

Division of Student Affairs – Division of Housing and Food Service



# University Apartments Living Guide

The University of Texas at Austin

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# WELCOME TO UNIVERSITY APARTMENTS!

Welcome to the University of Texas at Austin, 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. We hope that you will find your community supportive and responsive to your needs.

Included in this handbook are important University Apartments rules and regulations, 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 the Terms and Conditions.

## Vision

To create transformative living and learning environments where students feel safe, involved and inspired to change the world.

## Mission

The Division of Housing and Food Service cultivates inclusive learning communities that foster student engagement, growth and success.

## Core Values

- **Learning** – A caring community, all of us students, helping one another grow
- **Discovery** – Expanding knowledge and human understanding
- **Freedom** – To seek the truth and express it
- **Leadership** – The will to excel with integrity and the spirit that nothing is impossible
- **Individual Opportunity** – Many options, diverse people and ideas , one university
- **Responsibility** – To serve as a catalyst for positive change in Texas and beyond

## 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.

### Administrative Staff

The administrative staff is comprised of three administrative staff members and the Associate Director. All offices are located in the University Apartments Office.

## Apartments Coordinator

The Apartments Coordinator oversees all Apartment Life staff, concerns and programming in Brackenridge, Colorado, and Gateway apartments. The Apartments Coordinator reports to the Associate Director of the University Apartments. The Apartments Coordinator's office is located in the University Apartments Office.

## Apartment Life Staff

The Apartment Life staff includes Community Advisors, Community Coordinators and Apartments Coordinator. All Apartment Life Staff live within the three complexes and serve in an on-call duty rotation and are available to address any concerns.

## 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.

## Facilities Staff

The facilities staff is made up of technical trades, maintenance staff, Crew Leader, Assistant Supervisor and Facilities Maintenance Manager.

# TENANT ADVISORY BOARD

## Tenant Advisory Board (TAB)

The Tenant Advisory Board (TAB) meet twice a month to discuss ways to improve student life and address issues and concerns of the University Apartments. The Board consists of six members: two contract holders from each of the three apartment complexes. TAB members serve a two year term and are advised by an Apartment Life staff member.

The TAB reviews tenant appeals on charges or student conduct, and examines issues such as shuttle bus schedules, maintenance concerns, or areas of concern to contract holders.

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/Community Coordinator or by messaging TAB directly through the [Comment Form](#) on the TAB website: <http://housing.utexas.edu/apartments/tenant-advisory-board>

## EMERGENCY PHONE NUMBERS

<b>Police, Fire, Medical Ambulance</b>	<b>911</b>
<b>Maintenance Emergency</b>	
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 Contract Holder in the University Apartments: You must be a graduate or professional 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, Contract holders 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 Contract holder to enter into the Contract holder's apartment; remaining there for a period of time at the Contract holder's discretion. A Contract holder's invitation to a Guest may be revoked at his or her discretion and be withdrawn by the Contract holder without the need to express any reason or basis for the revocation. General solicitation of members of the public through an advertisement, posting or any other format in any medium is not considered a "personal invitation" under this procedure.

### Contracts for Housing

Your contract is the document you signed or agreed to in order to reserve space at the University Apartments. It is a legally binding contract containing important information, and you are expected to be familiar with all of the contract provisions.

### Terms and Conditions

Your terms and conditions are part of the contract you signed/accept to live in the University Apartments. Please read them carefully to ensure that you understand the expectations, policies, deadlines, etc.

### Guests

Link to full Guest procedures: [http://housing.utexas.edu/sites/default/files/Guest\\_form\\_policy.pdf](http://housing.utexas.edu/sites/default/files/Guest_form_policy.pdf)

Having Guests is a privilege, not a right, granted to the Contract holders and may, should circumstances warrant, be limited or revoked by Housing and Food Service. In no event, shall a Guest, including spouses that may also be University students, acquire any rights or privileges in the Contract holder's apartment or otherwise have any claim to reside or remain in the Contract holder's apartment beyond the time actually permitted by the hosting Contract holder, the end of the contract

holder'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 contract holder'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 Contract holder's child, sibling, or otherwise have a legally recognized relationship with the hosting Contract holder in order to reside in the apartment on a long-term basis (beyond seventy-two (72) consecutive hours).

A Contract holder 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.

## 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

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

## 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.

## 7 Year Length-of-Stay Policy

To encourage completion of degree requirements in a timely manner and to ensure adequate apartment turnover to serve students on the waiting list, the University Apartments have a 7 year length-of-stay policy. Contract holders who have lived at the University Apartments for six (6) or more years are identified and messaged, as a reminder that they are in their final contract year. Appeals of this policy should be sent to the Vice Provost and Graduate Dean for residents enrolled in the Graduate School. Undergraduate and law student appeals are sent to the Vice President of Student Affairs.

## Enrollment Requirement

To be eligible to live in the University Apartments, the 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. Registration for six (6) hours dissertation credit will satisfy the full-time student requirement. All contract holders must be actively pursuing a degree throughout their stay in University Apartments. Contract Holders are expected to comply with the above minimum semester hours requirement by registering for additional hours or will be expected to vacate their apartment immediately.



## Contract Renewals

Contract renewals are sent to all eligible students in May. The contract renewal is for a twelve (12) month period, beginning July 1 of the current year and ending June 30 of the following year. Renewals are due to the office by the date indicated on the contract – otherwise the contract holder will be expected to vacate by the final day of the contract period.

## 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, they will pay a penalty of 50 percent of one month's rate. If the student gives 1-30 days' notice, they will pay a penalty of 85 percent of one month's rate. Link to vacancy notice:

[http://housing.utexas.edu/sites/default/files/VacancyNotice\\_020817.pdf](http://housing.utexas.edu/sites/default/files/VacancyNotice_020817.pdf)

## 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 contract holder.

## Transfers

Due to high demand for apartments and limited resources, transfers are only considered due to documented serious and extenuating circumstances. If a transfer is approved, a \$300 transfer fee will be charged to the contract holder. Acceptance will require that a written vacancy notice be filed and completion of the transfer by the date approved. Failure to vacate the by the approved date will result in additional costs of \$25 per day up to \$500.

## 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 cleaning instructions. You will be given a list of charges for areas not left cleaned and standard charges for certain items and services. You will need to forward your mail through the [US Postal Service](#) and also update your contact information at: [https://utdirect.utexas.edu/apps/utd/all\\_my\\_addresses/](https://utdirect.utexas.edu/apps/utd/all_my_addresses/)

Apartment keys should be returned or placed 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 contract holders for damages incurred including lost income, lodging expenses, and attorney's fees. 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/Community Coordinator for helpful cleaning instructions.

## 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 and sent via email.

## Bill Payments

The Apartments Office handles billing procedures. Questions regarding your billing statement should be directed to [dhfs.apartments@austin.utexas.edu](mailto:dhfs.apartments@austin.utexas.edu). Once your monthly bill is posted, a courtesy email is sent to you with a link to your [My Apts](#) 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. Failure to receive a billing reminder email does not relieve you of the responsibility to pay by the deadline. 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 the [My Apts](#) page.
- A credit card convenience fee of 2.3% 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 Leasing Office, Monday through Friday, 8:00 a.m.–4:00 p.m. and communicate with University Apartments 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.
- Failure to pay on time will result in your records being barred, no contract renewal, possible eviction and referral of your account for collection with an assessment of 29.87%.

## 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.

## 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 are very warm. If you must be outdoors when temperatures are high, 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.

## E-mail

E-mail is a mechanism for official University communication to students. The University will exercise the right to send e-mail communications to all students, and the University will expect that e-mail communications will be received and read in a timely manner. Every student must provide the University with his or her official e-mail address using the online [Address Change form in UT Direct](#). The student's official e-mail address is the destination to which the university will send official e-mail communications.

It is the responsibility of every student to keep the university informed of changes in his or her e-mail address. Consequently, e-mail returned to the University with "User Unknown" is not an acceptable excuse for missed communication.

All admitted and enrolled students may claim an e-mail address at no additional cost as provided by Information Technology Services. See the [UT mail Web Site](#) for information on obtaining an e-mail address.

[University Electronic Mail Student Notification Policy](#)

## Filming in the University Apartments

Housing and Food Service will make reasonable efforts to assist University of Texas at Austin students with their film production assignments by making space available for the film production. Before Housing and Food Service can approve the filming request, the student/s need to request and secure filming permission from [Office of University Communications](#).

Generally, the University Apartments are available for student film projects that are:

- Academically related projects
- Not intrusive to the operation and use of facilities by residents
- Less than four hours in duration
- Limited to public areas or a community room

Please submit a description of your film project to: [dhfs.apartments@austin.utexas.edu](mailto:dhfs.apartments@austin.utexas.edu) and allow at least five working days for review.

Your description should include the following:

1. Subject Line : Request to Film in the University Apartments
2. Overview of film production, i.e. what you are doing
3. Requested complex and specific location
4. Faculty sponsor
5. What is required for your production - any special things for example, do you need to keep residents from using this area while filming, will you be altering the physical location in any way, which items located at the physical location will be included in the shoot (e.g., picnic tables, grill, doorway)
6. Requested date(s) to film
7. Requested time period - how long will it take, number of hours you will be filming
8. Equipment/production crew - What equipment will you use, does it require electrical connections, number of people in film crew

#### PLEASE NOTE THE FOLLOWING RESTRICTIONS

- Use of University Apartments facilities for film projects that are not consistent with the mission of The University of Texas at Austin will not be approved.
- Various locations may require a HFS staff member to be present during the entire shot. Cost per hour: \$35.00.
- Depending on location and operation of facility, filming may be restricted to normal business operating hours.
- Filming that requires physical alterations to the site will not be approved. Lighting and electrical power is limited what is available at the requested site. HFS will also not install additional lighting or electrical outlets. The film crew may provide additional portable lighting if necessary.
- University Apartments space needs to be returned to the condition in which it was found. If damage is done to the space or items are removed the requestor will be billed for the cost of repair or replacement.

# 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. Contract holders who violate posting regulations are subject to disciplinary action.

## Cable TV

Standard cable television service is provided for each apartment.

Housing and Food Service has partnered with Apogee to provide a cable TV package designed exclusively for UT Austin. Some of the features include:

- HD channels
- HD quality at 1080i
- Premium channels (HBO & Cinemax)
- Comprehensive line-up
- 24/7 premium support

The entire channel lineup is available on the Housing and Food Service website.

### How to Get Video:

In order to receive video, you will need to supply a cable jumper to connect your television to the wall jack. Our cable provider recommends a cable jumper with the following specifications: Size RG-59 or RG-6; Impedance: 75 OHMs; Shielding: Foil with 67 percent braid. Push-on connectors are not recommended.

You will also need a TV with a built-in QAM tuner or you will need to purchase a QAM tuner to interface between the wall outlet and your television. QAM tuners can be purchased for approximately \$30 (and up) on line or in a local store. Apogee offers a QAM tuner for \$100 and will deliver and install (this tuner can be purchased through Apogee with a credit card).

Please refer to the following procedure to receive your video signal:

- Screw the coax cable directly into the “Cable In” port on the back of your TV
- In the Menu or Set-Up options on the TV, verify that the TV is set to CABLE or CATV
- Run a channel scan. (This can also be done if you are missing channels.) This setting is normally located in the menu or set-up option. However, it varies depending on the TV make and model
- Ensure that all cables are connected securely.

Apogee will work with you to resolve your issue. Their friendly and knowledgeable staff will answer your questions and will troubleshoot your Cable TV using their TV make/model tuner type verification process. If that test fails, Apogee has two recommended solutions:

- Purchase a QAM tuner for approximately \$30 (and up) online or at a local store. **Important** – be certain to purchase a **QAM tuner**.

OR

- Apogee offers a QAM tuner for \$100 and will deliver and install the tuner. This tuner can be purchased through Apogee with a credit card

Need help? Apogee is available 24/7/365

- Call 844-283-6498
- Chat MyCampusVideo.com/support
- Text "MyVideo" to 84700

## High-Speed Internet

High-speed internet connections are provided for each apartment at no additional cost to the contract holder. 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 \$137 for missing items. For technical problems with your Apogee internet service, please contact Apogee at 844-283-6498, to resolve your issue.

## Flooring

Installing carpet or secondary flooring over existing tiles in apartments may cause damage, including mold growth. If an adhesive tape is used to hold carpet or vinyl down, tiles may pull loose when the flooring is removed at checkout. 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. The contract holder will be charged for all damages in the unit at check out.

## Event Planning

Events at University Apartments may be organized by contract holders only and will be reviewed by the Apartment or Community Coordinator(s). All events must be in compliance with University rules and policies. 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 contract holders 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. Organizations and academic departments are not able to reserve or use the community room.

Contract holders 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/Community Coordinator during holiday breaks. If prior arrangements have not been made, Community Advisor/Community Coordinator and other staff are not authorized to open the building. The Community Rooms are available for activities 8 a.m.–11 p.m. Brackenridge Community Room is not available during Apartment Office business hours. The contract holder making the reservation is responsible for any disruptive activities or damages caused by themselves or their guests. The contract holder is also responsible for ensuring the rooms are thoroughly cleaned, all trash is taken out to the trash bins just outside the exit doors after the event and all doors are locked. A broom is 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.

## Jasper Park

Jasper Park, in the Brackenridge complex, may be reserved by the contract holder for outdoor events between the hours of 10:00 a.m. until dark.

### **Jasper Park guidelines:**

- Amplified Sound is only allowed 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.
- No stages will be allowed.
- 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, charges will be added for the service.

## Gardens & Grounds

Plants, flower beds and personal landscaping are not permitted due to maintenance considerations. Plants may not be placed on A/C units. There are community gardens in the Colorado and Brackenridge complexes. For information on obtaining a garden plot, please contact the Apartments Office.

If items left outdoors interfere 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.

## 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. A \$10 fee per extra key that will be charged to your 'What I Owe' account. Keys are only issued to the contract holder. It is important that you take your keys with you when you leave your apartment. Contract holders 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 Apartment Life staff 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. University 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.

If a key is temporarily lost or left in an inaccessible location, a seven-day replacement key may be obtained from the Apartments Office. This allows you to retrieve your key and maintain security. If after seven days the temporary key is not returned, 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 contract holders, 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 contract holder 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 contract holder.

## Laundry Facilities

Coin-operated washers and dryers are provided as a convenience for contract holders in each complex. Check with your Community Advisor/Community Coordinator for exact locations. 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 contract holders 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 contract holders, please monitor your laundry so clothes are removed from washers and dryers as soon as they are finished. Other contract holders waiting to use the facilities may remove clothes that are left in washers or dryers for an extended period of time. The University Apartments are not responsible for lost or stolen laundry.

The University Apartments laundry rooms use front-loading washing machines. The washers and dryers are designed to save water and energy. Our front load washers use 11.7 gallons of water per cycle and spin at up to 1200 rpm's, which helps reduce drying time. For best results, please follow these guidelines:

- Check the labels on clothing and follow the directions for proper cleaning.
- Follow the directions on the front of the machines and the signs in the laundry rooms for proper operation. Front-load washers use less detergent than top-load washers.
- Use a low-sudsing detergent specifically designed for High Efficiency front-load washers. Using too much detergent causes excess suds and may result in the detergent not completely rinsing out of clothing.
- Use ¼ cup of liquid HIGH-EFFICIENCY (HE) detergent. Add the liquid detergent in the dispenser compartment.
- Detergent PODS may also be used, however PODS may not dissolve completely in our low water use washers. For best results, PODS must be placed directly into the tub prior to placing clothing. DO NOT USE PODS IN THE DISPENSER COMPARTMENT.
- The use of powder detergent is not recommended, as it does not perform well in low water use washers. If using powder detergent, it must be placed directly into the tub prior to placing clothing. DO NOT USE THE DISPENSER COMPARTMENT.
- The lint trap inside the dryer must be cleaned before each use. Make sure the lint trap located behind the door of each machine is clean before use. A clogged lint trap will not allow the dryer to operate properly. Please do not remove the actual lint trap from the dryer.
- To report a broken washer, dryer or coin machine, submit a [Maintenance Request](#). When submitting a work order, please include the ID number from the machine. As a courtesy to others, place a sign on the machine indicating it is out of order. Please contact the University Apartments Leasing Office to assist with monies lost in the washers, dryers or coin machines and damaged belongings.

## Lighting

Contract holders are welcome to submit a maintenance request for University Apartments staff to change your light bulbs.

Halogen lamps and torchiere pole lamps are not permitted. Paper lanterns with bulbs and holiday lights are not permitted. Placing cloth or paper over lighting is not permitted. Draperies, clothing, or other cloth materials are not permitted to be placed on or near electrical lighting devices. The heat from the bulbs can emit enough radiant heat to start a fire. Rope lights are not permitted because they represent a form of sub-standard lighting. Contract holders found in possession of prohibited lighting are subject to disciplinary action and fines. All lamps or electrical devices must have a (UL or

ULC) tag on the electrical cord or the device itself. The Underwriter's Laboratory or Underwriter's Laboratory Canada places this tag or stamp on the device to indicate that safety testing of the device has been performed. Make sure that the stamp or tag is on the device and that you have accompanying manufacturer information on hand.

## 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 contract holder. 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 contract holder is charged to rekey the mailbox and to receive a new key.

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

#### **Gateway:**

Name

Address: 16XX W. Sixth St. Apt. letter (e.g. A, B, C, D, etc.)

Austin, TX 78703-5055

#### **Brackenridge:**

Name

Address: 3XXX Lake Austin Blvd. Apt: letter (e.g. A, B, C, D or E)

Austin, TX 78703-5054

#### **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 a [maintenance request](#) online or you can fill out a paper form in the Apartments Office.

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 \$20 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. There will be a charge for a repair service call of any sewage problem caused by improper disposal of garbage or personal hygiene items such as condoms, feminine products, paper towels, wipes 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 or medical emergency, call 911 immediately!**

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

Here are some examples:

- **Gas Odor:** If you smell a natural gas odor, **please report it immediately by calling 911.**
- **Sewage Overflow:** If there is sewage coming out of your toilet, bathtub or sink, could be considered 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.

## Pest Control

All apartments are professionally exterminated at no cost to you, with service calls performed Monday – Friday from 8 a.m. - 4:00 p.m. Be prepared to leave the unit for 2 hours when they arrive. Reduce the number of pests in your apartment by emptying garbage cans nightly and maintaining a clean apartment.

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. The University certifies that no evidence of bed bug infestations were observed in the apartment prior to contract holder's occupancy. 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.

At move-in, you certified that you inspected the apartment and did not observe any sign of bedbugs, and that you have not previously experienced, or been subjected to bed bugs in other dwellings and are not aware of bed bugs in any furniture, clothing or personal property, or if you have previously been exposed to bedbugs, that all of your personal property has been treated by a licensed pest control professional and is free from infestation.

Further, you are required to promptly notify The University of any known or suspected bedbug infestation in the apartment or personal property and of any recurring or unexplained bites or skin irritations that may be caused by bedbugs or other pests.

You will be required to cooperate with University personnel carrying out any bed bug or other pest control treatment in my apartment, including washing, cleaning or permanently removing any infested possessions, clothing or equipment from your apartment, temporarily vacate the apartment, have personal property removed and treated by a licensed pest control professional approved by The University at ***your own expense***. If any personal property cannot be treated or cleaned, it must be destroyed and removed from my apartment and that **you will be responsible for payment of any reasonable costs for the treatment of bedbugs in my apartment.**

## 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 do 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 663 Lake Austin route is an available shuttle bus between the University Apartments and the University campus. The Capital Metro 18 route also stops near each complex. There is no charge for University students to ride the bus. Your registered guest(s) can ride for a fee. 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.

## Recycling & Trash Collection

Single-stream recycling allows you to co-mingle paper, cardboard, plastics, aluminum, glass and steel. All items can be placed in the same large recycling dumpster. All plastics #1-7 (except plastic bags, plastic wrap and Styrofoam) can be recycled, 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.

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. You will need to arrange disposal of large items such as old furniture, carpeting or mattresses. You may arrange to donate furniture to a local organization or charity. Do not leave items near a dumpster, as you will be charged for disposal of the item. All trash must be disposed of inside a dumpster and not left inside or outside of your apartment.

Hazardous materials such as motor oil, gasoline, tires or batteries may not be discarded in the dumpsters. 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 contract holder will be responsible for the costs to clean up the site.

## Weather Stripping

While using your air conditioning or heating system to control the temperature in 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

Contract holder-owned window mounted A/C units are not permitted. Contract holders 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.

# UTILITIES

## Electrical Service

- **Brackenridge:** Contract holders are responsible for setting up an electricity account with Austin Energy prior to check-in. To set up an Austin Energy account, please go to: <http://www.austinenenergy.com/wps/portal/ae/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 approximately the 10th of the month to the 9th of the next month.

## Gas Service

- **Brackenridge:** Contract holders should make arrangements with Texas Gas Service. To set up service, please go to <https://www.texasgasservice.com/MyAccount/StartService.aspx>
- **Colorado:** Gas service is included in the monthly rate.
- **Gateway:** Apartments are all-electric and gas service is not needed.

## Water Service

Water for apartments is furnished by the University and included in the monthly rate. Contract holders are strongly encouraged to conserve water and must abide by the City of Austin water use guidelines and restrictions (when imposed).

# COMMUNITY GUIDELINES

University Apartments living is a unique experience requiring that each contract holder 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 contract holders and to promote a positive, healthy community.

For a community atmosphere to develop and flourish, contract holders must show respect and courtesy toward each other at all times. This particularly applies to requests made of you by other contract holders. It is expected that contract holders 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 respect.
- Speaking up and discouraging others from behaving irresponsibly in your area.
- Encouraging a positive community, 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 contract holders, you may be subjected to University disciplinary action through Student Conduct and Academic Integrity 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 result in 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 contract holders, 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.

## 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.

## 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.

## Businesses Prohibited

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

## 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 vendor 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 <https://www.cmhc.utexas.edu/alcoholdrugs.html>



If you have any questions or comments on this topic, please contact Health Promotion Resource Center at 512-475-8252.

## 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 or Apartments office if the survey has been approved before completing. Any of the above incidents or any activities 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.

## 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 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 Health and 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.

## 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 to police. If you or someone you know is being bullied, please report it to the Apartments staff or police.

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/chapter261.html>

Contract holders and guests are encouraged to report bullying behavior to their parents, teacher, 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.

## Abandoned Property

Abandoned property left in your apartment will be removed and stored at your expense. 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. Staff will only release items to the contract holder to whom they belong, unless the contract holder has provided written notification to release them to another individual. Items will not be shipped or mailed.

## Car Washing

Washing cars is prohibited on University Apartments property.

## Oil Changes Prohibited on University Property

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

## Conservation

To keep rates 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.
- 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 electronics when you leave for more than two hours.
- Configure your computer to go into low power or sleep mode when not in use.
- 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 buildings, 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.

Contract holders should not make holes in apartment walls. Repair charges will be assessed to contract holders 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. 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.

## Painting

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

## Personal Property Damage or Injuries

In the event of a theft, UTPD should be contacted immediately and the incident also reported to your Community Advisor/Community Coordinator. The University and the Division of Housing and Food Service (DHFS) will not consider any claims resulting from theft. Contract holders 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). Contract holders must report any damages or injury to their Community Advisor or Apartments office within 24 hours the incident.

A Preliminary Summary Report must be submitted by Associate Director to DHFS within three (3) business days of the incident. Contract holders must present a completed 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 contract holder's control.
- Damage or Injury reported to the Community Advisor or Apartments office within 24 hours of the incident.
- Apartment staff 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.

## 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.

## Explosives, Fireworks, Weapons – Not Allowed.

Fireworks, chemicals, gasoline, other explosives and flammables, and any weapon that could inflict bodily harm or result in disturbances of the peace are prohibited in the University Apartments and on the university campus, with the exception of handguns carried by holders of a license to carry. For information on rules regarding concealed carry of handguns by license holders, see Handbook of Operating Procedure 8-1060 (<https://www.policies.utexas.edu/policies/campus-concealed-carry>). Facsimiles, including water guns and air guns, are also prohibited. The prohibition applies to all persons, students, faculty, staff and campus visitors, and it applies to all areas of the university. Texas law states that illegal possession of firearms, illegal knives, clubs or prohibited weapons on a college campus is a third degree felony. Contract holders or any student found in possession of prohibited weapons, or of explosive or flammable materials, are subject to disciplinary action, removal from housing and/or arrest.

Controlled substances and/or the storage or use of chemicals that generate EPA regulated classified wastes (this includes photography development) are prohibited.

Fireworks (pyrotechnics) of any kind are not permitted in the University Apartments or on the UT campus under any circumstances. Fireworks can be construed to include, but not limited to, pyrotechnic devices that make loud noises and/or exude some kind of spark

## Carrying and Storage of Handguns

In compliance with Texas Government Code Section 411.2031, a license-to-carry holder may carry a concealed handgun on or about the license holder's person while the license holder is on the campus of an institution of higher education. As a reminder, "concealed" means the weapon cannot be in plain view and its presence cannot be discernable through ordinary observation.

It is the responsibility of the license-to-carry holder to know and follow all applicable state and federal laws. Anyone living in or visiting university-owned apartments, who has a license-to-carry, is required to store their handgun and ammunition in a locked safe or locked in a vehicle when it is not on or about their person.

The license holder must bring their own safe that is specifically designed for handgun storage and meets the specifications listed below.

### Minimum Requirements

- The location of the safe must be inside an apartment and under the control of the license holder, not in any public space.
- The safe must be physically secured to a stationary object inside the apartment with a cable lock provided by the license holder.
- The safe must be large enough to fully contain all firearms placed in it and provide for secure storage.
- The safe must have exterior walls constructed of a minimum 16-gauge steel
- The safe must have a High-Strength locking system consisting of a mechanical or electronic combination or biometric lock. Key locks are not allowed.

If actions by contract holders or their guests are found by the University to be in violation of Campus Carry policies, the student contract holder may be subject to University disciplinary action and housing contract cancellation.

For questions concerning concealed carry on campus, please refer to the University Handbook of Operating Procedures (<https://www.policies.utexas.edu/policies/campus-concealed-carry>), and the Campus Carry website (<https://campuscarry.utexas.edu>).

For more information on the Texas license to carry a handgun, you may visit the Texas Department of Public Safety's website: <http://www.txdps.state.tx.us/RSD/CHL/faqs/index.htm>

## Pets

Contract holders are not allowed to have pets in the University Apartments. Guests are expected to adhere to the policy. Any animals in or on the grounds of the University Apartments must be removed by the contract holder, who will be subject to disciplinary action. You should not encourage strays to remain in the area by feeding them. Contract holders 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/>.

## 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. <http://diversity.utexas.edu/disability/housing/>.

For more information please read the Service and Emotional Support Animal Policy. [http://housing.utexas.edu/sites/default/files/SESAPolicy\\_02\\_17\\_2016.pdf](http://housing.utexas.edu/sites/default/files/SESAPolicy_02_17_2016.pdf).

## Exterior TV Antennas and Satellite Dishes

Exterior TV antennas, including wireless cable antennas, and satellite dishes are prohibited at the University Apartments.

## Hammocks

Hammocks are defined as any hanging length of canvas, cloth, heavy netting, or any other material suspended between two trees or other supports, and used as a seat, bed, or platform.

Hammocks **shall not**:

- be placed in locations that will interfere with entrance or exit from buildings (crossing sidewalks or blocking doors)
- impede landscape maintenance (mowing, edging, trimming)
- cause harm to University property (including building, structure or landscaping)
- be left unattended when not in use

All hammocks **must be**:

- in good condition with no signs of undue wear and tear.
- attached to supports at least six (6) inches in diameter.
- Attached/supported no higher than four (4) feet above the ground surface.
- removed before nightfall (overnight use is not allowed).

It shall be the contract holder's responsibility to use and maintain hammocks in a safe manner per the manufacturer's specifications. The Division of Housing and Food Service reserves the right to remove hammocks from use for any violation of this policy.

## Gambling

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

## Screen Doors

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

# OUTDOOR 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. Contract holders must comply when Community Advisors/Community Coordinators 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 contract holder'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 Outdoor 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. The only items permissible to be stored directly in front of your apartment are listed here:

- **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.
- **Outdoor Door Mat:** You may have a doormat at your front and rear entryways.
- **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. Bench style containers should be less than 60" in length. Vertical containers should be less than 80" in height.

## 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.

## BBQ Grills

Personal BBQ grills of any kind are prohibited. Grills are provided for use in multiple locations at each complex. When using the community BBQ grills, an extinguishing agent (i.e. bucket of water) must be present. Community BBQ grills must be attended to by an adult at all times when in use.

Community BBQ grills may be locked during county burn bans. Charcoal 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. Lighter fluid must be in the original container and less than 32 ounces.

## Garden tools

Garden supplies and any other items must be stored inside approved storage containers or inside the apartment. Hoses are not permitted.

## Toys

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

## 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, contract holders will pay a minimum \$20 fee to be able to pick up the items from the Office. Very large or multiple items may result in fees greater than \$20.

# HEALTH, FIRE & LIFE SAFETY IN THE APARTMENT COMMUNITY

Fire and life safety is of paramount importance. Please be aware of your actions and observe Fire and Life Safety Policies. To enhance fire safety within the University Apartments, certain appliances and items are prohibited. If you are not sure about an item, please ask your Community Advisor, Community Coordinator, or send your question to [dhfs.apartments@austin.utexas.edu](mailto:dhfs.apartments@austin.utexas.edu). Your questions will be presented to the University Fire Marshal's office for a response.

## Fire Safety Equipment

### Use of Fire Extinguishers

Fire extinguishers are located in each apartment. Do not place yourself in danger trying to put out a fire. If you must use one, direct its stream toward the base of the fire. To operate a fire extinguisher, remember the word "PASS": - Pull the pin. Hold the extinguisher with the nozzle pointing away from you, and release the locking mechanism. - Aim low. Point the extinguisher at the base of the fire. - Squeeze the lever slowly and evenly. - Sweep the nozzle from side-to-side.

### Smoke/Carbon Monoxide Detectors

Smoke detectors are located in each apartment and carbon monoxide detectors are located in Colorado apartments. You must immediately report the malfunction of any smoke detector or carbon monoxide detector, including those in your unit, by submitting a [maintenance request](#). The University will inspect and/or repair smoke or carbon monoxide detectors as required.



## Health, Fire Life & Safety Inspections

Health, Fire Life & Safety Inspections will be conducted two or more times per year. Inspections are unannounced. Inspections include checking fire extinguishers, smoke detectors and carbon monoxide detectors for proper functioning; looking for unapproved 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 Apartments office. Contract holders will be given a policy violation warning to clean or modify their apartments as necessary to ensure a healthy living environment.

## Possible Charges to Contract Holders

Contract holders are expected to correct any unsafe or unsanitary conditions, or any other policy violation within 48 hours (mold, bed bugs, cleaning, storage, unapproved fixtures/installations: showerheads, aerators, etc. or other damages). The apartment will be re-inspected within 48-72 hours and if corrections have not been made, University staff will perform the work to correct the problem and the contract holder will be charged for the service. If a contract holder makes corrections/repairs after the 48-72 hour re-inspection, a minimum \$20 service charge will be assessed.

## Personal Liability

Damages from a fire resulting from the negligence of a contract holder will be the contract holder'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 contract holder if the malfunction was not reported in writing to the Apartments Office or was the result of contract holder misuse. Tampering with fire and life safety equipment is considered a Class A misdemeanor, subject to fines and imprisonment.

Contract holders 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. Contract holders 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 contract holder receives second or subsequent violations for the same offense, the fines will be doubled on any second and subsequent violations.

## Violations Carrying Fines

### 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.

#### **Tampering with Fire Safety Equipment, fine: \$100**

Tampering with smoke detectors, carbon monoxide detectors or fire extinguishers is prohibited. 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 fire safety equipment is kept on at all times and report if it is not working.

Fire extinguishers must be properly mounted on the wall at all times, 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 the resulting damage or Apartments staff to clean the space for an additional charge.

#### **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.

#### **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 remains in its original container and is stored inside your apartment and out of the reach of children. Please purchase 32 ounces or less at one time.

#### **Halogen lamps, fine: \$50**

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

#### **Improper use of electrical extension devices, fine: \$50**

The University Fire Marshal has indicated that the use of certain electrical extension devices are approved. Extension cords, power strips and multi-plug devices are acceptable only if they are Underwriter's Laboratory (UL) rated and have a built-in circuit breaker. Extension cords, power strips, and multi-plug USB chargers and multi-plug devices without built-in circuit breakers are prohibited.

Approved electrical extension cords and power strips and devices must:

- Be UL rated with built in circuit breaker (note: these will usually have a red or green indicator light).
- Be constructed from heavy-duty materials, consisting of 16-gauge wire.
- Be rated for a maximum of 15 amps and 1875 watts.
- Be designed for indoor use only – extension cords designed for outdoor use are prohibited.
- Have a three-wire grounded plug.

Other approved electrical extensions:

Universal or Uninterrupted Power Supply Device (UPS). A UPS protects your computer from power surges and failures and allows you to "run" the attached device safely during these times.

Plug Adaptors:

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. Voltage transformers made outside the United States are prohibited.

No other electrical extension devices are allowed. All extension cords, power strips and multi-plug devices must be plugged directly into a wall outlet. Plugging a device into another device or "daisy-chaining," is not allowed. Extension cords, power strips and multi-plug devices are limited to one per wall outlet. Electrical Extension Devices that do not meet these standards are not allowed to be present in any apartment unit.

Use of unauthorized extension devices presents a fire hazard. Students found in possession of unauthorized electrical extension devices will be directed to immediately remove the item and will be subject to disciplinary action.

**Stove hazards, fine: \$50**

Do not use aluminum foil, paper and plastic on or within six inches of the stove. Do not leave food cooking or the burner turned on and unattended. 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.

**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, community rooms, 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 contract holders and their guests. 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.

**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.

## Electrical Safety

Altering or tampering with any electrical circuit is prohibited, including installing window air conditioners, ceiling fans or light fixtures. Blocking electrical breaker boxes is prohibited. 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/Community Coordinator or the Apartments Office.

## Natural Gas Safety

**If you smell natural gas, leave the area immediately and then call 911**

Natural gas piping can be above ground, adjacent to structures, or in buildings/apartments. Be alert for sounds or odors that indicate a possible leak.

### Indoors

In its natural state you cannot smell natural gas, so a chemical called mercaptan is added, which has a strong pungent sulfur-like or rotten eggs odor to warn you if a natural gas leak is present.

- If you smell even the faint odor of natural gas or hear a hissing noise, leave the area immediately and notify others to do so as well. Notify others in person, not by phone or text.
- Do not operate appliances, lights, phones (landlines or cell) or electrical equipment if you smell natural gas. Electrical currents from these devices can spark an explosion.
- After you leave the potentially affected area, call 911, to report a natural gas leak. Do not use email, websites, or social media to report a natural gas emergency.
- Once you are in a safe location, contact your Community Advisor.
- Stay away from the building until an official familiar with the situation tells you it is safe to return.

### Outdoors

If you smell a natural gas leak outdoors:

- Leave the area immediately.
- Abandon any items being used in or near the area.
- Warn others to stay away from the leak.
- Move in an upwind direction away from the leak and maintain a safe distance.
- Call 911 to report the leak.
- Notify your Community Advisor of the leak.

Your local emergency authorities know what to do in this situation to minimize and eliminate any hazard.

## 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 contract holder's responsibility.
- The student contract holder 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.

## 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.

### General Restrictions:

- Natural, fresh-cut, or live Christmas trees present a fire hazard and are **not allowed** in university-related buildings.
- Only artificial trees with an approved flame-retardant label are acceptable.
- Manufacturer's instructions and precautions for installation shall be followed.
- Artificial trees may incorporate pre-wired LED or fiber optic lighting that is UL listed.
- Artificial trees with pre-wired LED or fiber optic lighting should be plugged directly into a wall outlet or an UL approved electrical surge protector with a built-in circuit breaker. Extension cords are prohibited.
- Any pre-wired light string shall not be used if they have worn, frayed or broken cords. Those with loose or empty sockets shall not be used.
- No secondary lighting is permitted.

- Artificial tree placement may not obstruct a route of fire egress from room, hallway, stairwell or exit and may not obstruct any fire/life/safety device; including but not limited to: fire extinguishers, smoke/CO detectors and electrical breaker boxes. Artificial trees may not be within 18” of the ceiling.
- Canned snow or other flammable decorative sprays are not permitted.
- Combustible decorations are not permitted.

## Indoor Mold & Mildew

Humidity inside buildings in Central Texas is often too high and should 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 problem, contact the Apartments Office immediately. *Contract holders whose lifestyles contribute to the presence of mold are subject to damage charges (for cleanup & repair) and possible contract cancellation.*

At the time of move-in, you are required to certify that you have inspected the apartment at move-in and did not observe any sign of mold or other damages.

You are also expected to assist and cooperate with the University in the care and maintenance of the premises, and shall report promptly to the Apartments office any breakage, damage or need for repair of the apartment, facilities, or equipment.

## 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. 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.
- Be sure to keep matches and flammable items out of reach of children and handle with care.

## Stove Safety and Maintenance

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](#) for Facilities staff to replace the drip pans for an additional charge for the pans and the labor. Or, the pans are available for purchase at the Apartments Office.

Due to fire safety regulations, you may not use aluminum foil to cover stove drip pans or near the stove. Doing so can result in a fine. 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 fine.

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. There is a filter inside the hood that will need regular cleaning and replacement, if you would like specific instructions, please contact the Leasing office. 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](#) for Facilities staff to clean or replace the filter for an additional charge. If you choose to clean and/or replace the filter yourself, filters are available for purchase at the Apartments Office.

## Flames

Candles and incense present a fire hazard and should only be used when you will be in the room. Candles must be in a self-contained, non-combustible container. If you must leave the room, extinguish them immediately.

## Emergency Information Emergency Communications

In the event of a complex or campus wide emergency, Housing and Food Service and the University will use various methods to communicate with students.

# HAZARDOUS

## Asbestos

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 comply with safety regulations.

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, floor tile

Gateway – Ceilings and floor tile

## Lead Paint

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. These animals are widespread and it is not possible to significantly reduce their numbers around the University Apartments. The most common animals nearby are raccoons, opossums, skunks, armadillos and deer. Raccoons and opossums are frequently found in dumpsters that are not properly closed. Skunks and armadillos can also be seen looking 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. 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. 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](http://www.tpwd.state.tx.us/learning/junior_naturalists/staysafe.phtml)

## 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 registration 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, a current inspection is required. Community Advisors/Community Coordinators regularly check all parking areas to assure all vehicles are in compliance. Any expired registration must be corrected within 10 days of notification of the expiration by the Community Advisors/Community Coordinators 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/Community Coordinator for the location in your complex. Trailers used for outside commercial purposes are not allowed in University Apartments. Improperly parked vehicles 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:
  - Do not display valid license plate registration
  - 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 contract holders that are listed on the apartment contract. For placards, contract holders 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 contract holders 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. Contract holder 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.

# SAFETY

## University Police Department Services

Uniformed police officers patrol the apartment complexes and respond to calls. UTPD Officers 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 mission of the Crime Prevention unit is to reduce the incidence of crimes against persons and property on the UT Austin campus through public education.

## Safety

- 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 allow anyone to follow behind you into the laundry rooms or community rooms. Residents and registered guests have their own keys and should use them for entry.
- Do not hitch-hike.
- When you are at home, lock your door.
- 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 SURE Walk at 512-232-WALK (9255) or walk with a friend.

## Child Safety

- 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.
- 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.
- 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.
- 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.
- Make sure that children know to keep all doors and windows locked, 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.

## University Police Reminders

LOCATION: 2201 Robert Dedman Drive - located east of Texas Memorial Stadium

NUMBERS:	Emergency:	911
	Non-emergency (campus police):	512-471-4441
	Non-emergency (City of Austin):	311

## Sexual Assault

It is the policy of the University to foster a campus environment free from intimidation and one in which students may be educated to their fullest potential. Therefore, the University will not tolerate physical abuse, threats of violence, physical assault, or any form of sexual assault.

The University offers a wide range of services for students dealing with sexual assault or harassment, and students are encouraged to speak with appropriate officials and discuss available options. The UT Austin Title IX Resource Guide has been designed for students at UT Austin so they are aware of their options and resources following a sexual assault. These include access to safety planning, reporting, counseling, and long-term healing. The purpose of the resource guide is to provide a roadmap of different offices on campus, as well as local and national organizations that can assist you as you make informed decisions.

You can access the UT Austin Title IX Resource Guide Online 24/7 at: <http://www.utexas.edu/student-affairs/policies/title-ix>

Sexual violence can happen to anyone, no matter their age, gender-identity, race, ethnicity, nationality, sexual orientation, class background, religion, or ability.

Sexual violence, including sexual assault, is a choice one person makes to ignore or deny someone else's wishes and autonomy through violent sexual means. Sexual assault is never the fault of the person experiencing harm, no matter the circumstance or the type of relationship between those involved.

Common feelings shared by sexual assault survivors is they must somehow have been to blame for what happened. If you are having similar thoughts and feelings, it is important to remember no one ever asks to be raped or sexually assaulted.

You are not to blame, even if you:

- Had too much to drink.
- Used drugs.
- Froze in response to what was happening.
- Did not fight back.
- Have little or no memory of what happened.
- Have had sex with this individual or someone else before.
- Said "yes" to one type of sexual intimacy but not to what happened.
- were sexually assaulted by someone who:
  - Is related to you.
  - Is popular/influential.
  - Has the same gender identity as you.
  - You know and trust.
  - You did not know.

How you choose to move forward following an experience of sexual assault is a personal journey.

There is no right or wrong decision when seeking help and support. You have the right to choose who to tell your story to and if/when to pursue support from resources on and off campus. UT Austin supports the right of survivors to choose the options that best meet their needs.

**Confidentiality and Mandatory Reporting**

Due to federal law, many UT employees including Community Advisors, Community Coordinators and Associate Directors in the Division of Housing and Food Services are considered responsible employees of the University. Depending on the amount of detail you share with a 'responsible employee,' such as the name of the accused, whether the accused is an employee or student of UT Austin, and/or the location of an incident, you may provide enough information that they are mandated/required to report it to the Title IX Coordinator.

The only employees of the University that have the privilege of private and confidential support on campus are:

- licensed mental health practitioners (i.e. licensed clinical social workers, licensed counselors, psychologists, psychiatrists) at the UT Counseling and Mental Health Center (CMHC)
- licensed medical staff (i.e. nurses and doctors) at University Health Services (UHS)

If you are not sure or not ready to report to the University, please consider speaking with a CMHC or UHS employee to discuss your options in a private and confidential setting.

### **If you are Sexually Assaulted:**

**You are not alone.** There are people on campus and in the community who can provide valuable support.

**Consider making a confidential Voices Against Violence (VAV) Advocacy appointment.** VAV Advocacy is a confidential meeting meant to provide a student with information about their rights and options. This informational appointment assists survivors in identifying which choices make the most sense for them. All VAV Advocacy appointments are held in the Counseling and Mental Health Center, on the 5th floor of the SSB during business hours (8am-5pm, M-F). CMHC appointments, including VAV Advocacy, are confidential and not part of the academic record. Students seeking VAV Advocacy do not need to disclose the details of their experience in order to access support.

### **Immediate Medical Attention**

Even if you do not notice obvious injuries to your body, it is highly recommended you seek medical care as soon as possible after a sexual assault. You may have internal injuries or be in shock, which might prevent you from fully realizing the extent of any injuries. Immediate medical attention will also provide you with more options to prevent the risk of sexually transmitted infections (STI's) and pregnancy. The exam can only occur within the first 120 hours (five days) after a sexual assault with police involvement and 96 hours (four days) without police involvement. You have the right to bring a friend, family member, or sexual assault advocate with you to support you during this time. The non-report option preserves the evidence for two years, during which time you can make the decision about whether or not to pursue criminal charges.

St. David's Hospital (919 E. 32nd St., ER phone: 512-544-4240) is the only facility that provides this kind of forensic examination for adults. If you know you would like to report to the police, UTPD (512-471-4441) or APD (512-974-5037) can provide transportation to St. David's Hospital. For more

information about getting an exam please visit the Texas Sexual Assault Nurse Examiner (SANE) Program's website: <http://austinrapehelp.org/>

## Reporting Options

- Students have the right to report what happened to them under federal law.
- Survivors have the right to work both with campus offices and law enforcement, or neither.
- If the incident occurred on campus, a report may be filed with the UT Police Department (UTPD) by calling 911 or visiting UTPD headquarters at 2201 Robert Dedman Drive (across from the Manor Garage and the football stadium).
- At the time of the incident, if the accused was a current UT Austin student, you may report it to Student Judicial Services or if the accused was a current UT Austin employee, you may report it to the Office of Institutional Equity.
- If the accused has no connection to the University, you may choose to report to UTPD by calling 911.

For the full University policy please refer to the General Information Catalog: Appendices D and H for more information on Sexual Harassment, Sexual Discrimination and Sexual Assault and General Information Catalog: Appendix C, Chapter 11 for the discipline process.

- <http://catalog.utexas.edu/general-information/appendices/appendix-d/>
- <http://catalog.utexas.edu/general-information/appendices/appendix-h/>
- <http://catalog.utexas.edu/general-information/appendices/appendix-c/student-discipline-and-conduct/>

For more information about issues of interpersonal violence, including risk reduction and prevention, please see the Voices Against Violence, a program of the Counseling and Mental Health Center, website: [www.cmhc.utexas.edu/vav](http://www.cmhc.utexas.edu/vav).

## Sexual Harassment

The same as sexual assault or sexual misconduct, the university has a commitment to providing an educational environment for students that is free from inappropriate conduct of a sexual nature. Sexual harassment is a form of gender discrimination. It involves unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made an explicit or implicit term or condition of employment or one's status as a student in a course, program or activity;
- Submission or rejection of such conduct is used as a basis for employment or educational decision affecting an individual, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work or educational performance, or creates an intimidating environment.

If you feel that you have been sexually harassed the Apartment Life Staff encourages you to:

- Ask your CA or Community Coordinator for assistance.

- Report the sexual harassment to the Title IX Coordinator or Title IX Deputies:

1616 Guadalupe Street  
2.507 University  
Administration Building (UTA)  
Austin, TX 78713  
512-232-3992  
titleix@austin.utexas.edu

## Social Networking and Internet Use

The Division of Housing and Food Service advises all UT residents to be responsible for the information they post online in electronic communities. We recommend that students monitor their own personal activities to ensure that their safety and reputation are not compromised.

While it is not our practice to go "surfing" for resident information, Housing staff may take into account information posted on online communities (e.g., Facebook, Instagram, Twitter, etc.) during judicial investigations.

## 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 contract holders.

### **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.

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

Bicycles, portable, 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 on line through Parking and Transportation: <http://parking.utexas.edu/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 911**.

## 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 & 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 the local Post Office until you return. Contact UTPD 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. For emergencies or to report any suspicious or unusual activity **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 by anyone other than a police officer, 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.
- Keep your mobile phone with you in the car, at all times, in case of emergency. Pull over and call for assistance if necessary.

## 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

Gender	Race
Height/weight	Hair (length, color and texture)
Eye color	Clothing (hat, shirt, pants)
Teeth (missing)	Tattoos
Jewelry	Glasses
Complexion	Tattoos
Speech/accents	Scars
Amputations	Gait

### How to Describe a Vehicle

Make/Model	Year
Color	License number
Body style	Dents/scratches

**Never hesitate to call the UT Police at 911 if you witness a crime or have an emergency.**

## 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 8 to 10 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.

## CAMPUS RESOURCES

### Behavior Concerns

If you're concerned about a student, faculty, or staff member, our office wants to help. Below are some tips on how to work with someone in distress. Also, anyone can contact the Behavioral Concerns Advice Line (BCAL) at 512-232-5050 to express concerns about UT faculty, staff, and students. BCAL is available 24/7 and callers can choose to be anonymous.

### Campus Text Alert

The University of Texas at Austin and Emergency Preparedness employ a wide variety of tools, including text messaging, to make sure everyone on campus is informed during an emergency event. This system will **send a text message** to the number you provide in the event of an **emergency event**. Sign up for text alerts at:

<https://utdirect.utexas.edu/apps/csas/text/>

## Counseling and Mental Health Center (CMHC)

The Counseling and Mental Health Center are available to support students through multiple programs. Group Counseling, Short-Term Individual Counseling, Thrive at UT, 24/7 Crisis Line, Online Anonymous Self-Assessments, Alcohol & Other Drug Initial Consultations, Mindful Eating Program, MindBody Lab, Integrated Health Program, Counselors in Academic Residence Program (CARE), and Prevention and Outreach. For more information contact CMHC at 512-471-3515 or <https://cmhc.utexas.edu/>.

## Emergency Communications

Emergencies may range from inclement weather, to building evacuations, to campus closures, and the university has a variety of tools to communicate with the public in the event of these and other possible emergencies. You may want to bookmark the [Emergency website](#) because it is updated with information during actual emergencies or campus closures.

## Student Emergency Services

This office helps students and their families during difficult or emergency situations. Assistance includes outreach, advocacy, intervention, support, and referrals to relevant campus and community resources. Please note, our office does not provide counseling services.

512-471-5017 (Mon.-Fri., 8-4:30)

512-232-5050 (24/7) – [Behavior Concerns Advice Line](#)

### **Emergency situations include but are not limited to:**

- Missing Student
- Family Emergency
- Fire or Natural Disaster
- Student Death (current or former)
- Medical or Mental Health Concern
- Academic difficulties due to crisis or emergency situations
- Interpersonal Violence (stalking, harassment, physical and/or sexual assault)

## University Health Services (UHS)

The University Health Services offer medical appointments and care for a reduced cost. Services range from General Medicine, Physical Therapy, Sports Medicine, Allergy & Immunization Shots, Sexually Transmitted Infections (STI) Testing, Sexual Assault Forensic Exams, Women's Health, Nutrition Services, and Travel Health. To Schedule an appointment or find out additional information, please call 512-471-4955 or <https://healthyhorns.utexas.edu/>

## 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 512-267-SAFE.