishes to avoid contact with asbestos. Please report any cracked or deteriorated materials in an apartment to the Apartments Office so it can be inspected and any needed corrective repairs made immediately.

It is possible that asbestos can be found in the following locations at University Apartments:

- Brackenridge – Floor tile
- Colorado – Bathroom acoustic ceilings, acoustic border around ceiling tiles
- Gateway – Ceilings

Decorations

Some decorations ignite easily and allow a fire to spread rapidly. These include some holiday decorations, large posters, and filmy curtains. Please keep this risk in mind when decorating in your apartment.

Electrical Safety

For everyone’s safety, altering or tampering with any electrical circuit is prohibited, including installing window air conditioners, ceiling fans or light fixtures. Electrical breakers are a safety feature in case of an appliance or electrical malfunction. You will be charged for any breaker that has been used improperly.

If you experience an electrical failure, check the circuit breaker located inside your apartment. If a breaker has “shut off,” the circuit has overloaded. This can be fixed by turning off your appliances, turning off the circuit breaker and resetting it to the “on” position. If the electricity does not come back on, contact your Community Advisor or the Apartments Office.

Explosives, Fireworks, Firearms, Ammunition, Weapons – Not Allowed.

Students found in possession of firearms or illegal weapons are subject to arrest and to disciplinary proceedings by the University.

Fire Safety in the Apartments

- Know your way out. Immediately after you move into your apartment, examine the possible escape routes available to you.
- Have a family evacuation plan. If there is a fire get everyone out of the apartment, close the door to help contain the fire, and call 911 from a neighbor’s apartment. Notify the Apartments Office any time there is a fire.
- Know the location of and how to use your fire extinguisher.
- Place trash in the trash dumpsters and do not allow accumulations of trash and newspaper to build up in your apartment, especially in corridors and stairways.
- Remember that paint, charcoal fluid and hair spray are easily combustible and can cause a fire.
- Unplug all appliances when not in use. The appliances in your apartment, such as popcorn poppers, electric blankets, irons or hair dryers can be very dangerous if mishandled.
- Carelessness with matches accounts for the greatest number of apartment fires, so be sure to keep out of reach of children and handle with care.

Flames

Candles and incense present a fire hazard and should only be used when you will be in the room. If you must leave the room, extinguish them immediately.
Hoses
Always be sure to turn off the water completely. If you use a hose to water potted plants make sure to roll it up and store it in an approved storage container. Leaving the hose stretched across the lawn can present a tripping hazard and can also interfere with grounds keeping. Washing cars and watering lawns are prohibited at University Apartments.

Indoor Mold & Mildew
Humidity inside buildings in Central Texas is often too high for good health and comfort. It needs to be controlled. You may feel hot and sticky or cold and clammy. You may see water vapor condensing on cold surfaces (e.g., on mirrors and windows). High humidity encourages the growth of mold and mildew. To help control humidity in your apartment:

- Run exhaust fans during and after bathing and when doing the laundry and cooking.
- Reduce moisture-causing activities.
- Choose house plants that don’t require a lot of water.
- Take shorter showers.
- Use the microwave and outdoor grill instead of the stove (especially gas stoves, since combustion produces water vapor).
- Keep the toilet lid closed.
- Reduce absorbent items in your home (e.g., avoid overstuffed furniture and heavy drapes; the less carpet, the better).

If you have a mold or mildew problem, contact the Apartments Office immediately. Residents whose lifestyles contribute to the presence of mold and mildew are subject to damage charges (for cleanup) and possible contract cancellation.

Lead Paint at Colorado Apartments
Lead paint pigments were used in some paints through the 1970’s. Ingestion or exposure to lead paint can have adverse health effects, especially to young children. The maintenance of lead painted surfaces is covered by various regulations to minimize exposure to people. Though most apartment building surfaces are lead-free, lead paint has been identified at some surfaces in the Colorado Apartments. For this reason, students should not puncture or disturb any finishes on surfaces at Colorado Apartments. Do not let children put their mouth on any surfaces to avoid potential exposure. Please report any deteriorating, flaking, or dusting of materials so that it can be inspected and repaired as necessary.

It is possible that lead paint may be found at the Colorado Apartments:

- Interior – Metal trim with lead paint
- Exterior – Metal with lead paint in building B and the Laundry room

Snakes and Other Wildlife
There is a variety of animal wildlife in Central Texas. Because these animals are so widespread, it is not possible to significantly reduce their numbers around the University Apartments. The most common animals nearby are raccoons, possums, skunks, armadillos and deer. Raccoons and possums are frequently found in dumpsters that are not properly closed. Skunks and armadillos can also be seen rummaging for food on the grounds. Deer pass through our area along the greenbelt of the Colorado River. In most cases, these animals will not attack unless they feel cornered or threatened. It is best to keep your distance to avoid unexpected encounters, as these animals can carry diseases such as rabies, tuberculosis and parasites.

It is not uncommon to see snakes in Texas, particularly in warm weather. Not all snakes in Texas are venomous, but it may be difficult to determine the difference between venomous and non-venomous snakes. For this reason, it is best to avoid all snakes. Most snakes are shy and will retreat if given ample room and the opportunity. If a snake is surprised
or threatened, it could bite you. If bitten, call 911 for emergency medical treatment. To reduce the flow of venom through your body, do not move any more than necessary until help arrives. Keep in mind that most snakes are not venomous and are not a threat to you. If you see a snake, stay back. Teach children to avoid snakes and supervise small children at all times outdoors. Texas Parks and Wildlife has more information about plant and animal safety - http://www.tpwd.state.tx.us/learning/junior_naturalists/staysafe.phtml

**Inclement Weather**

**Tornados**

If a tornado watch or warning has been announced, monitor radio or television for updates in the weather. If you are outside, go inside immediately. Go to the center-most location of the building, usually into a closet or bathroom, staying away from windows. Stay in this location and monitor your radio until the storm threat has passed.

**Ice & Snow**

Though ice and snow storms are not common in Austin, when they do occur, they can create hazards for those that are outdoors and those driving vehicles. When a large accumulation of snow or ice builds up on surfaces, those surfaces can become very slippery and cause people to slip and fall on sidewalks, stairways, and roadways. When driving, tires may spin and the vehicle may slide out of control very easily.

**Hot Weather**

Summertime temperatures in Texas can often rise into the high nineties and above, with the possibility of causing a health hazard for residents. If you must be outdoors when temperatures are high, you may wish to consider wearing light-weight, light-colored clothing and a hat, sunglasses, and consider carrying an umbrella to protect from sun exposure. Be sure to drink plenty of fluids. Stay indoors during the heat of the day as much as possible.

**Vehicle and Pedestrian Safety**

Speed limits on University Apartments streets and parking areas are 15 mph. Motor vehicles, including motorcycles, must not be driven or parked on lawns and sidewalks around the University Apartments, including Jasper Park next to Brackenridge Apartments. Yellow curbs, in front of dumpsters and fireplugs, are “No Parking” areas. Watch for children in crosswalks.

**Vehicle Requirements**

The license plate registration and state inspection sticker on automobiles, motorcycles, motorbikes, mopeds, trailers or boats must be current for vehicles parked on the University Apartments streets and parking areas, whether the registration is from Texas or another state. For vehicles registered in Texas a current inspection is required. Community Advisors regularly check all parking areas to assure all vehicles are in compliance. Any expired registration or inspection must be corrected within 10 days of notification of the expiration by the Community Advisors or other University representatives. If not resolved this could result in disciplinary action. Personal boats and trailers must be parked in the designated guest parking areas only. Please check with the Apartments Office or your Community Advisor for the location in your complex. Trailers used for outside commercial purposes are not allowed in University Apartments. Due to a high occupancy rate, parking areas closest to the apartments are reserved only for cars. University Vehicles parked illegally are subject to towing at the owner’s expense. Abandoned vehicles will be removed in accordance with the University’s Abandoned Vehicle policy.
Abandoned Vehicles

Your car may be towed if it is what Texas Traffic Law defines as an abandoned vehicle. An abandoned vehicle is one that has remained more than 48 hours on:

- Public property, is inoperable and more than five years old, or is left in an illegal position or manner.
- Private property without consent of the property owner or person in charge.

Vehicles may also be towed if they:

- Are inoperable.
- Do not display valid license plate registration or motor vehicle inspection sticker.
- Are wrecked, dismantled, discarded or continuously inoperable for more than 72 consecutive hours on public property or 30 consecutive days on private property.
- Vehicles may also be towed following a complaint about the vehicle

Parking Placards

A University Apartment hanging parking placard should be hung from the rear view mirror, or place it on the dash of the vehicle where the number is easily seen. Parking placards are only for residents that are listed on the apartment contract and each apartment gets one parking placard. For any additional placards, residents must complete a separate form justifying the second placard. No one will be given more than two parking placards. There is no charge for the parking placard up front, but if placards are lost, the replacement fee for the first lost placard is $30 and for any subsequent lost placards, the cost is $60. Cars without placards are subject to being towed. Signs are posted at all street entrances to University Apartments notifying all residents and guests that non-permitted vehicles will be towed and listing the telephone number of the towing company.

Guest Parking

Guest parking spaces are clearly marked by signage at all complexes. Guests must park only in guest parking spaces to avoid being towed. Resident vehicles without official University Apartment parking placards must also park in Guest spaces. Otherwise they are considered trespassers and are subject to towing at owner’s expense.

Short Term Parking

Temporary short term parking spaces are provided in spaces around each complex. You may park in these spaces for no more than 30 minutes and your vehicle flashers must be on at all times. Anyone parking for more than 30 minutes and/or without their flashers on will be subject to towing at owner’s expense.

School Bus Safety

In North America, a school bus is a specific type of vehicle, which by law is painted “School Bus Yellow”, with black lettering and the words “SCHOOL BUS” on the front and sides. By law, you must stop when a school bus stops, regardless of which direction you are going. School bus accidents can happen when students are getting on or off the bus as pedestrians. If drivers and parents work together, they can help make this common mode of student transportation safer. Share the following tips at your next family meeting to avoid a senseless tragedy. Include teenagers in your meeting as they may be driving or approaching the driving age.

Tips for Parents

- Always stop when the school bus ahead of you stops, no matter which direction you encounter the school bus. This rule applies on all roads, including undivided roads and highways (roads without medians or barriers).
- Learn the “Flashing signal light system” that school bus drivers use to alert motorists if they are going to stop. Yellow flashing lights indicate the bus is preparing to stop and unload children.
Red flashing lights and extended stop arms indicate that the bus has stopped and that children are getting on or off the bus. Motorists **MUST** stop their cars.

- Wait until the red flashing lights are turned off, stop arm is retracted and the bus begins to move before proceeding.
- It is illegal to pass a school bus when it is slowing down or stopped to unload/load students.
- Obey posted speed limits within school zones.

**Tips for Children**

There is a potential danger to children as they get on and off the bus, as drivers passing the school bus do not see the children as they exit the bus or cross the street. Discuss the following bus safety guidelines with your children:

- Wait for the bus on the sidewalk or away from the area where the bus will be loading (at least 10 giant steps away from the road).
- Wait until the bus completely stops and the door is open before boarding. Don’t push or shove when boarding the bus.
- Wait for your parent at the bus stop.
- Use the handrail when getting on the bus. Watch that clothing and other carried objects do not get caught on the bus handrail.
- Always walk in front of the bus, never behind it.
- Teach your child to walk eight to ten feet in front of the bus on the sidewalk and look at the bus driver before proceeding across the street. Look at the bus driver and wait for their signal before crossing.

**PERSONAL SAFETY**

**University Police Department Mission**

To protect the university through professional policing and through leadership of community partnerships, while fostering the educational mission of the university.

**University Police Department Services**

Uniformed police officers patrol the apartments and respond to calls. They are fully empowered by the State and have authority to stop vehicles, make arrests and enforce all laws. Criminal Investigation Division, Records, Administrative Unit, Crime Prevention, and Field Operations (Patrol) are all part of the University Police Department.

The Crime Prevention Unit is a campus resource center providing crime prevention and safety awareness programs to the University of Texas at Austin community. Its services include information, pamphlets, and presentations on security, personal safety and property protection. The University of Texas at Austin Police Department mission is to provide the campus with a safe and secure environment to facilitate the education process.

**Safety on Campus**

- When walking, avoid dark, vacant or deserted areas. If you are followed or see suspicious activity, move to a lighted building or area and raise a commotion. Activate a Police Help Box (the yellow call boxes) or a fire box.
- Do not jog alone, day or night, even in populated areas with streetlights. Since most people will be indoors, help could be delayed.
- Do not hitch-hike.
- Wear clothes and shoes that will allow you to move quickly and wear light colors that reflect light well.
• Tuck gold chains and other jewelry that might attract a criminal’s attention inside your clothing.
• If you carry a purse, briefcase or backpack, keep only a small amount of cash.
• Carry your keys, your identification and anything else of value on your person.
• Keep your keys in hand when you are walking at night.
• Carry a noise-making device, such as a whistle, and have it ready to use.
• Be alert, observant and aware of your surroundings and any other people on the street.
• If you work or study late, tell family or friends where you can be reached and when you will return.
• Use a well-traveled and a well-lighted route.
• Walk purposefully, briskly and keep moving.
• Walk on the side of the street facing oncoming traffic. If a car pulls next to you going the same way, reverse your direction.
• If a stranger tries to engage you in a conversation, use discretion before stopping to talk. It’s a good idea to say that you are in a hurry to meet someone.
• If a cab driver or friend drops you off, ask the person to wait until you are safely inside.
• If you believe a threat is imminent and you see people nearby to help you, yell, scream or make a commotion in any way you can.
• If you see someone else in trouble, immediately call the police.
• Report any suspicious person or activity to the University Police at 512-471-4441 or 911.
• Avoid walking alone at night. Call the UTPD Escort Van, 512-471-4441 or walk with a friend.

Child Safety
• Don’t let your child wear clothing with his or her name on it. Children tend to pay attention to and trust anyone calling him or her by name.
• Videotape and take photos of your child two or three times per year, including profile shots. A good time to remember to do this is birthdays and holidays.
• Never leave a child unattended while shopping, visiting with neighbors or friends, or running errands. Under no circumstances should you leave a child alone in a car or truck.
• Make sure your child always checks with you before going anywhere with anyone.
• Make sure your child memorizes his or her address and phone number at an early age.
• Teach your child how to call 911 in an emergency.
• If your child is a latch-key child, make sure that he or she knows to keep all doors and windows locked, never let anyone know that he or she is alone, and never let anyone in the house, not even someone claiming to be a police officer or from the fire department. Those professionals know to forcibly enter in case of an emergency.
• Have your child fingerprinted (http://www.yoursafechild.com/parents-childprint-id-kitr.html).
• Know whether your child is left or right handed.
• Keep a written record of all birthmarks, scars and identifying features, like moles or freckles.
• Keep a growth chart of your child; know his or her height.
• Make sure your child knows to scream and run if approached in an alarming way by anyone. Your child should be taught to ALWAYS tell you immediately if he or she is approached by a stranger who asks for help, offers candy/gifts, or frightens him/her in anyway. Your child should know to make you aware of anytime he or she feels uncomfortable with ANYONE.

University Police Reminders
LOCATION: 201 East Campus Drive
behind Royal-Memorial Stadium
NUMBERS: Apartments emergency: 512-471-1234
On-campus or city emergency: 911
Non-emergency (campus police): 512-471-4441
Non-emergency (APD/fire/EMS services): 311

Sexual Assault

- Anyone can be the victim of rape or sexual assault regardless of age, sex, race, status or type of dress.
- There is no stereotypical rapist. Many rapes are committed by acquaintances.
- Be aware of the different possibilities and be prepared to decide what action is required in a potential sexual assault situation.
- In attempted rapes, the following strategies have been found helpful in averting the attack:
  - Yelling, fleeing and talking.
  - Perceiving danger early.
  - Using physical resistance (kicking or punching).
  - Displaying outrage rather than fear.
  - Taking advantage of environmental interferences.
- Most important, persisting in using combinations of these strategies.

Report any incidents to the University Police and the Apartments Office.

UT Voices Against Violence

The UT Voices Against Violence Program is a culturally sensitive program that addresses issues of sexual and relationship violence and stalking that can affect UT students. We are located at the UT Counseling and Mental Health Center on the 5th floor of the Student Services Building.

VAV offers these helpful services for UT students dealing with issues of sexual and relationship violence and stalking:

- Counseling services help women and men heal in a safe environment.
- Advocacy program assists in navigating the various legal, medical and academic services, with appropriate referrals when needed.
- Support groups empower survivors of sexual and relationship violence and stalking.

For more information about counseling and advocacy groups, contact the UT Counseling and Mental Health Center at 512-471-3515 during business hours. For after-hours emergencies, please contact the UT Telephone Counseling & Referral Service at 512-471-2255 or SafePlace at 512-267SAFE.

How to Protect Yourself & Your Property

The University of Texas at Austin Police officers believe that security is everyone’s business and they ask for your assistance in protecting property. The University cannot assume responsibility for accidents or lost, stolen or damaged personal property. The following tips will help prevent the most common losses sustained by residents.

Keep your apartment locked at all times

Take your keys with you even if you leave for only a short time. Do not attach your address to your key. Do not loan your key to anyone. Promptly report the loss of your key. To lessen your personal losses, you are encouraged to carry renter’s insurance on valuable items and keep a record of the serial numbers in a safe place.

Lock your car or motorcycle and take the keys

Remove CB radio, antenna, CD players or cassette tape decks if they are not built-in. Remove all valuables from your vehicle, including detachable CD faceplates. If possible, keep only portable CD players that can be removed each time you leave your vehicle. Cover the entire dashboard with a towel that drapes over any stereo
equipment so that it is not visible. Keep apartment and car keys on separate rings. When taking your car for service, leave only the ignition key.

**Carry a Cell Phone**

Carry a cell phone with a fully charged battery everywhere you go. Program the UT Police Department emergency phone number for University Apartments on your phone: 512-471-1234.

**Mark all valuables and portable personal property with your driver's license number**

Bicycles, CB radios and antennas, portable or removable tape decks, stereos, televisions, children’s toys and other property can be marked. Engravers are available free-of-charge in the Apartments Office or from the University Police. Mark your text book with your driver’s license on the same page in every book.

**Bicycle Safety**

Bicycles are a fun and inexpensive way to get around campus and town. However, bicycling can be dangerous. The best way to stay safe while bicycling is to remember and to follow the rules of the road. The Texas Transportation Code (section 551) and the Austin City Code (section 16-8) require bicyclists to drive with the flow of traffic; to obey traffic signs, including stop lights, stop signs and, yield signs. Remember, cars have to stop, yield, and drive in the proper lane, so do bicycles. This keeps all of us moving in the same direction and allows us to anticipate the moves of others. This helps us avoid collisions.

Bikes are small compared to cars. They move at a different speed and in a different manner than a car does. It is hard for the driver of a car to see you. Following traffic laws allows car drivers a better opportunity to see you. When riding your bicycle, try to make eye contact with car drivers. This helps both of you to be aware of the other. NEVER assume that the other driver sees you or that he will stop if required.

When riding your bicycle, be aware of what is around you. Look in all directions. Listen for danger (squealing tires, revving engines, etc.) Don’t wear head-phones, these keep you from hearing danger. Look ahead of you near and far. This way you know what’s coming so that you can avoid danger. Remember to look behind you and to both sides. There is traffic all around you.

Wear comfortable clothing that is layered for the weather. If it’s wet wear a rain suit. Baggy clothing can snag in the chain or on roadside hazards. Always wear a bike helmet - even the best cyclists fall. A helmet will protect your head.

An important point to remember is that **Right Of Way is given, never taken.** Just because you have right of way doesn’t mean that the other driver, in a car or on a bike, will give it. Slow down at intersections and make sure that it is okay to proceed.

Before riding your bike, check it over. Make sure that the tires are inflated properly and that they are free of damage. Test the brakes to make sure that they will stop you. Check the chain, the seat, the pedals and all other equipment to make sure that it is in proper working order.

Have a large red reflector and a red light on the back. Bikes are sold with small reflectors. These are hard for drivers to see. Put a large white reflector and a front light on your bike. The reflectors and the rear light help others see you. The front light helps you see ahead while helping others to see you.

Austin is one of the top places in the country for bike thefts. If you leave a bicycle parked at home or on campus, use a good U-lock AND a good self-locking cable lock, securing the bicycle through both wheels and the frame to the racks. Do not attach bikes to any of the buildings. Bike thieves have little trouble breaking one lock, but two are a deterrent.
Have your bike registered. You can do this online through Parking and Transportation: http://www.utexas.edu/parking/bike/registration.html. Also, write down and keep a description of your bike, including the serial number. If your bike is stolen, the serial number may be the only way to get it back, and to prove that the bike is yours.

If you see suspicious people handling bicycles on campus or at the student apartments, CALL UTPD (512-471-4441) IMMEDIATELY.

**Suspicious Persons**

If you see people who don’t belong on the apartment grounds, call UTPD. Be sure to include the location, their appearance (sex, height, build, clothing), what they are doing, what they are driving (make, model, license plate, color, bumper stickers, body damage) and where they are going. Don’t wait for them to leave, call as soon as possible. **DO NOT APPROACH SUSPICIOUS PEOPLE,** Call UTPD. Be ready to tell the police what it is about the person that causes your suspicion. Also, be sure to give the exact location and the direction in which they were traveling.

**Electric timers are available for loan from the University Police**

These devices automatically turn lights or radios on and off while you’re away to give the impression that the house is occupied. Before going away, arrange for neighbors to pick up mail or have it held at. Contact the Apartments Office to request that your apartment be placed on “close patrol” for the length of time you are away.

**Have the Police emergency number near the phone - 911**

Make sure your children or the babysitter know the number. The sitter should know where and how to reach you. Call 512-471-4441 to report any suspicious or unusual activity. For emergencies call 911.

Forty-one UTPD “Police Help” direct phone lines are located throughout the main campus and the University Apartments for emergency services. Look for yellow boxes with a blue light on top.

**Intruders**

If a stranger enters your apartment, demand that the person leave. If he or she refuses, create a commotion, leave quickly and call for assistance. It is usually best not to yell or try to detain the offender as he or she may panic and react unpredictably. Usually, offenders will run away when spotted. If the person runs away, do not follow, but try to notice which direction he or she goes.

If there is a place from where you can see safely, such as a window, watch to see if the person gets in a car. Try to get a good description of the person and the car. If he or she spoke to you, remember what was said. Do not allow strangers to enter your apartment unless they are properly identified.

**Obscene Phone Calls**

The best response to an obscene phone call is to hang up. Do not try to find out who the caller is, even if you think it’s just a friend playing a joke. If calls occur repeatedly, keep a log of when the call was received, exactly what was said by both parties, and a description of the voice (young, old, hoarse or an accent). Report obscene phone calls to the University Police, 512-471-4441.

**When Driving**

- Have your key ready when you approach your car and check to make sure no one is hiding inside.
- Drive on well-traveled streets and never pick up hitchhikers.
- Keep your car in gear while it is stopped.
- Keep all doors and windows locked.
- Park in well-lighted, designated parking areas. Keep all valuables in your trunk.
• If you are forced to stop your car, lock the doors, roll up the windows and sound the horn.
• If you are followed or harassed by someone in another car, drive to a police department, fire station or open business and seek help.
• If your car breaks down, raise the hood; stay inside with the doors locked. If someone stops to help, do not open your window or door or accept a ride. Ask them to call for assistance.
• Keep an aerosol tire inflator in your car for emergencies.
• Mobile phones are highly recommended when driving.

Signs of Crime
The following situations may indicate criminal activity and should be reported to University Police and the Apartments Office:

• A scream or call for help.
• A strange, unescorted person in your area.
• A broken window.
• Seeing someone you do not know or recognize.
• Entering your neighbor’s apartment.
• Entering an office or lab with no apparent business to transact.
• Loitering in a parking lot, near your apartment, or work area.
• Trying to pry open a car window.
• If you see a parked car that requires assistance, do not stop. Go to a telephone and call for help.

How to Describe a Suspect

<table>
<thead>
<tr>
<th>Sex</th>
<th>Weapon</th>
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<tbody>
<tr>
<td>Eye-color</td>
<td>Age</td>
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<tr>
<td>Teeth (missing)</td>
<td>Race</td>
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<tr>
<td>Height/weight</td>
<td>Gait</td>
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<tr>
<td>Speech/accents</td>
<td>Shirt</td>
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<tr>
<td>Glasses</td>
<td>Jewelry</td>
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<tr>
<td>Tattoos/scars</td>
<td>Hair</td>
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<td>Amputations</td>
<td>Complexion</td>
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How to Describe a Vehicle

<table>
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<tr>
<td>What color</td>
<td>License #</td>
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<tr>
<td>Body style</td>
<td>Dents/scratches</td>
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Never hesitate to call UT Police.