

University Apartments Manual

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The University of Texas at Austin
Housing and Dining

University Apartments Manual

Welcome to The University of Texas at Austin, University Housing and Dining, and the University Apartments. We are happy you have chosen to live with us this year. 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 living environment that is conducive to the aspirations and achievements of a community of scholars.

The rules and regulations described in this Apartments Manual are an integral and binding part of the University Apartments Contract Terms and Conditions agreement you entered into in order to live in university-provided housing. As a UT Austin student and residential community member, you are required to abide by all of the university rules outlined in the General Information Catalog; this University Apartments Manual, the Rules and Regulations of the Board of Regents of the University of Texas System; the Handbook of Operating Procedures; and all other university rules and regulations. While we hope it does not become necessary, the university may discipline students who fail to abide by this University Apartments Manual, or any other university rule, as described in the University’s Institutional Rules on Student Services and Activities from the General Information Catalog. We hope that you will find your residential community supportive and responsive to your needs; we are excited to see how you will grow and evolve during your time as a university student.

Because of changing circumstances related to COVID-19, changes to policies and practices within this Residence Hall Manual may be required during the contract period, with which you will be required to comply.

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INTRODUCTION TO THIS MANUAL AND UHD

University Housing and Dining

This manual is designed to be functional and is organized into sections based on the included content. The policies within this manual have been organized this way for readability.

There are three ways to search this manual:

1. Click on the section you want to jump to in the Table of Contents.
2. Click on the “Page Thumbnails” button which will show the pages in sequence and will allow someone to jump to a certain page. Click on the section you are interested in and it will be displayed in the body.
3. Select Edit and then click on the Find option. Type the keyword you are looking for in the “Find” box and the word will be highlighted in the manual. Ctrl + F (PC) or Cmd + F (Mac) shortcuts also perform this function.

Vision

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

Mission

University Housing and Dining 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

Strategies That Educate and Engage our Residents (S.T.E.E.R.)

The UHD staff employs intentional educational strategies to promote continuous learning within University Apartments in every interaction, program, and process. By actively participating in meetings, discussions, and events at UT Austin, a goal of S.T.E.E.R. is to provide each resident with tools to (1) foster self-management strategies, (2) engage in community, and (3) recognize individuals’ cultural and other differences, and similarities.

Our Staff

University Housing and Dining has 5 units; Facilities, Residence Life, Dining, Business Services, and Human Resources.

There are master’s-level professionals who live in University Apartments and trained staff who are on-call 24/7 to address concerns and emergencies. For more information about our staff visit:

<https://housing.utexas.edu/apartments/residence-life-staff>.

Tenant Advisory Board (TAB)

The Tenant Advisory Board (TAB) is a group of student leaders that live at University Apartments who meet twice a month to discuss ways to improve student life and review concerns of the University Apartments. There are two representatives from each complex: Brackenridge, Colorado, and Gateway. TAB members represent student contract holders and their live-in family members by:

- Improving the quality of University Apartments community life by organizing events
- Managing the Community Gardens
- Proposing recommendations to University Apartments staff
- Engaging in advocacy in the community related to residents' ideas and concerns
- Reviewing resident appeals

For more information, you can email TAB at uhd.tab@austin.utexas.edu or read more on the TAB website: housing.utexas.edu/apartments/tenant-advisory-board.

University Apartments Office

The University Apartments Office is open between 8 a.m.-4 p.m. Monday-Friday. Staff can be reached during regular office hours at uhd.apartments@austin.utexas.edu or 512-232-5299. We remain open for regular hours during the week of spring break. The office is closed on University holidays.

HOUSING AND PAYMENT INFORMATION

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

“Family members” means individuals who are related to the Contract Holder by marriage, civil union, domestic partnership, informal marriage, domestic partnership, dependency or some other form of recognized familial relationship. Family members are permitted to reside in the apartments that are designated for family housing. The Brackenridge Apartments are designated for UT Austin student contract holders with family members residing in the unit. Certain stipulations apply.

Contract holders will be required to verify their family members by submitting a notarized document to the University Apartments office located at the Brackenridge Apartments complex. The notarized letter will serve as proof of your familial relationship. If other documentation is needed, you will be informed. University Housing and Dining (UHD) will provide a free notary service at the University Apartments office. Free notary services are also available at the Student Government office located in the Student Activity Center, 2.102, which is open Monday through Thursday 8 a.m.-8 p.m. and on Friday 8 a.m.-5 p.m. International students may contact the International Office with questions regarding the notary process.

Providing any false, misleading or inaccurate statements will result in losing contract eligibility and removal from the University Apartments. UHD reserves the right to verify any statements presented in the notarized letter through requesting additional documentation or proof.

Family Housing Notarized Letter Instructions

Include the following information in your notarized letter:

- First and last name(s) of the family member(s)
- Family member(s) date(s) of birth
- Family member(s) email and phone number
- Explain the nature of the familial relationship(s). If your family member is not a dependent or spouse, please include the following information:
 - What is the length of the relationship(s)?
 - What are your shared responsibilities? (Examples may include: bank accounts, utility bills, etc.) Explain how having the family member(s) reside with you is assisting you in being academically successful and/or with completing your degree.

Contract holders are not allowed to have friends, acquaintances or individuals who they have a casual relationship with reside in the apartment with them. General solicitation of members of the public to reside with a contract holder at University Apartments through an advertisement, posting or any other format in any medium is prohibited.

Terms and Conditions

Your terms and conditions are part of the contract you signed/accepted to reserve a space and live in 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.

Assigned apartments may only be used as the contract holder's personal living space. Selling, subleasing and/or assigning an apartment or contract is prohibited and may result in contract termination. Contract holders must be present to have guests visit.

Occupancy Restrictions

The following occupancy restrictions apply:

Colorado and Gateway Complexes (Single-Occupant Apartments):

- One bedroom apartment, maximum of one (1) UT Austin students
- Two bedroom apartment, maximum of two (2) UT Austin students

Brackenridge Complex (Family Housing):

- One bedroom apartment, maximum of two to three (2-3) people: one UT Austin student contract holder and 1-2 family members
- Two bedroom apartment, maximum of two to five (2-5) people: one UT Austin contract student holder and 1-4 family members
- Three bedroom apartment, maximum of four to seven (4-7) people: one UT Austin student contract holders and 3-6 family members.

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 12 month stay and proper notice is required in order to be eligible to vacate without penalty. Vacating after 12 months of occupancy will result in a re-letting fee of 100% percent of your monthly rate.

5 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 5 year length-of-stay policy. Contract holders who have lived at the University Apartments for four (4) or more years are identified and messaged during 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.

Vacancy Notice Requirements

All contract actions require sixty (60) days intent to vacate notice. If a student unexpectedly has to cancel their 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. Early contract termination at the end of a semester will be available, without penalty, if you are graduating or completing all academic requirements as confirmed by written documentation from the dean of your college, with proper notice. The vacancy notice form can be found here:

<https://housing.utexas.edu/apartments/forms-and-resources>

Apartment Assignment

Apartment assignments may be changed, canceled, 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, apartment space transfers are only considered for documented serious and extenuating circumstances. If an apartment space transfer is approved, a \$300 transfer fee will be charged to the contract holder. A written vacancy notice must be filed and completed 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 cleaning reminders. 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/

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 100% of one month's rate and utilities charges plus \$50 per day for each day you are occupying the apartment past the notice to vacate date. 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 for helpful cleaning instructions.

Security Deposit

You must pay a \$500 security deposit at the time you accept an offer to reserve your apartment. \$200 of the deposit will be applied toward your first monthly bill. \$300 of 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

Questions regarding your billing statement should be directed to UHD.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 University Apartments within thirty (30) days of the billing date at UHD.Apartments@austin.utexas.edu. 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 \$50 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 University Apartments Office, Monday through Friday, 8 a.m.– 4 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.

Email

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

It is the responsibility of every student to keep the university informed of changes in their email address. Consequently, email returned to the university with "User Unknown" is not an acceptable excuse for missed communication.

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

[University Electronic Mail Student Notification Policy](#)

PERSONAL RESPONSIBILITY AND STUDENT CONDUCT

Personal Responsibility

You will be held responsible for any activities or damages that occur in your assigned room/apartment. You are responsible for respecting the rights of your roommate(s). You also have the right to confront others, in a polite manner, who are violating University Apartments procedure or university policy, especially if the individuals are not residents. It is also your responsibility to report

violations of university or University Apartments regulations.

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 residents. 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:

- Treating university property and other peoples' belongings with respect.
- Speaking up and discouraging others from behaving irresponsibly in your area.
- Encouraging a positive environment, emphasizing concern and respect for others.

You will be held responsible for activities or damages that occur at the University Apartments, whether caused by you, your family, 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 Living Guide 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.

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 10p.m.
- Large indoor or outdoor gatherings at your apartment.

Alcohol

Alcoholic beverages can be stored and consumed by residents who are over the age of 21 years of age or older. Responsible use of alcohol is expected. Residents found to be intoxicated or potentially harmful to themselves or others may be detained for an assessment; this assessment could include a call to emergency response or local law enforcement officials. Drinking is not permitted in walkways, playgrounds, or other outdoor areas of University Apartments. Alcohol is not permitted at any University Apartments-sponsored program or event. Large containers or volumes of alcohol are not permitted in the University Apartments. This includes kegs, cases, party balls, and other containers larger than one gallon. Empty alcohol containers may be viewed as evidence of consumption. Violations of this alcohol policy may subject individuals to the university's student conduct process. Providing alcohol to individuals younger than 21 years of age or possession of alcohol by individuals under age 21 are violations of criminal law and university policy. Any

resident suspected of violating any university rule pertaining to alcohol or a city or state law may be subject to disciplinary action by the university and/or response from local law enforcement. Disciplinary action on the part of the university could include adjudication by UHD staff or a referral to the Office of the Dean of Students.

Civil Risks of Serving Alcohol

When 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 Longhorn Wellness Center at 512-475-8252.

Drug Use

The possession or use of illegal drugs is prohibited in and 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.

Failure to Comply/Identify

Students are expected to comply with all reasonable requests and instructions of university officials and UHD staff members in the performance of their duties. Students must cooperate with staff, provide accurate information, and properly identify themselves to a university official when those staff members are in the performance of their duties. Students who fail to do so may be referred to the Office of the Dean of Students.

Guests in University Apartments

Subject to applicable law, university rules and policy, the Contract Holder may allow guests to visit their assigned apartments. "Guest" - means an individual who has been personally invited by a Contract Holder to enter into the Contract Holder's apartment. Guests are permitted to visit for a period of time, not to exceed 72 consecutive hours. Any guests wishing to visit longer must be registered with and approved by University Housing staff. Guests are not permitted to reside in (or occupy) the apartment on a long term basis.

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

While respecting personal privacy at all times, the university reserves the right to authorize entry into apartments by UHD or emergency response staff for the following reasons:

- To investigate violations of university regulations or federal, state or local laws
- For fire and life safety room inspections (see Fire Life Safety)
- When your welfare and/or that of the community are concerned (see Welfare Concern)
- To ensure proper care, maintenance and safety of the facilities as well as make necessary repairs.

When the door is open and a violation of university policies or University Apartments procedures is in plain view, observed or alleged contraband will be confiscated. 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. Refusing to let staff enter the apartment for required work can result in disciplinary action and/or a \$20 charge.

Businesses Prohibited

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

Harassment

It is the policy of the university to provide an education and working environment for its students, faculty, and staff that is free from harassment. The university's policy on impermissible harassment is set out in [Section 13-204 of the Institutional Rules](#). Residence Life will refer allegations of harassment and other Institutional Rule violations to the Dean of Students, which will determine whether any further investigation and/or discipline should occur, as prescribed by the Institutional Rules.

Respectful Cohabitation

Students are expected to interact in a manner that is respectful of their community and does not disrupt academic or residential activity. Conduct that violates university policies and rules will be referred to the Office of the Dean of Students for review and handling under the Institutional Rules.

Quiet Hours

Quiet hours are enforced in all University Housing and Dining spaces, including apartment units, community rooms, and other spaces, from 10 p.m. to 8 a.m. The noise level during these hours should be such that if the apartment door is closed, a person walking by could not hear anything. Beginning the week before final

exams through the end of final exams, a 24-hour quiet period is expected. It is essential that residents' sleep and study needs are respected during final exams.

In order to create an environment where a student's right to sleep and study is given priority, general courtesy hours are in effect at all times in all University Housing and Dining spaces. The noise level should be such that it does not interfere with the rights of others. Students are expected to respect the requests of others in regards to noise level and approach and respond to requests in a respectful and civil manner.

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/guardian may ask you to limit noisy activities so that children can sleep at night.

Playing musical instruments is permitted within the living area, as long as it is not disturbing others. The same guidelines for quiet hours and courtesy hours apply to the playing of musical instruments.

Students who continuously fail to maintain appropriate quiet hour standards may be reassigned to another area and may be subjected to disciplinary actions. Residents who violate quiet and courtesy hours are subject to disciplinary action.

Sexual Assault and Sexual Harassment

It is the policy of the university to provide an educational and working environment for its students, faculty, and staff that is free from sex discrimination (including discrimination on the basis of sexual orientation, gender identity or gender expression), sexual harassment, sexual assault, sexual misconduct, interpersonal violence (including domestic violence and dating violence), and stalking. In accordance with federal and state law, the university prohibits discrimination on the basis of sex (including gender) and prohibits sexual harassment, sexual assault, sexual misconduct, interpersonal violence, and stalking. Students who engage in such prohibited conduct will be subject to disciplinary action as provided in Appendix C (Chapter 11, Student Discipline and Conduct).

The [Handbook of Operating Procedures 3–3031](#) sets out the applicable policy and prohibited conduct. The university encourages affected individuals to promptly report incidents of sex and gender discrimination, sexual harassment, sexual assault, sexual misconduct, interpersonal violence, and stalking as provided in this policy. The university also encourages individuals who may have witnessed instances of prohibited conduct to report such information as outlined in this policy.

If You Are Sexually Assaulted

You are not alone

There are people on campus and in the community who can provide valuable support.

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 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 at <https://titleix.utexas.edu/>.

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

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 popular/influential.
 - has the same gender identity as you.
 - you know and trust.
 - is related to you.
 - 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. Below are possible next steps to take after experiencing an assault:

Consider making an advocacy appointment

UT Austin offers three different advocacy options for students seeking information and support surrounding an assault:

1. **VAV Advocacy at CMHC** 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 fifth floor of the SSB during business hours (8 a.m.- 5 p.m., 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.

(512) 471-3515

24/7 Crisis Line (512) 471-2255

- 2. Advocates** are a private resource providing support and accommodations to students who have been impacted by interpersonal violence. Advocates are full-time staff members who can offer emotional support, discuss reporting options, and explore campus and local resources. In addition, Advocates can also offer academic accommodations, emergency housing, financial assistance, and ongoing support through the formal reporting process. UT Austin currently has two campus Advocates – one located in Student Emergency Services in the SSB and the other located in the Title IX Office at UTA. Advocate are available during business hours (8 a.m.-5 p.m., M- F). Students seeking support from an Advocate do not need to disclose the details of their experience in order to access support.

(512) 471-5017

<https://deanofstudents.utexas.edu/emergency/advocacysupport.php>

- 3. The Interpersonal Violence Peer Support Program** offers private, peer-to-peer support to students who have been impacted by interpersonal violence. Peer Supporters provide a safe space for students to talk, learn about their reporting options, as well as identify supportive resources on and off campus. All Peer Supporter appointments are held in the IVPS Office on the ground floor of the SSB. Students seeking support with IVPS do not need to disclose the details of their experience in order to access support. Please check the website for office hours, as they may vary by semester.

(512) 471-6147

<https://deanofstudents.utexas.edu/emergency/advocacysupport.php>

Seek 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 (STIs) and pregnancy.

It is helpful to preserve evidence in case you wish to pursue a criminal, civil, or university investigation. The main way evidence is collected is through a Sexual Assault Forensic Exam (SAFE). SAFE is an option for survivors of **all genders**. These exams are available on campus at University Health Services (UHS) in the Student Services Building for students, and off campus at Eloise House, a program of the SAFE Alliance. A SAFE is available whether or not you file a report with law enforcement. The exam can only occur within the first 120 hours (five days) after a sexual assault if a police report is filed, and 96 hours without a police report. The non-report option preserves the evidence for two years, during which time a complainant can make the decision about whether to report the incident to law enforcement. The exam can include:

- medical care
- medicines to prevent infection and/or pregnancy

- talking about the assault
- checking for and photographing injuries
- swabbing the skin
- collecting clothing
- taking blood and urine samples

For more information about SAFE exams, please visit

https://healthyhorns.utexas.edu/hs_uhssexualassaultforensicexams.html.

Reporting Options

- Survivors have the right to report what happened to them under federal law.
- Survivors have the right to report to university offices, law enforcement, both, 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 at the time of the incident, you may report the incident to be investigated by the Student Conduct and Academic Integrity in the Office of the Dean of Students or in the Office for Inclusion and Equity if the accused was a current UT Austin employee.
- If the accused has no connection to the university, you may choose to report to UTPD by calling 911.
- You can report online (anonymously if you choose) at <https://titleix.utexas.edu/file-a-report>.

You can reach the Title IX Coordinators at:

Institutional Title IX Coordinator, University Compliance Services 1616
 Guadalupe Street
 2.507A University Administration Building
 512- 232-3992
titleix@austin.utexas.edu

Deputy Title IX Coordinators

- Associate Director of Student Emergency Services, Office of the Dean of Students 4.104 Student Services Building (SSB) 512-471-5017 studentemergency@austin.utexas.edu
- Deputy Title IX Coordinator for Employees, Visitors and Contractors, Office for Inclusion and Equity 3.212 Student Services Building 512-471-1849 equity@utexas.edu

Confidentiality and Mandatory Reporting

Due to federal law, many UT employees, including Community Advisors, Community Coordinators, and Assistant Directors in University Housing and Dining, 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 required to report it to the Title IX Coordinator.

Confidential and private support options provide space for you to discuss your experience without filing an official report with the University. This is a good option if you do not know how to label your experience, do not know whether it falls under Title IX, or are only interested in emotional support or

medical assistance without pursuing an investigation.

Confidential resources are privileged and confidential, as outlined by federal and state law:

- 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)

UT also offers private resources who are not confidential but are non-mandatory reporters of Title IX incidents. These services will not share any identifiable information with Title IX, the police, parents, or anyone else without permission first, except in cases where there is concern of imminent harm to yourself, someone else, or the campus community.

- Advocates at Student Emergency Services and the Title IX Office
- Interpersonal Violence Peer Support at Student Emergency Services

If you are not sure or not ready to report to the university, please consider speaking with a Counseling and Mental Health or University Health Services employee, an Advocate, or an Interpersonal Violence Peer Supporter to discuss your options in a private and confidential setting.

More University Resources

For the full university policy, please refer to the General Information Catalog: Appendices D.

For more information on the discipline process for sexual harassment, sexual discrimination, and sexual assault, please refer to the General Information Catalog: Appendix C, Chapter 11.

<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 website at www.cmhc.utexas.edu/vav. **Voices Against Violence is a program of the Counseling and Mental Health Center.**

Cyber-Stalking

Using electronic media, such as the internet, email, or other electronic communications devices, to stalk another person is a crime. Cyber-stalking is similar to physical stalking in that the stalker's intended purpose is to exert or maintain control over their victim. In many cases, the person being stalked is familiar with the stalker. Cyber-bullies often send emails, postings, or text messages to taunt their targeted victims.

Residents who are suspected to have engaged in cyber-stalking will be referred to the Dean of Students,

which will determine whether any further investigation and/or discipline should occur, as prescribed by the Institutional Rules.

Vandalism

Your active involvement in reducing damages within your community is encouraged as this damage may cause injury or inconvenience to other members of the community and reduce the amount of money available for hall improvements. Vandalism includes, but is not limited to, damaging University Apartments property, graffiti, placing trash in the walkways, damaging bulletin boards, and other destructive activities not appropriate for the residence hall community.

When responsible individuals cannot be identified, the community may be charged the cost to repair the vandalism. If and when necessary, a reward may be offered to the person(s) with information that leads to the identification of the responsible person. Reward information will be posted in the residence hall.

Residents who vandalize University Apartments property are subject to disciplinary action.

Conduct Process

The Dean of Students has primary authority and responsibility for the administration of student conduct. The Dean works cooperatively with faculty members in the disposition of scholastic violations, with appropriate staff members in University Housing and Dining in the disposition of apartment violations, and with other appropriate staff members in the disposition of other types of violations. More information on the disciplinary authority of the Dean of Students may be found in Chapter 11 of the Institutional Rules on Student Services and Activities.

All residents and guests are expected to abide by all city, state, and federal laws/statutes, all regulations of the university and University of Texas System, as well as all specific housing policies articulated in the University Apartments Living Guide. Failure to abide by such laws and rules subjects the student to possible disciplinary action by the University and/or criminal prosecution if warranted. In some situations, a specific act (such as public intoxication) could be a violation of city law, University rules, and housing policy. In the context of suspected rule violations occurring in University Apartments, alleged misconduct will be documented and referred to Residence Life professional staff.

Depending on the nature of the allegation and the totality of the circumstances, UHD may refer the allegation to the Dean of Students for resolution or adjudicate the matter through the University Apartments conduct process. Cases referred to the Office of the Dean of Students will be resolved according to the provisions of Chapter 11 of the Institutional Rules on Student Services and Activities. The University Apartments conduct process involves the student alleged of misconduct holding an administrative conference with Residence Life professional staff, such as a Community Coordinator or the Assistant Director.

In cases that remain in housing for adjudication, Residence Life staff will send the resident an email message that gives the date, time and location of a disciplinary conference that will take place at least 2 business days after the date of the message. This process is designed to provide residents with due process. The Community Coordinator retains the right to refer a case to the Assistant Director or Director.

Failure to attend the scheduled conference or reschedule in advance, as outlined in the Notice of Incident and Conference, may result in the case being adjudicated in absentia, or may result in a bar being placed on the student's record through the Office of the Dean of Students. Failure to complete required sanctions may also result in a bar being placed on the student's record.

Administrative Conference

At an administrative conference, the Community Coordinator, Assistant Director or other designee appointed by the Director for Apartments, Occupancy and Conferences (hereinafter "Housing Conduct Administrator") meets personally with the student accused of misconduct and provides the opportunity for the student to respond to the allegations under consideration. The Housing Conduct Administrator maintains the right to consider all relevant evidence including, but not limited to, documents, witness statements and/or interviews, as well as hearsay evidence. After completing the investigation, the Housing Conduct Administrator will determine whether the greater weight of credible evidence supports a finding that the student violated the rule(s) under consideration and, if so, what sanction(s) are appropriate. The accused student does not retain the right to personally hear all testimony or call witnesses. If a student fails to attend a Housing Conduct Administrative Conference or disputes the Housing Conduct Administrator's finding, the Housing Conduct Administrator will send the student written notice of findings and sanctions when they are issued. A resident has the right to appeal the decision.

Evidence

The Housing Conduct Administrator uses "the Greater Weight of Credible Evidence" in order to determine whether an accused student violated the rule(s) under consideration. As in a court of law, the resident is always innocent unless proven otherwise; however, unlike a court of law, the standard of evidence that must be presented to the Housing Conduct Administrator in order to prove that a resident violated procedure is less stringent. "The Greater Weight of the Credible Evidence" refers to the measure of credible proof on one side of a dispute as compared with the credible proof on the other. The weight of evidence is based on the believability or persuasiveness of evidence. Evidence that is indefinite, vague, or improbable will be given less weight than evidence that is direct and not refuted.

The Housing Conduct Administrator will consider evidence that possesses probative value and is commonly accepted by reasonable people in the conduct of their affairs. Irrelevant, immaterial and unduly repetitious evidence may be excluded.

Appeal Process

A resident has the right to appeal the decision issued by the Housing Conduct Administrator. Resident appeals must be submitted in writing to the Assistant Director within 48 hours of the decision. If the original Housing Conduct Administrator was the Assistant Director, the appeal should be submitted to the Director for Apartments, Occupancy and Conferences. The Director is the final arbiter in the appeal process for cases resolved by the Housing Conduct Administrator.

Written appeals should include:

- A short summary of the alleged violation and resulting disciplinary sanction
- Whether you are appealing the violation(s), the sanction(s), or both
- A short, clear explanation of why you feel you are not responsible for the violation and/or why you feel that the sanction is not appropriate
- A brief explanation of your desired course of action

Housing Sanctions

A sanction is an educational measure implemented by the Housing Conduct Administrator, designed to affect a change in behavior and to help the student understand how their behavior impacted others in the community. In addition to the loss of privileges, educational sanctions may be assigned that are reasonably designed to positively impact the student's understanding of the rule under consideration and/or responsibility as a member of the community. Examples of educational sanctions include, but are not limited to, on-line educational modules, meetings with University staff members, educational/reflection papers, poster assignments, or presentations.

Educational paper standard requirements

1. Topic, completion date, and length will be included in the Notice of Sanction e-mail sent by Housing Conduct Administrator.
2. All papers should be in 12-point, Times New Roman font.
3. All papers should have 1-inch margins.
4. All papers should be double-spaced.
5. All papers should be of University caliber (meeting all University standards for a paper).
 - Quality comparable to that of an academic assignment.
 - To University academic honesty standards regarding plagiarism and citing sources.
6. Work should be returned by e-mail as an MS Word document to the contact person identified in Notice of Sanction e-mail.

Poster assignment

1. Topic and completion date will be included in the Notice of Sanction e-mail.
2. Size should be 11" x 8".
3. Coordinate with the Housing Conduct Administrator identified in the Notice of Sanction email

for approval and location to be displayed.

Failure to complete sanctions by due date

1. Failure to complete required sanctions may also result in a bar being placed on the student's record.

Bars will restrict access to University services including libraries and registration. Additional possible administrative sanctions are outlined below:

- **Reprimand:** Verbal or written notice that resident was found in violation of policy/procedure
- **Conditional Probation:** Status in effect until sanctions are completed
- **Apartments Probation:** Status extends for set period of time and may involve loss of privilege
- **Forced Apartment Change:** Used in conjunction with Apartments Probation and involves relocation resident to another living area
- **Fine/Restitution:** Requires resident to pay a pre-established fine for a particular violation and/or repay the amount (including labor costs) of actual damages to university or personal property
- **Bar:** The bar on a student's record remains in effect until the student resolves the disciplinary matter
- **Contract Termination:** Ending the student's University Apartments contract

GENERAL COMMUNITY POLICIES AND GUIDELINES

Abandoned Property

Abandoned property left in your apartment will be removed and stored. 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.

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. Unattended outdoor community barbecue grill fires and/or light fluid will incur a fine.

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 chained to sign posts, railings, attached to any part of the building and must not block exits, sidewalks, stairways, nor interfere with lawn care. Bicycle hooks or other physical alterations to the ceilings, walls, closets or furniture may not be made to accommodate bicycle storage and if found within the living space, will be removed at the resident's expense. 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.

Bulletin Boards

Only University Housing and Dining (UHD) 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.

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.

Residents 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.

Community Room Reservations

A community room is available at each complex for use by student contract holders only. Your reservation is not approved until you have completed all paperwork and Residence Life professional staff have approved your request. Requests with less than two business days' notice may not provide sufficient time for approval. All events must be in compliance with university rules and policies. To assure equitable access to limited community room spaces, contract holders may make one reservation per month at any one community room. Organizations and academic departments are not permitted to reserve or use the community rooms.

Contract holders with approved reservations are responsible for picking up the key on the day of the event, no later than 4 p.m. If the event falls on a weekend or holiday, the key must be picked up on the last business day before 4 p.m. In some cases, special arrangements must be made to pick up the key from the on-call Community Advisor during holiday breaks. If prior arrangements have not been made, Community Advisor and other staff are not authorized to open the building. The Community Rooms are available Monday-Friday from 5 a.m. – 11 p.m., and Saturday-Sunday from 9 a.m. – 11 p.m. 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. Contract holders must furnish their 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 staff. The use of alcohol is allowed in the community room with prior approval of Residence Life professional staff. 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, all local, state, and university regulations regarding the possession and use of alcohol must 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. Immediately notify University of Texas Police of disturbances or security concerns.

Car Maintenance

Washing cars is prohibited on University Apartments property. Oil changes to any vehicle or motorcycle are prohibited on university property.

Child Supervision

Parents and guardians are responsible to see that proper supervision is provided for their children. Young children must be accompanied by a responsible adult in the community buildings, laundry facilities, community gardens or the playgrounds. It is recommended that children not be allowed to play outside without supervision. If necessary, University Housing and Dining staff will contact the University of Texas Police Department to assist in locating the parents or guardians of any young children who are found unattended.

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.

Donation Drives

Campus and non-campus organizations may request approval to conduct donation drives (books, clothing, canned goods, etc.) in University Apartments community rooms during a staff-hosted event or in the main office when the collection directly benefits a charitable organization. Door to door collections are not permitted.

When a group is requesting that collections be made in all three complexes, the Tenant Advisory Board (TAB), in conjunction with approval from the TAB Advisor, may sponsor the collection. Only one organization will be approved to collect items during any one given time period.

The approved organization is responsible for: providing the collection bins; a sign on the bin indicating which charity benefits from the collection and the sponsoring organization, including the sponsoring staff member or TAB; and regular pick-up of the collection bins. The collection period is limited to a maximum of one week.

Exterior TV Antennas and Satellite Dishes

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

Filming in the University Apartments

University Housing and Dining 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 University Housing and Dining 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: UHDMediaRelations@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 filming 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 (shoot?). 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.

Gambling

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

Gardens and Grounds

Plants, flower beds and personal landscaping are not permitted due to maintenance considerations. Plants may not be placed on A/C units. For information on obtaining a community garden plot, please contact the Tenant Advisory Board (TAB). 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.

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. University Housing and Dining reserves the right to remove hammocks from use for any violation of this policy.

Jasper Park

Jasper Park, in the Brackenridge complex, may be used by residents between the hours of 10 a.m. until dark.

Jasper Park guidelines:

- Amplified sound is not permitted.
- 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 and Licensing.
- Use of any off campus vendors are not permitted.
- Stages are not allowed.
- Public consumption of alcohol is not permitted.
- The area must be left in clean condition.

Keys

Living space key(s) will only be issued to the contract holder. **University keys may not be duplicated.** Upon move-in, Colorado and Gateway residents are issued one key; Brackenridge Family Housing residents are issued two keys. If you need additional keys for your family members, you must complete an "Extra Key" form stating the reason for extra keys. If you request to sign out more than 2 apartment keys, a \$12 fee will be charged to your 'What I Owe' account per additional key. Possession or use of university keys other than those officially issued, tampering with university locks, or loaning your key to another individual are violations of University Apartments procedure and are subject to disciplinary action. All keys must be turned in to the Apartments Office when checking out (either to the front desk or to the drop box located to the left of the front door).

It is important that you take your keys with you when you leave your apartment. Residents who are locked out of their apartments or have lost their keys must go to the Apartments Office for assistance between 8 a.m. – 4 p.m., Monday through Friday, or contact the on-call Community Advisor staff after hours and on weekends at 512-496-2803. Residents must show a photo ID when requesting to be let into their 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. Brackenridge

Apartments staff are not responsible for letting children into apartments.

Residents who temporarily lose or misplace their room key should immediately go to the Apartments Office to check out a temporary key. A temporary key may be checked out for a maximum of 72 hours. For safety and security reasons, upon immediate request of the resident or if the original key is not returned within 72 hours, a lock change will be ordered and charged to the resident.

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. 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. 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.

Lighting

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

All lamps and electrical devices must have a UL (or ULC) tag on the device. 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. Torchiere (pole) lamps are permitted only if they have LED bulbs with wattage consistent with the manufacturer's recommendation, no greater than 65 watts replacement. CFL, incandescent, and halogen bulbs are not permitted. Paper lanterns with bulbs, rope lights and string 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. Contract holders found in possession of prohibited lighting are subject to disciplinary action and fines.

Lost and Found

Lost items found at University Apartments should be brought to the Apartments Office. If items are not claimed within 30 days, UHD will dispose of these items in accordance with University policy. (See Abandoned Property).

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.

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

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 or other university personnel instruct residents to remove items found outside the buildings. Items not removed upon request by a university official will be removed at the contract holder's expense.

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.
- Items may not be stored behind retaining walls or underneath stairwells.
- No items may be stored in a manner that will cause deterioration to university property or create a condition that would hamper staff's access to maintenance of the grounds or utilities.
- Toys, plants, flower beds, and/or personal landscaping are not permitted outdoors 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.

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 outside, which must be 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.

All other items and belongings are prohibited from being stored outdoors.

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.

Parking

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

All automobiles, motorcycles, motorbikes, or mopeds parked at University Apartments must have a current state issued registration sticker. Community Advisors 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 Apartments staff or other university staff. If not resolved this may result in disciplinary action. Personal boats, trailers, RVs and campers are not permitted to park at University Apartments. 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.

Contract holders must provide their vehicle information to the University Apartments office to obtain a parking placard. Parking placards are only valid for the vehicle indicated on the approved parking placard form while the vehicle owner resides at University Apartments and must be visible in the front of the vehicle. Parking placards cannot be used vehicles other than the one that they are registered to and are subject to being towed if misused. Vehicles with parking placards are not permitted to park in guest parking and are subject to towing. Vehicles must be parked within the approved parking space lines and cannot block dumpsters, fire lines, other cars or other parking spaces.

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 and registered family members listed on the apartment contract. Contract holders must complete a separate form for each parking placard they request. There is no charge for the parking placard, but if placards are lost, the replacement fee for the first lost placard is \$30. For any additional placards that are lost or unreturned, the fee is \$60. Cars without placards are subject to being towed. Signs are posted at all street entrances to University Apartments notifying all contract holders, registered family members and guests that non-permitted vehicles will be towed. The signs also list the contact information of the towing company.

Guest Parking

Guest parking is clearly marked on signs in front of approved guest parking spaces. Pay attention to directional arrows on signs which indicate if multiple spaces are approved for guest parking. Guests must park only in guest parking spaces to avoid being towed.

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.

[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. The University of Texas and University Housing and Dining (UHD) will not consider any claims resulting from theft. Contract holders should work with UTPD for resolution.

The university and UHD 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 UHD 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 UHD 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 UHD do not assume any liability, UHD 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.

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 University Apartments Residence Life staff within 24 hours of the incident.
- Residence Life staff will prepare a Preliminary Summary Report and submit it to UHD within three (3) business days of the incident.
- Contract holders must present a completed claim for damages 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 UHD 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, UHD 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 UHD inspection the personal property is deemed a total loss and UHD pays you for the personal property, the property will not be returned to you; upon payment by UHD it becomes property of the university and UHD. If reimbursement is approved, remuneration may be for a depreciated value.

Pets

Residents are permitted to have fish in small aquariums in their living space. Any other animals found in the apartment must be immediately removed. The removal and any necessary cleaning, repairs, and/or pest control will be done at the expense of the responsible resident(s), who will also be subject to disciplinary action. Residents who have pets or animals other than fish in their living space may face disciplinary action. Students are permitted to have one aquarium per apartment provided that the aquarium is stocked with (non-dangerous) fish only. Aquariums must be no larger than five gallons. Snakes, turtles, salamanders, newts, frogs, and rodents are specifically prohibited. Remember to plan for your fish when traveling. Aquariums must be unplugged before you leave. The temperature of the water will fluctuate, thus putting your fish at risk.

Unapproved animals brought to University Apartments by a contract holder, guest, or visitor for any amount of time must be removed by the contract holder, who will be subject to disciplinary action. Do not encourage stray animals 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 and 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. https://housing.utexas.edu/sites/default/files/SESAnimal_procedures.pdf

Solicitations and Surveys

University Housing and Dining 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.

University Housing and Dining 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.

University Housing and Dining 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 of Texas Police (512-471-4441) whenever you see or hear something suspicious.

Welfare Concern

A UHD staff member may stop by to check on a resident or may require a meeting with a resident if a concern for the welfare of a resident is reported or if a resident is transported to the hospital for safety or health concerns. The check-in or meeting will occur as soon as possible after the concern has been reported or the resident has returned to the apartment. (See also Apartment Entry).

FACILITIES

Care of Facilities

Students are responsible for maintaining their living space in a neat and orderly fashion at all times. "Neat and orderly" includes maintaining an acceptable level of cleanliness and a living space free of mold, mildew, trash, and debris. Residence Life staff conducts fire and life safety living space inspections twice each semester. Students found in violation will be given 48 hours to remedy the situation. Failure to take corrective actions will result in disciplinary action.

Students are encouraged to personalize their living space. When personalizing the living space, students should take into account the following guidelines:

- Students should not drill or nail holes in walls, ceilings, doors or furniture.
- Tack strips, bulletin boards or removable adhesive tape should be used to mount items on walls, doors, and furniture.
- Decals, posters, tacks, adhesive tape or other items should not be affixed to the ceiling.
- Students may not paint living space.
- No more than 20 percent of any wall may be covered with posters or other flammable materials, including curtains.

- Cloth or paper materials should not be used to cover lighting.
- Students should be familiar with University Apartments guidelines pertaining to approved and non-approved items (*see Banned Objects and Appliances*).
- University Apartments living spaces must be returned to their original condition upon check-out, including removal of adhesive tape and cleaning.

Residents who violate these policies are subject to disciplinary action and potential financial charges.

Asbestos and Lead-Based Paint

Some areas in University Apartments have asbestos-containing materials (ACM) and lead-based paint present.

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.

Residents 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

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

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

ACM and lead-based paint are managed by the university's Office of Environmental Health and Safety (EHS) Operation and Maintenance Program.

Bedbugs

Immediately report any suspected bedbugs to your Community Advisor or the University Apartments Office. UHD staff will thoroughly examine the suspected area, determine whether bedbugs are present, and decide what actions should be taken to properly address the situation. For more detailed information, see http://housing.utexas.edu/sites/default/files/bedbug_fact_sheet.pdf.

Residents 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.

Residents are 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 the apartment**.

Cable TV

Standard cable television service is provided for each apartment. University Housing and Dining 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
- Comprehensive line-up
- 24/7 premium support

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](https://mycampusvideo.com/support)
- Text "MyVideo" to 84700

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.

Residents 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.

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 University Housing and Dining are liable for any accident or injury resulting from their use.

Drain Cleaners

Do not use drain cleaners to unstop clogged drains as they can cause additional damage. If you have a drain problem, a plumber needs to make necessary repairs. Fill out a Maintenance Request Form to report slow drainage. Report an overflowing drain directly to the University Apartments Office or CA on call. 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.

Flooring

Installing carpet or secondary flooring over existing flooring in apartments may cause damage, including mold growth. If an adhesive is used to hold additional flooring 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.

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 \$165 for missing items. For technical problems with your Apogee internet service, please contact Apogee at 844-283-6498, to resolve your issue.

Laundry Facilities

Washers and dryers are provided as a convenience for contract holders in each complex. Check with your Community Advisor 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 or dryer, 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 Office to assist with monies lost in the washers, dryers or coin machines and damaged belongings.

Maintenance Request

To report non-emergency repairs, submit a [maintenance request](#) online. If you need assistance you may go to the Apartments Office to ask for support in filling out the maintenance request form.

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.

Maintenance staff wear shoe covers to do work in apartments as the work permits.

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 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 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, call the on-call after hours CA 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.
- **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.

Painting

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

Recycling and 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 outside of the University Apartments 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.

Screen Doors

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

Pest Control

All apartments are professionally exterminated at no cost to you. 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, the contract holder certifies: that they inspected the apartment and did not observe any sign of bedbugs; that they have not previously experienced, or been subjected to bed bugs in other dwellings; that they are not aware of bed bugs in any furniture, clothing or personal property, or if they have previously been exposed to bedbugs, that all of their personal property has been treated by a licensed pest control professional and is free from infestation.

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. Registered family members 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.

Weather Stripping

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. Using weather-stripping and door sweeps around exterior doors helps to reduce air leakage and control the apartment temperature. 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.

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.austinenergy.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 need to 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. 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.

FIRE AND LIFE SAFETY

Fire and life safety is of paramount importance. Please be aware of your actions and observe fire and life safety policies. To enhance fire and life 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 UHD.apartments@austin.utexas.edu. Your questions will be presented to the University Fire Marshal's office for a response.

Fire Safety Awareness

Tampering with fire and life safety equipment is a violation of state law and university regulations and will result in university disciplinary action, including fines and removal from University Apartments and/or possible legal action. Tampering is defined as any action that may damage or interfere with the normal functioning of the fire and life safety system. Tampering includes, but is not limited to, disconnecting, covering, intentionally damaging, or vandalizing smoke alarms, fire extinguishers, door closers, or exit signs. Residents found to be in violation of fire and life safety policies during routine inspections or at other times are subject to disciplinary action, including removal from apartments,

fines, and possible legal action.

Fire Safety Equipment

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.

For more information on fire extinguishers, see [Fire Extinguishers](#).

Smoke/Carbon Monoxide Alarms

Smoke alarms are located in each apartment and carbon monoxide alarms are located in Brackenridge and Colorado apartments. You must immediately report the malfunction of any smoke alarm or carbon monoxide alarm, including those in your unit, by submitting a [maintenance request](#) and calling the University Apartments office or after-hours emergency on-call phone. The university will inspect and/or repair smoke or carbon monoxide alarms as required.

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 an 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 staff any time there is a fire.
- Know the location of your fire extinguisher and how to use it.
- 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 dangerous if mishandled.
- Keep matches and flammable items out of reach of children and handle with care.
- Staff inspect fire safety equipment several times per year.

Fire and Life Safety Inspections

Fire and Life Safety Inspections will be conducted several times per year. Inspections include checking fire extinguishers, smoke alarms and carbon monoxide alarms 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 power strips for proper use and equipment.

In addition to fire safety equipment, inspectors check the premises looking for maintenance, health, or safety concerns. Staff will screen for 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 Residence Life professional staff. Contract holders will be given a policy violation warning to clean or modify their apartments as necessary to ensure a healthy living environment.

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 fire and 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 of reversing the fine(s) by completing the online health, fire and life safety test.

Monetary fines for violations are listed in this Living Guide. If a contract holder receives second or subsequent violations for the same offense, the fines will be doubled on any second and subsequent violations.

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.

Violations Carrying Fines

The following chart indicates Fire and Life Safety fines. Damage costs are not included here and billed to the responsible contract holder base on repair costs.

Violation	Penalty Fine
Obstructing an exit or route of fire egress	\$50
Tampering with fire safety equipment	\$100
Gasoline, toxic/hazardous/flammable chemicals on premises	\$50
Halogen lamps	\$50
Prohibited item	\$50
Improper use of electrical extension devices	\$50
Stove hazards	\$50
Smoking indoors or in other designated no-smoking areas	\$50
Unapproved space heater	\$50

Open flames, including candles, incense and other open-flame Devices	\$50
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Obstructing 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 alarms, carbon monoxide alarms or fire extinguishers is prohibited. Turning off breakers connected to your smoke detector is prohibited. All apartments are checked prior to the move-in to ensure that all electrical items are working correctly and this includes your smoke alarms 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. You must immediately report the malfunction of any smoke alarm 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 alarms as required.

Fire extinguishers must be properly mounted on the wall at all times, be fully charged and ready for use. Moving the fire extinguisher to another location and hanging items on the fire extinguisher is prohibited. You must immediately report any time the fire extinguisher is discharged and submit a [maintenance request](#). If you find that the fire extinguisher pressure gauge is not in the “green” zone, you must complete a [maintenance request](#) 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 permitted at University Apartments.

Prohibited item, fine: \$50

If a prohibited item is found in the unit, the contract holder will be summoned to a student conduct meeting. If the same prohibited item is found in the apartment at a future inspection, the contract holder will be responsible for paying a \$50 fine for each additional time that the same item is found in the apartment.

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

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

Approved 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 – power strips 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 must be plugged into the plug adaptor, which must 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 power strips must be plugged directly into a wall outlet. Plugging a device into another device or "daisy-chaining," is not allowed. Power strips 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.

Stove hazards, fine: \$50

Do not use aluminum foil, paper and plastic on or within six inches of the stove. Leaving the stove on and unattended is prohibited. 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. Unattended outdoor community barbecue grill fires and/or light fluid will incur a fine.

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, pipe, water pipe (hookah), bidi, kreteks, 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.

Unapproved Space Heater, fine: \$50

See Space Heater section for more details.

Banned Items

<p>Electrical hazards</p> <ul style="list-style-type: none"> • Extension cords • Multi-plug devices • Halogen lamps • Lanterns with bulbs • Multi-USB plugs • Paper lamp shades • Rope/string/strip lights (including LED) • Plug-in air fresheners • Voltage transformers made outside of the U.S.A. 	Natural, fresh-cut, or live holiday or Christmas trees
	<p>Open flames</p> <ul style="list-style-type: none"> • Candles with or without burned wicks • Incense • Other open-flame devices
	Personal boats, trailers, RVs, and campers
	Pets
<p>Explosives, fireworks, or weapons (see License to Carry Handgun Policy for University Apartments)</p> <ul style="list-style-type: none"> • Ammunition • Facsimiles of weapons • Weapons 	Personal laundry washer or dryer machines (unless in an approved 3-bedroom unit utility closet)
	Space heaters (unless approved by staff)
	Swimming pools
Flower beds	Television antennas and satellite dishes
Full size dishwashers	Toilet seat (other than those provided by UHD)
Grills	Window AC units owned by residents
Hover boards	<p>Toxic chemicals</p> <ul style="list-style-type: none"> • Flammable or combustible liquids, solids, gases <p>Hazardous materials</p>
Illegal drugs	

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.

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, contact your Community Advisor or the Apartments Office immediately.

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 and 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 power strips.
- 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.

Dishwashers

Dishwashers are prohibited at University Apartments.

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 must 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.
- Pre-lit trees may not have any additional string lights added.
- 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 alarms 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.

Explosives, Fireworks, Weapons

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>

Hover Boards

Hover boards are prohibited from all University Apartments property, including but not limited to: apartments,

roadways, grounds, playgrounds, community spaces and laundry rooms.

Indoor Mold and 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 and 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.

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

By order of the University Fire Marshal, candles, incense and other open-flame devices may not be burned at University Apartments. Candles are not permitted as decoration. LED battery operated “candles” are permitted. Contract holders found in violation of policy will be directed to immediately remove prohibited items and may be subject to disciplinary action. This includes, but is not limited to, candles or similar devices (e.g., scented candles, candle warmers, etc.).

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

EMERGENCY INFORMATION

Emergency Phone Numbers

Police, Fire, Medical Ambulance **911**

Maintenance Emergency

8 a.m. – 4 p.m. Monday – Friday 512-232-5299

After hours, holidays, weekends 512-496-2803

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**. Sing up for text alerts at:

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

Evacuations

During certain emergency conditions, it may be necessary to evacuate a section or the full Apartment Complex to designated assembly points. It is the responsibility of each person to know their building emergency evacuation points and emergency procedures.

Evacuation assistance is established to ensure occupants who require evacuation assistance are provided with

the necessary level of support. Community Advisors will assist with directing occupants to the designated assembly points.

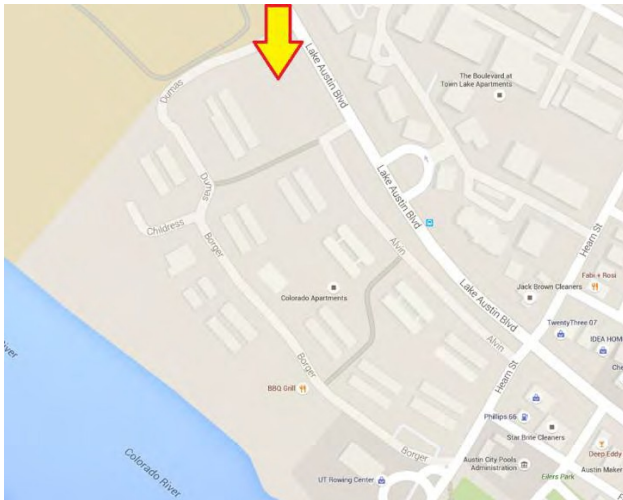
Brackenridge Apartments Assembly Point:

All residents and staff will gather at the northwest corner of the property along Lake Austin Boulevard between Memphis Street and Kermit Street. (See image)



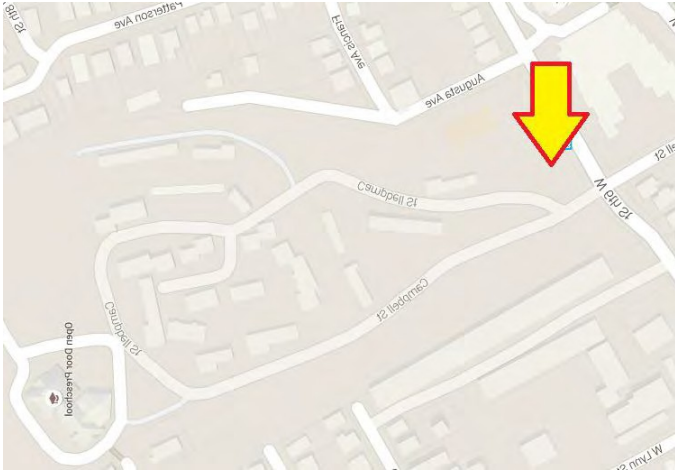
Colorado Apartments Assembly Point:

All residents and staff will gather at the northwest corner of the property along Lake Austin Boulevard and Dumas Street. (See image)



Gateway Apartments Assembly Point:

All residents and staff will gather west of the main complex entry in the grassy area at West 6th Street and Campbell Street. (See image)



Inclément 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 and 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.

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 of Texas 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.

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.

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.

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 and 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

In the event of a complex or campus wide emergency, University Housing and Dining and the university will use various methods to communicate with students. In most incidents, emergency communications will provide instruction on Shelter in Place or Emergency Evacuation.

Emergencies may range from inclement weather, to building evacuations, to campus closures. When applicable, the UT emergency website (www.utexas.edu/emergency/) and UHD website (<http://housing.utexas.edu/>) will be updated with current information. Check back often for updates.

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 a.m.-4:30 p.m.)

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)

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 and Referral Service at 512-471-2255 or SafePlace at 512-267- SAFE.