We are excited that you have chosen to live at 2400 Nueces! Over the course of the year, you will spend many hours on campus, in class, listening to lectures, and participating in group activities and service projects. You will study, meet new people and learn about yourself and the world around you. You will have many opportunities to become involved and engaged in the community, and we hope that you take full advantage of those opportunities. It is what you do with that experience that matters the most.

By focusing on the total student experience, we reinforce your educational goals, as well as our commitment to community service and development. Our staff-coordinated cultural and developmental programs provide you an opportunity to participate in a wide variety of activities, including seminars, community-outreach programs, social events, and service projects.

Our staff is here to help you throughout the year. They are here for you, available for you, and will spend time getting to know you. Community Assistants help with communication between you and the professional staff, make sure there are activities and things to do, and help ensure the safety of the building.
CONTACT INFORMATION

Emergency Contacts

2400 Nueces (512) 651-1139
2400 Nueces | On-Call Community Assistant (512) 517-5557
Austin Police Department (512) 974-2000

Property Contacts

2400 Nueces (512) 651-1139
2400 Nueces | On-Call Community Assistant (512) 517-5557
Admissions (512) 475-7440
Dean of Students (512) 471-1201
Austin Police Department (512) 974-2000
Disability Services (512) 471-4511
Graduate School (512) 471-4511
Student Financial Services (512) 475-6282
Texas Union (512) 475-6636
University Co-op Bookstore (512) 476-7211
University Health Services [Mental Health] (512) 471-3515
University Health Services [Primary Care] (512) 471-4955
University of Texas Housing & Dining (512) 471-3136
University of Texas International Office (512) 471-1211
University of Texas Libraries (512) 495-4348
University Operator (512) 471-3434
University Parking and Transportation (512) 471-7275
IMPORTANT DATES

August 17th - MOVE IN DAY FOR 2019-2020

COMMUNITY BUILDING AND COMMON AREA FACILITIES

Common Area Facilities and Amenities

A resident must accompany their guests at all times. **We allow 2 guests per bedroom.** The first and sixth floors are the place to go for great amenities. Most of the events and activities hosted by the community take place in and around these areas. All rules governing common area amenities will be enforced by management and are subject to periodic review and revision. The facilities available at the community are for the exclusive use of our residents. The maintenance and care of these facilities is every resident’s responsibility; therefore, abuses may result in facilities closing. Please report all repair needs or problems to the front desk.

Building and Patio Furniture

For your comfort while studying, socializing, or watching TV, the community has provided furniture in the common areas and patio area. This furniture is meant to stay in the designated areas so that all residents may enjoy its use. **Please do not take the public area furniture into your room;** there will be a moving charge for removing furniture from any public area. All missing furniture should be reported immediately to community personnel to assist in its recovery.
**Business Services**

All packages will be delivered to and accepted by the front desk. You are able to pick your packages up at your convenience! Each resident will set up a personal identification number (PIN) that you will use when picking up your package. We reserve the right to refuse any package that is too large for our office or is considered suspicious or hazardous in any way. Outgoing packages and personal items will not be accepted at the front desk.

**Conference Room**

The conference room is available for resident use. Any residents or groups wishing to reserve the room should contact the office, it can be reserved for up to 4 hours a day.

**Business Center**

A business center is offered for the convenience of residents. The center is located on the first floor and has computer terminals with Internet access and printer capabilities. You must supply your own paper and be familiar with needed software as technical assistance is not always available. Eating and drinking is not permitted in the business center. Please report any problems to the front desk immediately.

**Fitness Center**

The fitness center is located on the sixth floor. No food is allowed in the area. Please limit drinking to water only while in the fitness center. Proper athletic attire is required. Shirts and shoes must be worn at all times. **Please wipe down machines after each use with the disposable towels provided.** Please report maintenance problems to community personnel immediately. Do not repair equipment yourself. Use equipment in the manner in which it was intended. Use of the fitness center is at your own risk. Anyone beginning an exercise program should consult a physician first.

**Front Desk**
The front desk remains open to provide you with access to services, answer questions, and provide other information. 2400 Staff is available at the front desk Monday - Friday 9:00 AM - 9:00 PM Saturday 10:00 AM - 6:00 PM Sunday 1:00 PM - 6:00 PM Courtesy patrol will be at the front desk daily from 9:00 PM - 3:00 AM

**Hot Tub**

The hot tub is designed and intended for relaxation. It may be easily contaminated by improper use, which may cause skin irritation and/or infection. The area may close occasionally for maintenance purposes and during specific community repair projects. Please bring proper ID with you to the pool. Only residents and their guests are permitted to use the hot tub. Residents are allowed a maximum of 2 guests. Any guests must be accompanied by a resident at all times. There is a health risk for small children and pregnant women due to high temperatures. Please consult your doctor before use.

**Leasing Office**

The leasing office is located on the first floor. Leasing office staff is available to help residents with renewing resident leases, collecting rent payments, answering questions about the lease agreement, and addressing issues as needed. Business hours are from 9am - 5pm Monday through Friday, 10am - 5pm on Saturday and 1pm - 5pm on Sunday.

**Mail**

Each resident is assigned a mailbox. Mailboxes may be shared by multiple residents. Mail is delivered daily except Sundays and holidays. Notification of packages and special deliveries will be via email. Your address should read as follows:
Payment

You will not receive a bill or invoice for any installment amount due. We do not provide payment slips, payment reminders, etc. It is your responsibility to make the payments by the assigned date based on the payment plan you chose by referring to your copy of the lease agreement. You may pay online, deliver the payments to the office, or mail the payments.

Please also note that if you are choosing the installment option, these payments are installment payments, not monthly rent payments. This statement means that each payment is part of the installment amount not a particular month’s rent. If you do not make the payments by the designated due date, you will be assessed a late fee. Payments that are mailed must be received by the due date, regardless of postmark, to avoid late fees.

Rent Payment

Payments are due on the first day of the month. You may pay the rent at the front desk or take advantage of one of our online options.

Forms of Payment

You may pay your rent online by credit card or eCheck, or you may pay your rent by check, money order, or cashier’s check.

eCheck

eCheck payments will be deducted from a checking account. There are two options for eCheck: the first option is to make a one-time payment at an amount specified by you; the second option is to set up recurrent monthly payments (ACH Payments) that are automatically processed on the first business day of each month. There will be a fee associated with each transaction of $1.50.
Credit Card

Credit card payments may be made on a one-time basis or set up as recurrent monthly payments. This service includes a convenience fee for each transaction of 3.25% of the transaction amount.

Late Payment and Returned Checks

If your rent payment is received after 10 am on the 3rd of the month, you will be charged a late fee of $50.00 as stated in the lease agreement. In addition, if rent is not received by the fourth (4th) day after the due date for payment, you will be charged an additional late fee of $10.00 per day.

A returned check fee, plus applicable late charges will be assessed on all checks returned by a bank for any reason. Returned checks must be redeemed by money order or cashier’s check within 48 hours of notification. Late charges will be charged from the first late day. After two returned checks, we will no longer accept checks for your rent payment or any other charges owed.

It is your responsibility to ensure that all rent payments and other charges are paid on a timely basis. All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, NSFs, utilities, charges for damage repair, etc. Any remaining monies will then be applied to the current month’s rent. If any amounts are deducted to cover a balance, your current month’s rent will not be considered paid in full and late fees will be assessed.

Resident Surveys

Periodically surveys are distributed to the residents in an effort to solicit feedback about your experience. Surveys provide you with an opportunity to assist us in providing the best experience possible.

Study Lounges
Study lounges are available throughout the community. Lounges are reserved for studying. The study lounge is open 24 hours a day. Eating, drinking, and smoking are prohibited.

Swimming Pool

The pool is open daily, weather permitting. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area, no furniture may be placed in the pool or hot tub. Personal flotation devices or rafts are not permitted in the pool area. The area may close occasionally for maintenance purposes and during specific community repair projects. Please bring proper ID with you to the pool. Only residents and their guests are permitted to use the pool. Residents must accompany guests at all times. Glass is not permitted near the pool. Any violators will be fined $100. Pool hours are from 10am - 10pm Monday through Thursday and 10am - midnight Friday through Sunday.

TV Room

For your movie and television viewing pleasure, a large-screen television is available for use on both the first and sixth floors.

Vending Machines

Access to snack and drink machines is for your convenience. Vending machines can be found on the 1st floor by the mail room. Machine malfunctions and any loss should be promptly reported to the phone number on the vending machine.

UNIT INFORMATION

General Policies

In order to comply with local fire codes (which are created ultimately for your own protection and safety), certain policies apply toward the condition of your unit. In addition, decorating guidelines have been established in order to prevent damage to the units.
All furnished units are to remain furnished, with beds on the frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). For safety reasons, cinder blocks are not permitted. Furniture may be rearranged in your unit provided it is returned to its original position prior to check-out. Furniture may not be removed from the property, storage units are available for purchase on floors 3-5.

The following must also be adhered to:

- No lofts, or waterbeds are permitted.
- No construction, wall partitions, painting, or any similar structures are permitted.
- Dartboards are not permitted due to damage to walls and doors.
- Any alterations or modifications that pose a threat to safety, health, physical unit damage, comfort of others, etc., are not permitted.
- NO ITEMS ARE PERMITTED ON THE CEILINGS. This includes: nails, stickers (reflective stars), bottle caps, tape and poster putty. Damage to ceilings will result in a repair charge.
- No additions to the original surface are permitted on the doors, windows, walls, blinds, or furniture.
- All decorations must be temporary so as not to permanently deface or damage unit furnishings.
- Only official community documents may be posted on the interior and exterior of the entrance door.
- For fire safety reasons, candles, incense, space heaters, hot plates, and other combustibles are not allowed in the units.
- No decorations are permitted on the windows, including posters, lights and flags.
- Curtains may be hung on the windows provided that the blinds face the outside of the building.

Damages
Residents are responsible for the condition of their unit and all furniture. **Residents will be charged for the repair of any damages upon vacating the unit.**

**Dishwasher**

In order to reduce maintenance problems with dishwashers, the following guidelines should be used: scrub dishes first, especially if it will be a few days before you run the load. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty two times.

**Food Waste Disposal**

Each apartment is equipped with a food waste disposal in the kitchen sink. Please use common sense when operating this appliance. Care and Operating Instructions: Do not insert hand into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time after grinding is completed to ensure all waste is flushed away). Turn the switch to the “On” position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of huge quantities at once. Do not turn off the motor or water until grinding is complete.

**Garbage**

All garbage must be properly bagged and placed directly into the trash room for removal. **Abandoned trash may be subject to fines at $50/bag or large item.**

**Heating and Cooling Unit**

Efficiency of your heater is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. If you wish to request a new furnace filter, please submit a maintenance request.

**Lights and Fixtures**
Please submit a maintenance request if any florescent light bulbs need to be replaced in your unit.

**Maintenance**

All maintenance concerns in your bedroom, your unit, or elsewhere on the community should be reported to the office or submitted using our online maintenance request form. Please provide us with all the information pertaining to your maintenance request in order for us to most efficiently respond to your issue. For emergency maintenance issues, our maintenance staff is on call. Maintenance hours are from Monday through Friday 8am - 4:30pm as well as 24 hour emergency maintenance. After midnight, you should contact the CA on call. Please use good judgment when deciding to contact staff after hours. Examples of maintenance emergencies include: flood, broken windows, front door lock malfunction, or fire.

Upon submission of the request, the maintenance staff will undertake corrective measures as quickly as possible. You will be notified when the work has been completed or if more time is needed to correct the situation.

**Smoke Detectors**

The smoke detectors in your units are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan above the stove. If your detector makes a chirping sound, it means the battery is low. Complete a work order as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and inform the front desk / on-call staff immediately. Never disconnect the smoke detectors. Sometimes you may experience a “false alarm.” The smoke detectors may be set off by dust, an insect or just may need routine cleaning. Opening the front door and windows (to allow fresh air into the unit) may stop the false alarm. Tampering with fire safety equipment is a violation of state and federal laws and will result in fines, eviction, and possible arrest.

**Toilets**
Do not flush paper towels; they do not degrade. Never flush feminine hygiene products, regardless what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve next to the toilet on the lower left side of the wall. Residents are required to plunge their own toilet prior to calling in maintenance. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.

**Unit Entry**

We respect your right to privacy. Without prior written consent, no one is given access to your unit. However, our staff may enter your unit as follows:

- in case of emergency
- when you have abandoned or surrendered the unit
- to make requested repairs
- to test smoke detectors and complete health and safety inspections
- to show the community to prospective or actual purchaser
- routine inspections
- with your prior permission
- as otherwise allowed by law

Except in cases of emergency and as required by law, we will provide you with reasonable written notice of our intent to enter and entry will be during normal business hours. You may be present; however, entry is not conditioned upon your presence. In case of emergency, we may enter the unit at any time without prior notice. In such situations, you do not have the right to refuse to open a door and you must allow access.

**Utilities**

If your utility use exceeds the allotted amount, you will be invoiced for and required to pay the overage. Any overages will be split evenly among roommates.
Whenever you save energy, you not only save money, you also reduce the demand for such fossil fuels as coal, oil, and natural gas. Less burning of fossil fuels also means lower emissions of carbon dioxide (CO2), the primary contributor to global warming, and other pollutants. You do not have to do without to achieve these savings.

The average American produces about 40,000 pounds of CO2 emissions per year. Together, we use nearly a million dollars worth of energy every minute, night and day, every day of the year. By exercising even a few of the following steps, you can cut your annual emissions by thousands of pounds and your energy bills by a significant amount. These steps include:

- Whenever possible use outside fresh air to control hot temperature conditions instead of air conditioning.
- Use fluorescent lighting whenever possible. The same amount of light may be obtained with only 1/3 the wattage. Change to lower wattage where possible.
- Keep all lamps and lighting fixtures clean. Dirt absorbs the light.
- Check the accuracy of HVAC system thermostats.
- Report water leaks in bathrooms and units the same day when possible.
- Turn your refrigerator down. Refrigerators account for about 20% of household electricity use. Use a thermometer to set your refrigerator temperature as close to 37 degrees and your freezer as close to 3 degrees as possible.
- Set your clothes washer to the warm or cold water setting, not hot. Switching from hot to warm for two loads per week may save nearly 500 pounds of CO2 per year if you have an electric water heater or 150 pounds for a gas heater.
- Make sure your dishwasher is full when you run it and use the energy saving setting, if available, to allow the dishes to air dry.

Utility Closets
The utility closets housing water heaters and HVAC equipment are not to be used for storage.

**Vacant Bedrooms**

Current residents must make every effort to welcome a new roommate as long as there are empty bedrooms or bed spaces in the unit. It is a violation of your lease agreement to tell a potential roommate that you do not want a roommate or that there are no vacant beds. Unless specified as a double occupancy unit in your lease, it is also a violation of your lease agreement to double occupy a bed space. You may have the opportunity to lease open bed spaces. Please contact the office for more details.

**Washers/Dryers**

High efficiency washer and dryers are provided to you in your unit. All appliances should only be used in the manner for which they were intended. No dying of fabric or other materials is ever permitted. In the event you should need instruction on how to use the machines, please contact the front desk.

**Window Screens**

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner.

**SAFETY AND EMERGENCY PROCEDURES**

**Introduction**
The community has a strong commitment to safety. To make it work, you must also have this commitment. We have adopted instructions and procedures to follow in emergency situations; please be aware of these and understand their importance.

We work closely with local police and fire departments and are constantly evaluated to ensure that we continue to provide the safest living environment possible. Please respect these regulations as you would any others. If you do not understand any of the regulations and suggestions, please ask your CA for clarification. Please think safety at all times.

**Courtesy Personnel**

The community maintains security officers to walk the community each night in order to deter any potential problems. These professionals are equipped with walkie-talkies and/or cellular phones for communication with the community’s personnel.

**Earthquake**

Residents should maintain an emergency supply kit in his/her unit consisting of a three-day supply of water, non-perishable food, closed toe shoes, a flashlight and fresh batteries, a battery operated radio, gloves and any medication that might be required by the resident. At the sign of an earthquake, residents should immediately seek cover and when safe, should evacuate the building.

**Fire Safety**

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously and residents should exit the building and cross the street. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly.

Multiple outlet “octopus” plugs are not permitted. Surge protector power strips with circuit breakers are permitted. All extension cords must be of the grounded, three-prong type and be UL approved. Live holiday decorations such as trees/wreaths are prohibited. Hot plates, candles,
incense, space heaters, cooking grills, lighter fluid, and other combustibles are prohibited due to the increased risk of fire hazard. For more information, please refer to the rules and regulations portion of your lease agreement.

If there is a fire or the alarm sounds, feel your door with the back of your hand before exiting. If it is cool, exit the unit, close the door, and proceed to evacuate the building (follow evacuation instructions behind the front door of unit). If the door is hot, don’t open it; fill any cracks with wet towels, signal from your unit by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your unit, close your door. If smoke is present in the breezeways, lie down and crawl to safety; fresh air will be near the floor.

After you have exited, please be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the community staff upon exiting the building. The fire department will give an “all clear” when it is safe to re-enter the building. Finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system.

In the event of fire, residents should proceed away from the community and make their way across the street. You are required by law to evacuate the buildings when the alarm sounds. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the initiation of eviction proceedings. Persons involved in tampering with smoke detectors, extinguishers, sprinklers, or any of the protective casings around the fire safety equipment will be subject to criminal prosecution. Upon your exit, please report any information that you know to the CA (e.g., the location of the fire).

Have an Exit Strategy! A building map showing fire exits is located on the inside of your room door. Review this plan and walk down the hallway and find the closest fire exits and fire safety equipment. It is a violation to cover up the instructions and evacuation map with any item.

Each semester, including both summer school sessions, every open and occupied building conducts planned, unannounced fire drills. It is imperative that residents do not disregard the fire alarm, since you cannot distinguish a drill from an actual fire. If the fire alarm and strobe lights activate in your area, exit the building immediately and report to the evacuation area listed for your building.
**Hurricanes**

A hurricane watch is issued when a storm threatens to hit the area within 24-36 hours. A hurricane warning is issued when a storm is expected to hit a specific area within 24 hours. In the situation that a hurricane warning is in effect, you should follow these steps:

- You should go to a room without windows. Do not remain in the stairways.
- We suggest that you take a portable, battery-operated radio with you to keep you updated on the current status of the hurricane.
- You should also listen for evacuation routes and shelter locations, should it become necessary for the building to be evacuated.
- You should fill your bathtub and drinking containers with water, should the water supply become contaminated.
- We strongly recommend that every resident bring flashlights and extra batteries in case of a power failure. (Candles are not permitted on the community anytime and will be confiscated).
- Should a hurricane warning be issued, we also suggest that you stock up on non-perishable food items, bottled water, gasoline for your car and spending money.
- As with any emergency situation, you should maintain contact with staff members. Property staff will inform you of any new information and offer you any assistance you may need.
- You should contact loved ones as soon as possible to inform them of the situation and of your well-being.
- Once the hurricane warning has been lifted, the immediate danger is over and you may resume normal behavior.

**Tornados**
Know the difference between a tornado watch and a tornado warning. A tornado watch simply means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or is indicated on radar.

In the situation that a tornado warning is in effect, you should open your unit windows approximately ½ inch. Doing this will relieve internal pressure and lessen the possibility of injury should a tornado strike. Go to your bathroom. The safest place for you to stay during the tornado warning is in your bathroom. We suggest you take a portable, battery-operated radio with you to keep you updated on the current status of the tornado. Once the tornado warning has been lifted, the immediate danger is over and you may resume normal activity.

Winter Storm

In areas where winter storms may be particularly severe, you should begin making plans in late fall for the coming winter. We recommend having the following items on hand before the storm season arrives: battery-operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, snow and ice removal equipment, and a fully stocked first aid kit.

Your Personal Safety

Personal safety measures are just as important to your well-being as those previously mentioned. Crimes, injuries, and personal assaults all occur outside of our control, but there are steps that may be taken to decrease your likelihood of being a victim. Please keep your room door locked at all times.

Safety Tips:

- Do not walk alone after dark. Get someone from your building to walk with you.
- Do not prop open any doors. Do not open doors for strangers.
• Always carry your unit key with you. If your unit key is lost or stolen, please report it to the front office so we can deactivate the key.
• Use the one-way door viewer before opening the door to let in a guest. Never open your door to someone you don’t know. Report suspicious-looking persons to the front desk.
• If you see an unsafe feature on our community (e.g., an EXIT light is out), please notify community personnel immediately.

Tips on Preventing Auto Crime:

• Be alert and use common sense.
• Roll up windows. Lock your car.
• Never hide a spare key in your car.
• Never leave CDs, packages, purses, or other valuables in plain sight.
• Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Then proceed to the driver’s door.
• Carry your key ring in your hand while walking to your car, whether in daylight or dark.
• As soon as you get in the car, lock the doors.
• If someone is in your car or loitering around it, call the police or security. DO NOT confront the stranger.

Personal Property Insurance

Please be aware that the community takes many precautions to maintain the safest living environment possible, but we are not liable for any losses or damages that may occur to your personal property. If you are a dependent, you may be covered under your guardian’s personal property insurance.
The community takes many precautionary measures in attempting to aid the well-being of our residents. These include: strongly urging you to keep your apartment/suite and bedroom locked at all times and having an extensive preventive maintenance program designed to detect and cure any problem areas throughout the physical facility. We strongly recommend that you obtain personal property insurance for all of your valuables.

You agree that we do not promise, warrant or guarantee the safety and security of you, your guests or your personal property against the criminal actions of other residents or third parties. Furthermore, we shall not be liable for any damage or injury to you, your guests or your personal property or to any person entering the Apartment or the Community, for injury to person or property arising from theft, vandalism, or casualty occurring in the Apartment or the Community. You agree to indemnify and hold us harmless from all claims, costs, and expenses arising from injury to person or property to you or any of your guests regardless of the cause, unless the injury is due to our negligent or intentional conduct.

You have the responsibility to protect yourself and to maintain appropriate insurance to protect you and your belongings. It is a fact that no security system, including video cameras, controlled access gates, courtesy patrol services, or electronic intrusion safety devices, can guarantee protection against crime. As to any and all security measures taken at the community, you may not rely for your personal safety upon any measures we may take to secure the building. Even elaborate security systems are subject to mechanical malfunctions, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Further, repairs to such devices cannot always be completed immediately. Therefore, you should always proceed on the assumption no security systems exist.

You acknowledge that you have read, understood and agree with the above notice. You have received no representations or warranties, either expressed or implied, as to the overall safety of the Apartment and Community and/or any security system at the Community. We have not in any way stated or implied to you that the security of person or property is provided, promised or guaranteed or that the Community was or will be free from crime.
For the purpose of this paragraph, Owner shall include Greystar, its officers, agents and employees.

Thank you for taking time to read the community’s resident handbook. Please remember that you are an important part of our community and we hope you invest time and interest in keeping our community a great place to live!

**POLICIES AND REGULATIONS**

**Aiding and Abetting**

Aiding and abetting means you personally are responsible if something is happening in your unit that you know of, are present for, or assist in. This also applies anywhere on campus if you are present during a policy violation. **You are equally as responsible for the violation if you fail to report the violation.** One example of this may be a roommate having a cat. All roommates would be held responsible for this policy violation because they are aware of the violation and did nothing about it. Alcohol, drugs and parties that carry heavy penalties may have a great effect on roommates. If you know that a roommate has or uses drugs in your unit, you may also be held responsible for those drug violations.

To avoid being in violation for aiding and abetting, you need to immediately report violations. Leave the unit if needed and tell a CA. If staff responds to a violation and you are in the unit while it is occurring, your name and situation will be documented.

**Alcohol and Drugs**

The decision to drink and how much is a personal one. Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance. The possession and/or consumption of alcoholic beverages in units must comply with local, state, and federal laws and
regulations. Alcohol is not permitted in any common areas (e.g., pool, stairwell, hallways, community rooms, parking lots, decks, and balconies). The possession of kegs, beer bongs, party balls, etc. is prohibited at any location on the premises.

No drugs, narcotics, controlled substances or drug paraphernalia may be possessed, used, sold or distributed at the community. Persons who violate this policy will be subject to disciplinary action and arrest, including immediate eviction. Possession of a medical marijuana card does not override the lease agreement provision prohibiting the use of marijuana on the premises.

**Alcohol, Drugs, and Paraphernalia**

Students at the university are encouraged and supported in any effort to maintain good health and well-being. The use and abuse of alcohol and illicit drugs impairs both and puts your health at risk. The sale, manufacture, distribution, possession or use of any controlled substance is illegal. Such laws are strictly enforced by the University of Texas at Austin Police Department. Violators are subject to criminal prosecution. University students and employees are also subject to disciplinary action.

The illegal consumption, sale, or furnishing of alcoholic beverages is restricted. The abuse of alcohol and illicit drugs is proscribed by federal, state, local and university regulations. All state laws regulating alcoholic beverages will be enforced, including the use of alcohol by minors. If you are under the age of 21, you may not possess or consume alcohol. Use of alcoholic beverages is subject to state law.

Common sources of alcohol (such as large volume containers, kegs, or party balls) are prohibited in all housing and public areas. Providing alcohol to anyone under the legal drinking age is illegal. You will be held responsible for your actions as well as the actions of those to whom you provided alcohol.

It is explicitly illegal to use, possess, manufacture, or sell drugs or other controlled substances in both public and private spaces. Residents using, possessing, or selling drugs will be subject to disciplinary and/or criminal actions, including immediate eviction. Substance abuse prevention
and assistance programs are available for residents. Residents should contact the community manager for information about programs. Possession of a medical marijuana card does not override the lease provision prohibiting the use of marijuana on the premises.

**Assault**

The threat of physical abuse of any community member or guest is forbidden. Threats of any kind, racial or sexual harassment, malicious pranks, or abusive name-calling, is not permitted. The following are resource for reporting if you see, hear, or experience any of the behaviors mentioned above:

- University of Texas at Austin Police Department
  - 911 (emergency)
  - 512-471-4441 (non-emergency)
- Behavior Concerns Advice Line (BCAL) - 512-232-5050

**Ball Playing, Bicycles and Skateboards**

Ball playing (including but not limited to baseball, football and soccer), skateboarding, inline skates, bicycle riding or use of any equipment with wheels are prohibited in the buildings/units. Riding electric vehicles such as hoverboards, segways, and electric scooters through the building are prohibited. These activities have the potential to create excessive noise, cause damage, and may inflict physical injury.

Bicycle registration with University of Texas at Austin Parking & Transportation Services (PTS) is required. Visit: [https://parking.utexas.edu/bike/registration](https://parking.utexas.edu/bike/registration).

**BBQs, Fire Pits, Open Flames, and Fireworks**

2 Gas grills are provided on the sixth floor and all others are prohibited.

- **Do not put coal in gas grills**
• Someone must stay with or be able to see the fire at all times.
• Be mindful of the wind so that the smoke does not bother neighbors.
• The grill must be completely extinguished when finished.
• Fire pits, BBQs dug in the ground, or any type of fireworks are not allowed at any time.
• **Gas or BBQ grills are not allowed on any patios or balconies under any circumstances.**
• Contact the front desk if you need assistance

**Bicycles**

Bicycles should be stored in the designated bike room on the first floor and the fenced bike area in the garage. We advise residents to provide their own vandal-proof bike lock and to always lock your frame and wheels to the racks. **The community is not responsible for lost or damaged bicycles.** Following uniform fire code, bikes should be stored only in areas provided and not inside the building. Any bicycles parked and/or locked in any hallways, stairwell, or community building, may be removed upon sight and impounded.

**Check-In/Check-Out**

A Check-In/Check-Out Inventory & Condition Form will be provided by community staff. Please take time to read the comments concerning your unit. Please return this form to the front desk upon completion and notify us if you find additional issues or have a concern. Please make sure this form is an accurate listing of your unit, as it will protect you from being charged for any damages which may have occurred before you moved into your unit.

Prior to check-out at the end of the year, a letter will be sent to you notifying you of all the steps involved in checking out, including turning in your keys. Residents will fill out the express check-out form.

**Commercial Ventures/Solicitation**
The resident agrees to not use his/her unit for commercial purposes, nor will the resident participate in or encourage door-to-door solicitation in the community. The Internet connection provided as part of the lease agreement may not be used for any commercial or profit-making enterprise.

**Common Areas**

Belongings may not be stored in hallways, breezeways, or stairwells, or in such a way that common or public areas become unsightly, or so the entry/exit to the unit is blocked. Residents are responsible for keeping common areas clean and picked up. Residents who fail to comply with these standards will be fined accordingly.

Within each respective units, residents also are strongly encouraged to work together to maintain a clean community living area.

**Conduct**

As in all living situations, we have a set of policies and guidelines for the community which must be adhered to. It is very important that you familiarize yourself with all rules and regulations and the material contained in this handbook and in your lease agreement. Since every resident will have received these rules, this is considered your “first warning.” Part of the CAs' job involves making sure that the rules of the community are followed.

The community operates in an adult atmosphere, thus most residents will never find themselves involved with disciplinary action. The largest part of individuals who require disciplinary action simply need a verbal clarification or warning. For those persons whose behavior is such that it requires more attention, any or all of the following may occur: a private meeting with your CA or other staff member, a written warning (with copies to your file and guarantors of the lease agreement), restriction from areas or events, relocation within the community complex, referral to the manager and/or, University official, contract probation, eviction, and/or criminal prosecution.
By signing your lease agreement, you agree to follow the policies in the lease agreement and this resident handbook. Any violation of the lease agreement or resident handbook policies will be handled through the conduct process. All members of the community have an obligation to uphold community standards of conduct.

**Damages**

Residents are responsible for the condition of unit furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within units and other areas must be performed by authorized maintenance personnel. Residents will be charged for the repair of any damages for which they or their guests are responsible.

**Disruptive Behavior**

Concerns with neighbors should be addressed directly. Residents are expected to act in a manner that will not disturb the academic pursuits or infringe upon the privacy rights, health or safety of other persons. Understand that any activity that has a negative impact on roommates or neighbors will not be tolerated.

**Elevators**

If an elevator malfunctions, press the alarm button and stay inside until help arrives. Do not attempt to pry open doors or climb out. Residents will be charged the cost to retrieve items dropped down shafts or repairs due to resident negligence or damage.

**Explosives, Fireworks, and Weapons**

Fireworks, chemicals, lighter fluid, gasoline, other explosives and flammables, and any weapons that could inflict bodily harm or result in disturbances of the peace are prohibited in the university housing 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 in university housing and elsewhere on campus, see Handbook of Operating Procedures 8-1060 ([https://www.policies.utexas.edu/policies/campus-concealed-carry](https://www.policies.utexas.edu/policies/campus-concealed-carry)). Facsimiles, including water guns and air guns, are also prohibited on campus. 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. Residents or any student found in possession of prohibited weapons, or of explosive or flammable materials, are subject to disciplinary action, removal from university 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 in university housing.

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

**Failure to Comply**

Each resident is required to follow all directives of community staff and act in an appropriate and civil manner. **Failure to accurately identify oneself to staff or comply with staff requests and directives will result in disciplinary action.**

**Financial Aid**

The financial aid office does not automatically disperse financial aid checks to the community. It is your responsibility, as the recipient, to use your financial aid to cover your educational and/or housing costs. Late fees will not be waived, due to financial aid. If you have questions about your financial aid, please call the financial aid office.

**Gambling**

Gambling is prohibited on the community, including all units, common areas and grounds.

**Guests**

We encourage you to invite guests to your unit, but please keep in mind that your guests must abide by the community’s rules and regulations. There is a maximum of two (2) guests allowed
per bedroom. You are directly responsible for communicating these policies to your guests. As
the hosts, you are held accountable and responsible for the conduct of your guests at all times.
Guests not complying with community policies will be asked to leave and may be banned from
the property.

**Overnight Guests**

Overnight guests are allowed only with the permission of all roommate(s). Overnight guests are
defined as any person not on the lease/license agreement staying in the residence for more than
six (6) hours in a day. The total number of days that a guest may stay is not to exceed five (5)
nights in a month with no more than three (3) consecutive nights. Allowing guests to live in your
unit past 5 days may result in the immediate cancellation of your lease agreement.

All guests are required to comply with the policies in this handbook and other applicable
University rules. The resident is responsible for the behavior of all their guests and will be held
accountable for their behavior. Guests should in no way become a nuisance to the neighbors/
roommate(s). A roommate(s) has the right to object to future visits and staff can mediate any
concerns regarding the presence of guests.

**Health and Hygiene**

Units must be kept clean and sanitary at all times, including proper disposal of empty food and
beverage containers. Residents are prohibited from activities that violate any health code.
Residents may not violate these regulations or interfere with the safe and clean environment of
others.

**Inspections**

Unit inspections will occur for preventative maintenance and condition assessment. Residents
will be notified in writing and in advance of these inspections. In the event that a resident has
previously violated lease agreement policies regarding proper cleanliness, guest privileges or the
pet policy, this document serves as notice for management to re-inspect the unit as necessary to
ensure there are no further violations. Management reserves the right to enter your unit in the event of an emergency.

Judicial Process - When Policies Are Broken

Students choosing to live in the community agree to abide by rules, regulations and expectations established for our residential communities as per their signing of the lease agreement and agreeing to this community handbook. Community staff is authorized to act on violations of these rules, regulations and expectations as violations of the lease agreement. In this sense, the student conduct system established for and administered by the community is administrative in nature, as opposed to a “legal system.” While the community is autonomous from the University Student Conduct it is subject to similar requirements for due process in all its procedures.

Incidents occurring in and around the community are subject to disciplinary action. Depending upon the circumstances, a given incident may have to go through processes with at least three systems, each independent of the other:

- University Housing & Dining
- University Student Conduct
- Police (UTPD, APD or local agencies) or the federal, state or municipal court system (criminal or civil)

Keys and Locks

Each resident is issued an individual unit access device (key fob, bedroom key and a mail key). Residents may not duplicate, distribute or loan unit, bedroom or mailbox keys. Improper handling of keys will result in replacement costs, paid by the resident. Residents may not change the locks on any door or install additional locks or chains. Upon completion or termination of the lease agreement all keys must be returned to Management. Failure to return keys will result in replacement costs, paid by the resident.
In the event that you are locked out of your unit during regular business hours, please come to the front desk. After business hours, the on-call CA should be contacted for lockouts.

**Musical Instruments**

Within a community environment, it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your neighbors need to be able to sleep, study, and relax without the excessive noise these instruments create.

**Noise**

You have the right to expect that you will be able to study or sleep without undue disturbance from noise. Keeping the volume on your stereo and TV at a level that may only be heard in your unit and lowering your voice when you are talking in the stairwells or hallways are two things you can do to maintain a quiet environment. Residents are encouraged to speak with fellow residents about noise issues. If you do not get the desired results, take the concern to your CA or contact the CA on call. The community is committed to your education. In order to provide an environment where every resident can sleep or study when and where they want, we ask that all residents keep noise levels at a minimum after 10:00 p.m. Quiet hours on Friday and Saturday begin at midnight.

**Patios**

While we want you to enjoy your personal outdoor space, we would also like to remind you of a few rules. Maintaining cleanliness of your patio is of utmost importance. Remember to keep it clear of trash (i.e. cans, bottles, trash bags, etc) or fines will occur. Also, the noise level of your patio must adhere to property quiet hours. Any violations may cause charges to your account. Throwing any item off your balcony/patio will result in fines or immediate eviction.

**Parking**
On-site parking is for residents only. Spaces are reserved. Anyone not displaying an access tag and permit sticker may be subject to towing at the owner's expense. Lost access tags and permits are subject to replacement fees. The community is not responsible for any damage or loss to your motor vehicle or its contents. Replacement parking stickers are $75 and replacement access tags are $100.

**Pets**

Residents are prohibited from having animals, except for aquarium bound fish (up to 10-gallon capacity), in units, common areas, or on the premises at all times. Residents may not feed/shelter stray animals. Residents are obligated to inform Management of any pet so appropriate action may be taken to remove and protect the animal. **Failure to comply with this policy will result in a fine of $500.00 for a first offense and $1,000.00 for subsequent offenses and possible eviction from the community.**

Requests for emotional or service animals must be processed through Services for Students with Disability [http://housing.utexas.edu/sites/default/files/SESApolicy.pdf](http://housing.utexas.edu/sites/default/files/SESApolicy.pdf)

**Physical Abuse and Harassment**

Physical, verbal and other abusive behavior and threats of physical abuse toward residents and/or staff are violations of policy and will not be tolerated. Such conduct may be grounds for immediate disciplinary action, removal from the community, and could include criminal prosecution. Examples of prohibited conduct include sexual and racial harassment, threats of violence, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes, pranks or other disruptions are also prohibited in the community.

**Power Outage**

If a power outage occurs, remain calm and notify the front desk. Keep a flashlight with fresh batteries in your unit. Do not use elevators, if applicable. Turn off all electrical equipment when
safe to do so to prevent damage when power returns. If you are in an unlighted area, proceed cautiously to an area that has emergency lights.

Public Posting

We do not allow signs and posters on-site.

Smoking

Smoking is strictly prohibited in all units, balconies, hallways, common areas, and the building. First offense violators will be charged $150 and $250 any smoking offenses thereafter. A $50 fine will be charged for cigarette butts found on your balcony or in your apartment. Smoking is also prohibited outside of the building within 25 feet of doorways, windows and ground level air intake structures. The resident accepts responsibility for informing visitors or guests of the community’s no-smoking policy. Failure to comply with this policy will result in a fine.

Throwing Objects

Balls, sports equipment and any other similar items may not be used in the interior areas of the community. No object may be thrown or dropped from a window, balcony or unit/common area opening. This policy is strictly enforced. Window screens must be left intact and must not be removed, loosened, or altered in any manner.

Unit Transfers

If a resident wishes to move to another unit, they must contact the front office for further details on the appropriate procedure. All unit changes must be approved in advance and a transfer fee will be assessed. Unit transfers are not guaranteed.

Vandalism

Willful destruction of the community by a resident or guest is a violation of policy and may result in disciplinary action, prosecution and immediate eviction.
Windows

Residents may not exit a unit through the windows unless there is a fire. Hangings, partitions, or curtains of any type may not be used in a way that inhibits exit of a unit and/or common area in the event of an emergency. Unauthorized entry into any portion of the community via window, roofs, ledges, and locked areas is prohibited.

RESIDENT SERVICES

Housekeeping

The community provides janitorial service for the building common areas, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their unit. It is everyone’s responsibility to keep the community clean and free of trash and cigarette butts.

Mail

Each resident is assigned a mailbox and key after completion and return of your check-in materials. Mail is delivered daily by the United States Post Office with the exception of Sundays and federal holidays. You will receive notification of packages and special deliveries by email. You will need to enter your PIN for your package at the community office during regular business hours.

Social Activities

One of the best parts about living with us is the social atmosphere. From the beginning of the year, we like to emphasize community spirit. The CA staff does the largest part to facilitate this for residents by sponsoring programs, including pool parties, bowling, movie nights, and much more. Residents who would like to volunteer to assist with functions should talk to their CA.

COMMUNITY LIVING

Introduction
Learning to live in a community environment requires maturity, an examination of values, and assessing how one’s behavior affects others. The specific rules and regulations that exist at the community are detailed in the rules and regulations section of your lease agreement and this handbook. Take time to review your lease agreement and familiarize yourself with the rules and regulations. You and your guests are responsible for following them. Failure to do so may result in disciplinary action including termination of residency.

The underlying assumption at the community is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsible and in search of opportunities for development and learning. Your unit is yours to use, but not to abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others.

**Getting Along With Your Roommates**

Living with others requires maturity, patience, open communication, willingness to compromise, and respect for others. No matter how compatible roommates are, there is always the potential for conflict. Culture, cleanliness, sleeping patterns, habits, and hobbies are some examples of things that may be different among roommates. These differences may serve to be positive learning opportunities for people living together, or they may create a negative atmosphere within the unit that may seem intolerable. You and the attitude that you take in communicating with your roommate will determine whether or not your situation will be positive or negative. The CA staff is committed to facilitating communication between and among roommates. Work with your CA to accomplish this goal; it may make the environment in your home even better!

**Communication Guidelines**

Roommates should discuss each topic and come up with guidelines all roommates may live with. If you are having problems please see your CA for help. Here are some questions to consider:

*Cleaning Up*
• How important is a clean room?
• Who should do which jobs?
• How often should we clean the bedroom/common areas/bathroom?
• Who will buy the cleaning supplies?

**Alcohol/Tobacco**

• Do you use these items?
• How would you feel if I use (or do not use) them?
• How would you feel if these items were in the unit?

**Noise**

• When can music/TV be played at a higher level?
• Are there hours when the unit should be extra quiet for studying?

**Personal Activities**

• Do we plan on doing things together?
• What do you do for fun?

**Sharing Things**

• Do you mind lending personal articles, such as clothes, money, notes, books, food, toothpaste, and other items?
• What items are for both (all) of our use?
• What items are “off limits?”

**Sleeping**

• When do you like to go to sleep?
• When do you get up in the morning?
• Can you sleep with the lights or music on?
Study Habits

- Do you study in the room?
- How often and how long do you study?
- Do you study with/without music on?
- Do you study with the door open?

Visitors

- When do you have friends come over and visit?
- How do you feel about overnight guests (of same and/or opposite sex)?
- How well do you deal with guest problems?

What if there is a problem?

The most important step you can take is to discuss your concerns with your roommate. Frequently, conflict occurs because one roommate assumes the other should know s/he is upset, but the roommate doesn’t actually realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, consider talking with your CA.

Tips For Living With Roommates:

- Treat your roommates as equals. Don’t give orders, make unreasonable demands, or expect favors. Try to put yourself in the shoes of your roommate to determine if what you are doing (or not doing) is reasonable.
- Respect your roommates’ right to privacy. Don’t pry into their private affairs or expect to share in their activities unless invited.
- Keep borrowing to an absolute minimum.
Avoid trying to “reform” or correct your roommate(s). Don’t expect them to conform to your standards or accept your beliefs.

Work out mutually agreeable divisions of chores. Don’t wait for your roommate to take care of the housekeeping.

Make a sincere effort to be friendly. Don’t withdraw into a shell or forget common courtesy, which is unfortunately not “common” enough.

Accept routine inconvenience without complaint. Don’t gripe continuously about little annoyances that are insignificant. If they are significant, talk to your roommate right away, and not to anyone else.

Keep your promises and commitments without exception. Don’t break appointments or go back on agreements.

Respect the efforts of others to study. Don’t cause interruptions or make unnecessary noise.

Prepare and live with a realistic budget. Don’t overspend during the month and have little or no money left to pay your portion of the unit bills.

If you have a disagreement with a roommate, talk about it as soon as possible. Do not let your anger or frustration build up until you explode.

Have a discussion and agree to boundaries about various relevant items.

AFFIRMATION AND ACCEPTANCE

Personal Affirmation
By choosing to live with us you agree to reside in a living and learning community. As members of this community, we all have certain rights as residents and as students. Please recognize that other members of the community have the same rights and that one's rights stop where another's begin. For this reason, it is important to learn and compromise with others in order to maintain an environment in which all are respected and have the opportunity to grow and pursue their educational goals.

Community standards are established to assist in shaping our community. They protect our rights and assert the responsibilities we have to one another. As a member of our community, you agree to abide by local, state, and federal laws, as well as by these community standards which include the following statement:

*I agree not to be or remain present during any violation of the Resident Handbook. My presence may infer that I condone, support or encourage a violation. I understand further that I am responsible for what behavior and activity occurs in my unit. I understand that if I anticipate or observe a violation of the Resident Handbook, I am expected to remove myself from the situation and am strongly encouraged to report the violation. I also understand that if I am aware of a violation and choose either to not report it or lie about it, I am passively participating in the violation and may be subject to conduct proceedings.*

We reserve the right to relocate a student on a temporary or permanent basis in the event of substantive conflict with other members of our community. If a student is occupying a unit that has vacant bed spaces, it is expected that the room is ready for their arrival at any time. Intentionally interrupting and/or preventing another student from moving into a unit will result in consequence, which may include relocation to a new unit.

Thank you for taking time to read the Resident Handbook. Please remember that you are an important part of our community and we hope you invest time and interest in making this community a great place to live.
Residents are required to read the handbook and provide acknowledgement prior to moving into their residence. Please use this online signature form found on our website to acknowledge that you have read the handbook and accept the policies therein.

SIGN THE HANDBOOK

Thank you for viewing the New Resident Handbook Resident Handbook. Please submit the acknowledgement by clicking the "Sign Handbook" link, and completing the online form and submitting your acknowledgement. Submitting the acknowledgment indicates you have read, understand, and agree to abide by all the policies, procedures and rules outlined in the Resident Handbook.