

UTA HOUSING HANDBOOK

The Heights on Pecan and Timber Brook Apartments 2021-2022

(Not Applicable to other University-Owned Apartments)

UTA HOUSING HANDBOOK – The Heights on Pecan

WELCOME	5
DEPARTMENT OF APARTMENT AND RESIDENCE LIFE	5
MISSION STATEMENT	5
STAFF	5
<i>Director of Apartment and Residence Life</i>	5
<i>Assistant Director</i>	5
<i>Residence Directors</i>	6
<i>Resident Assistants</i>	6
<i>Office Assistants</i>	6
WEBSITE	6
IMPORTANT NUMBERS	6
PROFESSIONAL STAFF	6
THE HEIGHTS ON PECAN APARTMENTS – RA'S	7
TIMBER BROOK APARTMENTS – RA'S	7
OTHER NUMBERS	7
YOUR APARTMENT HOME AND COMMUNITY	7
ALTERATIONS OR IMPROVEMENTS TO PROPERTY	12
ANTENNAS OR SATELLITE DISHES – APARTMENTS	12
BICYCLES	12
BULLETIN BOARDS	13
FLOORING CARE	13
CLEANING EXPECTATIONS	13
<i>Semi-Annual Cleaning and Sanitation Inspections</i>	13
CLUBHOUSES	15
DAMAGE AND REPAIRS COSTS	15
DECORATING	15
ENTRANCE INTO YOUR APARTMENT/HOUSE	15
EVENTS AND PROGRAMS	15
EXTERIOR APARTMENT AREAS	15
FURNITURE	16
NEIGHBORS	16
<i>Neighbors and Noise – Suggestions for a Quiet Community</i>	16
ROOMMATES	18
<i>Roommate Agreements</i>	18
<i>Roommate Bill of Rights</i>	18
<i>Roommate Conflicts</i>	19
SWIMMING POOLS	20
WINDOW COVERINGS AND SCREENS	21
YOUR LEASE	21
FACULTY HOUSING	21
FAMILY HOUSING AND CHILDREN	21
KEYS	21
<i>Lost Key</i>	22
LEAD IN DRINKING WATER	22
MENINGITIS VACCINATION REQUIREMENTS	22
OCCUPANCY LIMITS	23
PERSONAL INFORMATION ACCURACY	23
PROPERTY DISASTERS	24

RENT PAYMENTS.....	24
RIGHT TO RE-RENT.....	24
STUDENT STATUS.....	25
STUDENTS WITH DISABILITIES – REQUESTS FOR PROPERTY MODIFICATIONS.....	25
TERMINATION OF LEASE.....	25
<i>Move Out Procedure</i>	25
YOUR CONDUCT	26
ALCOHOL.....	27
CAMPUS CARRY HOUSING POLICY.....	28
FIRE AND LIFE SAFETY.....	28
<i>Barbeques</i>	30
<i>Candles and Incense Prohibited</i>	31
<i>Extermination Products</i>	31
<i>Fire Drills</i>	31
<i>Fire Extinguishers</i>	32
<i>Fire Sprinkler Systems</i>	32
<i>Flammable Storage</i>	32
<i>Halogen Lamps & 3D Printers Prohibited</i>	32
<i>Holiday Decorations</i>	32
<i>Outdoor Burning</i>	32
<i>Room Decorations</i>	32
<i>Smoke Detectors</i>	33
<i>Space Heaters</i>	33
FIREARMS, FIREWORKS, AND WEAPONS.....	34
GUESTS.....	35
HOVER BOARDS.....	35
INCIDENT REPORTS.....	35
INTERNET, TV AND PHONE SERVICE PROHIBITED CONDUCT.....	36
INTERPRETATIONS OF POLICIES, PROCEDURES, OR RULES.....	36
NOISE DISTURBANCES.....	36
<i>Quiet Hours</i>	36
OVER-OCCUPANCY.....	37
PETS.....	38
SMOKING.....	38
TRASH AND COMMON AREA EXPECTATIONS.....	39
YOUR SAFETY.....	40
BUILDING EVACUATION.....	40
FIRE SAFETY – WHAT TO DO IN THE EVENT OF A FIRE.....	40
FREEZING WEATHER PRECAUTIONS.....	42
PERSONAL SAFETY.....	43
RENTER’S INSURANCE RECOMMENDATIONS.....	43
TORNADO AND SEVERE WEATHER PRECAUTIONS.....	43
VACATION OR ABSENCE FROM UNIT.....	44
MAINTENANCE AND SERVICES.....	44
EXTERMINATION.....	44
<i>BED BUGS</i>	45
INTERNET AND CABLE SERVICES.....	46
LOCK OUTS FOR HEIGHTS ON PECAN RESIDENTS.....	47
MAIL.....	47
<i>Packages</i>	48
MAINTENANCE AND REPAIRS.....	48
MAINTENANCE EMERGENCIES.....	49

MOLD	49
PARKING	50
WATER HEATERS	50

WELCOME

Welcome to Apartment Life at the University of Texas at Arlington! To ensure that your stay in our apartments is a positive experience, we have put together this handbook to inform you of the opportunities available to you in your community and the responsibilities you have as a resident and community member.

The most enjoyable thing about living on campus is the variety of people you will meet. We hope you will become engaged in the many activities that are offered throughout the year so you can benefit from the many cultures that are represented in our apartment communities. We feel this diverse population will enlighten your time at UT Arlington. While we hope you have fun and get the most out of your time living on campus, please remember that as your community staff, we promote academic excellence as a first priority! If you have any questions, the staff will be happy to assist you. Please read this handbook thoroughly. You are responsible for the information in this book and any written updates to the handbook issued during the year.

DEPARTMENT OF APARTMENT AND RESIDENCE LIFE

Mission Statement

The Department of Apartment and Residence Life is committed to upholding and promoting the University's mission by providing programs and services that foster living environments which encourage civility, academic achievement, character, engagement, and independence.

Apartment and Residence Life is a department in the Division of Student Affairs. The mission of the Division of Student Affairs is to foster student success and lifelong learning through inclusive programs, services, traditions, and events that engage students in the University community and support their academic goals.

Staff

Director of Apartment and Residence Life

The Director of Apartment and Residence Life provides all direction for ARL, which includes staffing, programming, budget, conduct, and student development. The Director of Apartment and Residence Life reports to the Assistant Vice President for Student Affairs.

Assistant Director

The Assistant Director of Apartment Life (AD) is a full-time, professional staff member and is responsible for supervising Residence Directors in their respective communities throughout the campus. The Assistant Director has a substantial role in the administrative operations of the Apartment and Residence Life program, including: policy development, campus committee work, and staff and student development. This individual is responsible for the smooth and efficient operation of all 1033 apartments which house more than 2000 students. Furthermore, the Assistant Director counsels students on personal and academic issues, works closely with Housing Operations, and Facilities Management. The Assistant Director works closely with the Office of Community Standards to track and maintain

records related to student conduct issues for students living on campus. The Assistant Director reports to the Associate Director of Apartment and Residence Life.

Residence Directors

Residence Directors are full-time, professional staff members who live in our apartment communities. These individuals are responsible for the overall smooth and efficient operation of a specific area of communities, supervising Resident Assistants, counseling students on personal and academic issues, coordinating community activities, and utilizing the conduct process when necessary. They oversee facilities issues and concerns. The Residence Director reports to an Assistant Director for Apartment Life.

Resident Assistants

Resident Assistants (RAs) are student leaders who have experienced living on campus for a minimum of one semester. Resident Assistants are selected on the basis of leadership, experience, scholarship, and the desire to help residents realize their potential for self-development through community living. Students living in our apartments and houses are provided a specific RA in their community who is there to assist them. RAs are responsible for promoting an supportive academic environment, developing community among residents, referring students to campus resources, upholding university and apartment life policies, completing administrative tasks to include checking residents in and out of their apartments, and providing social and educational programming for their residents. The Resident Assistants report to the Residence Director.

Office Assistants

Office Assistants (OAs) are student leaders who are responsible for various administrative tasks and front office operations within the apartment community. Office Assistants are responsible for conducting move in and move out inspections, maintaining files for each apartment and providing administrative support to the Residence Director. OAs also assist with community events and programs. Office Assistants report to a Residence Director.

Website

The Department of Apartment and Residence Life’s website contains valuable information about your experience living on campus. Residents are encouraged to visit the Apartment and Residence Life website for important information about your community, a calendar of events, and links to housing information. The website is www.uta.edu/housing.

IMPORTANT NUMBERS

Professional Staff

Position	Office Location	Phone Number
The Heights on Pecan Residence Director	The Heights Clubhouse	817-272-6647
Residence Director for Timber Brook and Arbor Oaks	Arbor Oaks Clubhouse	817-272-1677

Assistant Director of Apartment Life	Arlington Hall Suite 100	817-272-2926
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The Heights on Pecan Apartments – RA’s

RA Residence	Responsible for Apartment #'s
The Heights #145	101-117; 130-146
The Heights #245	201-217; 230-246
The Heights #222	118-129; 218-229
The Heights #345	300-317; 330-347
The Heights #445	400-417; 430-447
The Heights #422	318-329; 418-429
The Heights RA ON CALL PHONE: 817-690-9346	

Timber Brook Apartments – RA’s

Responsible for Apartment #'s	RA Residence
#101-108, 201-208, 301-308	Timber Brook #104
#109-116, 209-216, 309-316	Timber Brook #112
#117-124, 217-224, 317-324	Timber Brook #122
#125-132, 225-232, 325-332	Timber Brook #129
#133-140, 233-240, 333-340	Timber Brook #138
Arbor Oaks and Timber Brook RA ON CALL PHONE 817-600-0382	

Other Numbers

Facilities Management Call Center (Fix-It Line)	817-272-2000
University Housing (Leasing Questions)	817-272-2791
UTA Police Emergency 817-272-3003	Non-Emergency 817-272-3381

COVID-19 INFORMATION and GUIDELINES

The 2019 Novel Coronavirus or similar public health crisis (“COVID”) is expected to impact the University of Texas at Arlington (“UTA”) community and campus experience in unprecedented ways. UTA and impacted individuals have a joint responsibility to minimize risk and the potential spread of communicable disease within the campus community. Residents of UTA Housing should anticipate changes to the UTA housing and dining experience as UTA continues to adhere to State and local executive orders and to make public health-informed

decisions.

The below policies and guidelines are incorporated as an **Addendum to University Residence Hall Contract** and are applicable to all residents in UTA Housing.

Health and Safety. UTA expects that all members of the UTA Housing community - residents, staff and visitors—act in a manner that demonstrates respect and consideration for those around them, including respect and consideration for the health and safety of all community members. Adherence to health and safety requirements applies to all residents, staff and visitors within UTA residence halls. Residential students are required to comply with health and safety laws, orders, ordinances, regulations and health and safety guidance adopted by UTA as it relates to public health crises, including COVID. This guidance will evolve as the public health crisis evolves and may include, but is not limited to, social distancing, limitations on mass gatherings, wearing a face covering, COVID diagnostic and surveillance testing, contact tracing, disinfection protocols, limitations on guests into residence halls, and quarantine / isolation requirements.

Specifically, residents should anticipate the following **Changes to Resident Requirements**.

- a) **Social Distancing:** Depending on the property, UTA Housing offers private-bedroom accommodations with one student per bedroom or shared-bedroom accommodations with a maximum of 2 students per bedroom. In this instance, roommates and suitemates are considered a “family unit” and exempt from social distancing rules within the assigned residential unit. However, students are expected to uphold social distancing guidelines in all common areas outside of their residence hall room or suite.
- b) **Face Coverings/Masks:** Face coverings/masks are encouraged outside of the resident’s assigned residence hall room or suite. This includes all common spaces including hallways, stairwells, elevators, lounges (social and study), kitchens, laundry rooms, mail centers, class/conference rooms, computer labs and other campus facilities.
- c) **COVID Diagnostic and Surveillance Testing:** Residents are encouraged to monitor their temperature daily. Residents who become ill or show signs of COVID symptoms should contact the Health Center or their personal care physician without delay. UTA Housing will make reasonable efforts to provide thermometers, but residents are encouraged to bring their own.
- d) **Contact Tracing:** Residents who test positive for COVID or come into close contact with someone who tests positive for COVID are required to complete a [Close Contact or Personal Diagnosis \(COVID-19\) Form](#) and are strongly encouraged to cooperate with public health officials’ quarantine orders and contact tracing efforts.
- e) **Sanitation Protocols for Resident Rooms:** Residents are responsible for cleaning their assigned residential unit. Residents are encouraged to utilize the cleaning section of the Roommate Agreement form to share the responsibilities.
- f) **Limited Guests:** We will be implementing a phased approach to allowing guests in your community depending on local prevalence of the virus. To begin the year guests are not allowed in your residence hall room this includes both guests that live outside

the community and ones that live in the community. If a resident wants to visit with someone from outside the community, they should meet them outside the residence hall and take appropriate precautions with face coverings and social distancing. If residents want to visit with someone from within the hall they can meet in the common areas while wearing a mask and social distancing. In this instance there should follow the occupancy limits of the space that they are gathering.

Additionally, residents should anticipate the following **Changes to Facility Amenities**.

- a) **Community spaces** will be open and face coverings will be encouraged outside of the student’s room or suite. Residents should wipe down surfaces in community spaces before and after use with the provided cleaning products. Social distancing of six feet away from others will need to be maintained, as well as being mindful of the size of rooms and occupancy limitations.
- b) **Community Kitchens:** A sign-up process will be utilized for residents to reserve a time to use the community kitchens.
- c) **Community Laundry Rooms:** Use of community laundry rooms will be limited. A sign-up process may be utilized for residents to reserve a time to use the laundry rooms.
- d) **Computer Labs:** Computer equipment in computer labs may be limited to encourage social distancing. Laptop computers may be available to check out from the Central Library.
- e) **Elevators:** Elevator capacity will be limited based on the size of the elevator, so please use the stairs whenever possible. Signs with instructions will be placed in each elevator identifying number of riders and where to stand. If you are using the elevator, wear your mask or face covering and avoid touching the elevator buttons with your exposed hand/fingers, if possible. Wash your hands or use hand sanitizer with at least 60% alcohol upon departing the elevator.
- f) **Public Drinking Fountains, Water Filling Stations and Ice Machines:** Services will be closed until further notice.

Quarantine / Isolation / Separation. At any time, UTA may request or require a resident to leave UTA Housing when that resident’s continued presence in the housing community poses a health or safety risk for community members. Residential students are required to comply with directives from UTA to leave their assigned space due to COVID or other public health emergency. Failure to comply is a violation of the Housing Contract and may subject a student to emergency removal from their assigned space. General requirements for self-quarantine or self-isolation include, but are not limited to, the following.

- a) UTA Housing residents should be prepared to self-quarantine or self-isolate off-campus in accordance with the following public health guidelines:

COVID Concern	Health Care Response
Student has traveled to campus from a COVID restricted travel zone.	<u>Self-quarantine</u> for 14 days upon arrival in accordance with https://www.uta.edu/announcements/coronavirus/travel .

Student has been in close contact with someone who has tested positive for COVID.	Self-quarantine for 14 days since last known contact.
Student shows COVID symptoms and has not been tested or test results pending.	Self-isolate until cleared by a health care professional.
Student has a positive COVID test.	Complete the Close Contact or Personal Diagnosis (COVID-19) Form .

- b) Residents who have tested positive for COVID-19 may return to campus when all four of the following criteria are met:
1. At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications);
 2. Improvement in symptoms (e.g. cough, shortness of breath);
 3. At least 10 days have passed since symptoms first appeared;
 4. The resident has obtained a note from a medical professional clearing the resident for return to class.
- c) Residents should have an evacuation strategy in place if needed to self-quarantine or self-isolate off-campus due to COVID or other health or safety concerns.
- d) Residents who do not have suitable off-campus accommodations for self-quarantine or self-isolation will be contacted later to explain further the reason why they should be exempt from the requirement above.
- e) Not all UTA Housing residential units are appropriate for self-quarantine or self-isolation. Students will be expected to self-quarantine or self-isolate off campus unless approved for an exception by the UTA Housing Quarantine and Isolation Committee.
- f) UTA Housing residents who do not have suitable off-campus accommodations for quarantine or isolation may be required to self-quarantine or self-isolate in their assigned unit when possible or in alternate university-provided facilities in accordance with UTA directives. If a resident's roommate or a close contact tests positive for COVID, the resident may be required to self-quarantine or self-isolate in their assigned residence when possible or in an alternate location in accordance with UTA directives. Such students will be allowed to re-enter their assigned housing facility once all self-quarantine or self-isolation protocols established by the University have been achieved.
- g) UTA Housing residents will not have to pay additional housing charges to quarantine or isolate in university-provided facilities. University-provided facilities for quarantine or isolation may be owned and operated by UTA or owned and operated by a private company for the benefit of UTA. Space is limited, and residents may need to pay directly

for their own off-campus accommodations if university-provided facilities dedicated to quarantine or isolation are unavailable.

- h) Meal service can be provided for those students residing in quarantine or isolation. If the student already has a meal plan, UTA staff will work with the student to have meals delivered utilizing their meal plan. If the student does not have a meal plan, meal service can be provided on a cost-per-meal basis and charged to the student's account.
- i) UTA Housing residents will not be provided reimbursement for lodging, meals, travel, or miscellaneous expenses related to off-campus quarantine or isolation. In addition, university housing and dining charges will not abate during periods of quarantine or isolation. [Emergency assistance funds](#) may be available to assist with quarantine or isolation expenses.
- j) Removal from UTA Housing to isolate or quarantine does not constitute a termination of a residential student's housing contract.
- k) To encourage timely evacuation, residents should maintain an evacuation "Go Bag" which includes clothing, medication, books, and other essentials required for quarantine or isolation.

De-Densifying Efforts. Residential students are required to comply with any de-densifying efforts needed on campus due to COVID or other public health emergency, including, but not limited to, the relocation of all or some residential students to alternate UTA provided housing. Relocation does not constitute a termination of a residential student's housing contract.

Dining Services. Dining services, including where and how it will be offered to residential students, is subject to the discretion of UTA and is subject to modification to address public health concerns. Due to health and safety guidance adopted by UTA, Dining Services may limit the occupancy of dining halls, limit the amount of time students may reside within dining halls, or make other operational adjustments needed to address health and safety concerns. In addition, students should anticipate the following changes to Dining Services.

- a) **Food Service:** Dining staff will serve food, and self-service food stations will no longer be available. Impacted self-service areas will include salad bars in addition to drink, desert, grill, and pizza stations. Grab and Go dining options will also be available.
- b) **Seating Capacity:** Seating capacity may be changed to accommodate social distancing requirements. Overflow dining areas may be established outside of the existing dining rooms to accommodate expanded seating capacity. If necessary, overflow seating for the Connection Café will be accommodated in the Bluebonnet Ballroom and overflow seating for the Maverick Cafe will be accommodated in the second floor of The Commons.
- c) **Sanitation of Dining Areas:** Dining staff members will be available throughout the cafes to clean and sanitize tables as they become available, but staffing will be limited. Additionally, sanitizing sprays and wipes will be available throughout the dining areas for patrons to sanitize their own tables.

- d) **Student Requirements:** Students will be encouraged to uphold social distancing guidelines in all dining areas. Tables and chairs will be positioned to encourage compliance with social distancing and should not be relocated by patrons.

Cleaning. UTA will continue to implement and modify its cleaning protocols to address COVID or other public health emergency in the interest of minimizing the spread of disease. UTA will educate and inform residential students on appropriate cleaning protocols within their assigned spaces to reduce the spread of COVID within residence halls.

BUILDING AMENITIES

Community spaces will be open and face coverings will be encouraged outside of the student's room or suite. Residents are encouraged to wipe down surfaces in community spaces before and after use with the provided cleaning products. Social distancing of six feet away from others is encouraged, as well as being mindful of the size of rooms and occupancy limitations.

YOUR APARTMENT HOME and COMMUNITY

Alterations or Improvements to Property

No alterations, improvements, or additions to the interior or exterior of the premises, furniture, or equipment are permitted without the written consent of the Executive Director of Auxiliary Services. You must submit a detailed request to housing@uta.edu and receive written approval before making any changes. If approved, you will be responsible for the cost of such alterations, changes, or additions. In most cases, the improvements will become part of the premises and the property of the University and will remain upon termination of the Lease Agreement. For the purpose of this rule, carpets secured to the floor of the premises, by any means, will be considered an improvement.

Antennas or Satellite Dishes – Apartments

Antennas or satellite dishes may not be installed on the apartment building or house or placed outside of the apartment.

Bicycles

Bicycles are not permitted on outside balconies or walkways and may only be chained to university provided bicycle racks or kept inside the apartment. Residents should use care when storing bicycles inside the apartment to protect the flooring from grease and soiling. Bicycles kept on-site are done so at resident's sole risk of loss or damage.

Periodically residents will be provided with a zip tie or tag for their bikes. Residents may be required to place the provided tie/tag on their bike in order for Apartment Life and Facilities Management staff to determine which bikes are still in use. Bikes that are not tagged will be considered abandoned property and will be removed by Facilities Management and the UTA Police.

Bulletin Boards

Each apartment community has a notice board. This allows us to communicate with you through general notices. The notice board is for apartment use only. You should read the board frequently for such things as extermination schedules, upcoming community events, University activities, as well as University Housing and RA Notices. If you wish to post any notice, please obtain permission from your RA first.

Flooring Care

Flooring is evaluated during the make ready process prior to resident move in. Flooring showing significant evidence of damage, wear, and permanent stains will be replaced. Flooring with minimal wear or other imperfections, but are in otherwise serviceable condition, will be cleaned. In either case, it is expected that the flooring will not require cleaning or replacement prior to the termination of the lease.

Residents should properly care for the flooring in their residence by doing the following.

- Sweeping on a regular basis (at least once per week).
- Immediately address any spills by drying the area immediately

At the time of move out, the flooring is inspected by Facilities Management and if the flooring was not properly cared for during occupancy, it may be determined that the flooring must be replaced at the leaseholders expense.

Cleaning Expectations

- (a) Residents are expected to maintain good housekeeping at all times. Inspections are done once per semester, but could be done at any time if cleaning issues are identified by the Apartment Life staff, Facilities Management staff, or contractors. Failure to maintain your residence in the appropriate manner may result in cleaning fines and/or referrals to student conduct. Routine cleaning and sanitation inspections of all apartments and houses will be conducted once a semester

Semi-Annual Cleaning and Sanitation Inspections

The primary purpose of this inspection is to review your residence for any cleaning or sanitation conditions which may require remedy. Unsafe conditions, maintenance problems, or lease violations may also be noted. Residents are responsible to maintain their residence in a clean, sanitary, and safe condition. Below is a list of items that are reviewed during the time of inspection.

Inspection Items
Discard aluminum foil or other materials that are covered with grease.
Degrease and clean oven inside and out.
Clean stove top, including drip pans.
Clean under stovetop.

Degrease and clean vent-a-hood and grease screen.
Degrease and clean refrigerator inside and out. Remove any mold or mildew.
Clean dishwasher. Remove any mold or mildew.
Degrease and clean kitchen walls.
Degrease and clean cabinet exteriors.
Remove all newspaper or non-contact paper item being used as shelf paper in cabinets. (Only Contact Paper Allowed)
Degrease and clean countertops.
Degrease and clean sink and faucet.
Scrub tile floors thoroughly with degreaser.
Store all food in sealed containers.
Remove trash to the dumpster.
BATHS
Remove dirt, soap residue, mold and mildew from bathtub, shower, tile, and grout with suitable bathroom/tile cleaner.
Disinfect and clean toilet with suitable bathroom/tile cleaner.
Clean sink, countertop, and mirror with suitable bathroom/glass cleaner.
Scrub tile floors thoroughly with degreaser.
GENERAL INTERIOR
Organize personal property and perform general housekeeping to ensure safety of occupants.
Remove trash to the dumpster.
Vacuum/Sweep flooring thoroughly to remove excessive debris.

The cleaning and sanitation inspection process is outlined below.

1. Cleaning and sanitation inspections of all university-owned apartments will be done on a semi-annual basis and at other times through the year if sanitation issues are noted by university personnel or university-approved contractors.
2. Routine cleaning and sanitation inspections of all apartments and houses will be conducted once a semester. Residents will be notified by email of the time range when cleaning inspections will be conducted. Residents will be provided a copy of the inspection form which explains their cleaning responsibilities. Residents are encouraged to complete a self-inspection prior to the RA's inspection.
3. Residents are required to pass the RA's inspection. Failure to pass the RA's inspection will result in a \$20.00 re-inspection charge per lessee.
4. If the residence does not pass the RA's inspection, the apartment will be re-inspected by the Residence Director within the week following the RA's inspection. The \$20.00 re-inspection charge will be billed to each leaseholder's MyMav account.
5. If the residence fails the Residence Director's re-inspection, it will be cleaned by a UTA approved contractor and the lessee(s) will be charged the required cleaning fees. Contracted cleaning service fees for an occupied residence are noted below.

Charge	Cleaning Required	Charged to:
\$75	Bedroom	Individual lessee

\$75	General Kitchen	Split between all lessees
\$75	General Bath	Split between lessees
Varies	Other Necessary Cleaning	Varies

- Contracted cleaning services are not optional. Should a residence require contracted cleaning and the cleaning is refused, the leaseholder will be subject to a conduct referral for failure to comply with a university official. In addition, additional re-inspections charges may be charged to the lessee's account.

Clubhouses

Clubhouses are for use by residents of the apartment community and their guests. Clubhouses are also used for Apartment Life staff to host programs and activities for members of the community. Depending on availability of the facility, leaseholders and registered occupants may be able to reserve the Clubhouses for activities and purposes which do not disrupt the apartment community or maintenance of the facility. Clubhouse reservations must be made at least 7 days in advance of the event. For more information about Clubhouse reservations, please contact your Residence Director.

Damage and Repairs Costs

The lessee (resident) will keep the dwelling in good repair and condition. The lessee will be responsible for cleaning, damages, and repair costs except for those caused by normal wear and tear. This shall apply to furnishings, appliances, and fixtures as well as the structure.

Decorating

All decorations should be of a temporary nature so as not to permanently deface or damage the unit's finishes. Leaseholders are responsible for the cost of repairs if needed.

Entrance into your Apartment/House

For your protection, only authorized University personnel, University approved contractors, government inspectors, or law enforcement officers will be allowed into your residence without your written consent to the Residence Director or the University Housing. Any person requesting admittance to your residence must also show a valid ID. This includes friends, relatives, phone company, TV repair, etc.

Authorized University personnel, University approved contractors, government inspectors, or law enforcement officers may enter the premises for the purpose of inspection, repair, maintenance, investigation of lease violations, and/or delivery of notices.

Events and Programs

The staff in your community will coordinate events and programs for your enjoyment and enrichment. Community events are a great way to meet other residents and students and a way to learn new things to help you succeed here at UT Arlington.

Exterior Apartment Areas

Exterior apartment areas are common areas, available for use by all residents; therefore, the University may restrict the use or location of personal property in these areas. Residents may place a door mat at their apartment entry and may keep up to three potted plants (planter shall

not exceed 12" in diameter) outside their apartment. Residents may not plant any materials in the ground outside their apartment unless in the designated garden east of the building. Empty planters or those with dead plant material cannot be stored outside the apartment and may be removed as abandoned property.

For safety reasons, all walkways, stairs, and balconies must allow at least 42" of unobstructed passage at all times. Children's toys, bikes, boxes, furniture, shoes, garbage, and other resident-owned items cannot be left outside the apartment. No drying of clothing or linens is permitted outside the apartment at any time. Seating, except as placed and provided by the University, may not be kept outside the resident's apartment. The University reserves the right to remove any items which might create unsafe conditions and/or are unsightly in the sole judgment of the University Housing. (See Also "TRASH and COMMON AREAS")

Furniture

Apartments in Timber Brook and The Heights on Pecan are fully furnished apartment units, thus residents are not allowed to provide their own mattress (or alternative bed) or bed frame. Residents that feel that they need to provide their own bed for medical reasons must attain approval through The Student Access & Resource Center. All furniture provided in the apartment must remain in the unit throughout the duration of the lease.

Neighbors

One of the many benefits of living on campus is meeting a variety of different people. Residents are encouraged to develop positive, healthy relationships with their neighbors and other members of the community. Taking initiative and meeting your neighbors may result in life-long friendships and a feeling of connectedness to your community and the University.

Neighbors and Noise – Suggestions for a Quiet Community

Unfortunately, community living may result in situations where you are disturbed by (or are disturbing) your neighbors. In this section we hope to provide you with some helpful suggestions for addressing noise disturbances.

If you are concerned about a neighbor creating unreasonable noise, these suggestions may reduce or eliminate the disturbances.

1. Determine if the noise is an unreasonable disturbance. A certain level of routine noise is common to all community living situations. It may be helpful to speak with other neighbors or a third party to confirm your complaint. The individual responsible for the noise will be more responsive knowing others have verified the disturbances and you are not being too sensitive.
2. Approach your neighbor in a positive manner. Generally, neighbors appreciate you informing them when a problem occurs and giving them opportunity to respond before involving the Apartment Life staff or UTA Police. In meeting with your neighbor, you should take the following actions.
 - a) Introduce yourself and state how the noise is disturbing you.

- b) Affirm with your neighbor your desire to solve the problem without involving the Resident Assistant or UTA Police.
 - c) Discuss what noises create a disturbance and when they are unreasonable.
 - d) Invite your neighbor to listen to how loud the noise is in your apartment.
 - e) Exchange phone numbers so you can notify your neighbor if a future problem occurs.
3. Contact your Resident Assistant. Residents should first attempt to resolve conflicts themselves before involving the RA. However, many persistent conflicts often require staff intervention. Your RA can work directly with individuals in conflict to encourage an atmosphere of respect and quiet living. If notified promptly, your RA will verify the disturbance, request the behavior cease, and document the incident. Documentation will be sent to the Residence Director for possible disciplinary action.
 4. Contact the RA on Call if your RA is not available. On call RAs are available after 5:00pm and on weekends to assist when your specific RA is unavailable.
 5. Contact the UTA Police if the Resident Assistant is not available. The primary function of the UTA Police is to address crime-related issues. The Police prefer noise disturbances be resolved between the residents and an RA, but will respond to complaints if needed and as soon as possible. Police may issue a city citation which could result in a minimum \$50.00 fine. Police will also notify the Residence Director for possible disciplinary action.

If Neighbors have complained about noise at your apartment, these suggestions may reduce or eliminate the disturbances.

1. Meet with your neighbors. Neighbors may have contacted your Resident Assistant or the UTA Police before discussing their complaint with you. By meeting with fellow residents and affirming your desire to live in harmony, you encourage communication, which may alleviate future complaints. In meeting with your neighbor, you should take the following action.
 - a) Introduce yourself and affirm your desire to solve any noise problems.
 - b) Determine what noises create a disturbance and when they are unreasonable.
 - c) Ask to listen in the neighbor's apartment to observe how loud the noise is.
 - d) Attempt to reach an agreement with your neighbor.
 - e) Exchange phone numbers or encourage your neighbor to come to your door if a future problem occurs.
2. Restrict certain activities to reasonable hours. Many activities such as dishwashing, lifting weights, and listening to music are not perceived as disturbances during the day. However, these same noises can be very disturbing during the evening, late night, and early morning hours when most residents are studying or sleeping. Courtesy should be extended at all times and noise should be contained within your apartment.
3. Place speakers on foam blocks and away from walls to reduce vibration through the building.

4. Turn down the bass level. It is often bass tones that are most noticeable by neighbors.
5. Use headphones for listening to music.
6. Keep windows and doors closed.
7. Request assistance from your Resident Assistant. Your RA can meet with you and your neighbor to help mediate conflicts and clarify expectations.
8. Purchase an area rug to decrease noise traveling between floors.

Eliminating noise disturbances requires cooperation and respect. Your RA will do his/her best to mediate noise disturbances but will only be effective if both parties are willing to cooperate to resolve the issue.

Roommates

Sharing an apartment can be a rewarding and amazing experience. However, because conflict is a natural part of the human experience, even the best roommates can encounter awkward or troublesome situations. Roommate relationships are complex because they often involve personal and shared responsibilities, and respect for other's rights and feelings. Residents at Timber Brook who live in a shared bedroom and have a vacancy should keep all personal items on one side of the bedroom as a new roommate may move in at any time without prior notice. Residents are assigned a specific room upon move in and are not allowed to switch spaces or have belongings in a space that is not leased to them. If students switch rooms without approval they will be required to move back to the space originally assigned to them.

Roommate Agreements

A written Roommate Agreement can help roommates establish appropriate expectations of each other and reduce the potential for future conflict. Roommate agreements are available at the time of move in from your RA, and online at www.uta.edu/housing. It is recommended that all residents who are sharing an apartment with one or more roommates initiate a roommate agreement. Your RA may also help you and your roommate(s) facilitate the roommate agreement process. A copy of the roommate agreement will be kept on file in the on-site office and will be referred to should roommate conflicts arise.

Roommate Bill of Rights

Basic rights of a roommate/apartment mate include the right to:

1. Expect that each roommate will be treated with respect.
2. Study free from undue interference (noise, music, guests, etc.) in one's room and/or apartment. (Please note that there are study lounges available in the Clubhouse.)
3. Sleep without undue disturbance from noise, guests, and roommates.
4. Expect that roommates will respect each other's' personal belongings. When borrowing or using others' belongings, ask permission first and get approval.
5. Live in a clean environment. All roommates are responsible for keeping the apartment shared spaces clean.
6. Free access to one's apartment and facilities without pressure from other roommates to vacate.

7. Expect that roommates will respect each other's' personal privacy.
8. Host guests at agreed upon times and with the expectation that guests are to respect the rights of the host roommate, and other residents. See the guest policy for specifics.
9. Expect reasonable consideration while using the telephone and/or cell phone.
10. Expect any and all disagreements to be discussed in an atmosphere of openness and mutual respect.

Roommate Conflicts

The following strategies are suggested as possible methods to resolving roommate conflicts. These strategies should be adopted in the sequence noted. If the first strategy is not effective, you may need to escalate the response to the next level.

Conflict Prevention

An important step to preventing conflict is to negotiate a written Roommate Agreement as soon as you begin your roommate relationship. Defining the roommate relationship early will assist you in predicting areas of conflict and creating solutions to that potential conflict. The Roommate Agreement will also assist in establishing a written plan to guide the relationship if any roommate fails to meet their responsibilities.

Personal Confrontation

Honesty and open communication help resolve problems before they become serious. Listed below are confrontation skills which may assist you in discussing concerns with your roommate.

- Express your concerns early and often, before tension builds to the point where personal communication is strained.
- In any conflict it is generally best to examine yourself first and acknowledge where you may have fault in the relationship. Asking your roommate if there is anything you can do to improve the roommate relationship shows that you are willing to work with the roommate in a spirit of cooperation. Listen first, then talk.
- After acknowledging any faults on your part, it is important to discuss your concerns with the other person in private. While it may be wise to seek counsel before talking to the other person, talking inappropriately about another person to others can be very destructive to the relationship.
- Suggest positive things you may appreciate about your roommate. People are generally less defensive and more receptive when they know that you care about the relationship.
- Express your thoughts with language that does not immediately put the other person on the defensive. Use, "I messages." "I messages" are statements about the communicator's feelings, thoughts, observations, perceptions, and reactions. When confronting someone, talk in terms of yourself. For example, "I think," "I feel," "In my experience," "for myself," "I need," "I've observed."
- Use your speech and body posture to deescalate the situation. Remaining calm and open will always accomplish more than raising your voice or trying to intimidate.
- Focus on the offending behavior involved, not in making judgments about the other person.

- Do not engage in name calling or other behavior which would be disturbing to others. If tempers begin to flare, consider moving the discussion to an alternate location or time.
- Be specific in your description of the behavior and the effect it has on you.
- State your request clearly. Be honest and direct. Do not explain or apologize unnecessarily.
- Use appropriate non-verbal behaviors. Show the intensity of your feelings. Look the other person in the eye. Speak clearly, without hesitation, and lean toward the listener while still respecting their personal space.
- Thank the other person for their consideration of the matter and their future cooperation.
- Document any changes to your prior agreements.
- It may be important to remember that you don't have to like the person you're living with as long as you can effectively communicate with each other.
- If you are not satisfied with the results of your discussion, consider the other strategies noted below.

Mediation

If your roommate will not respond as necessary after personal and private confrontation, you may need the assistance of a mediator. Mediation is a voluntary way to resolve disputes without giving the decision-making power to someone else. It involves sitting down with the other side in the dispute and a third-party who is neutral and impartial (the mediator). The mediator helps the parties identify the important issues in the dispute and decide how they can resolve it themselves. The mediator doesn't tell each person what to do or make a judgment about who's right and who's wrong. Control over the outcome of the situation stays with the parties. Your RA or RD can serve as a mediator or you can request services through the Office of Community Standards.

Swimming Pools

We encourage you to read the posted "Pool Rules" at the swimming pool and become familiar with them. Remember, there are no lifeguards; therefore, you and your guests will swim at your own risk. Residents should be particularly mindful of the following pool rules.

- ❖ Pool Hours are Sunday through Thursday, 10:00am – 10:00pm and Friday and Saturday from 10:00am – midnight.
- ❖ Warning-No Lifeguard on Duty. Swim at your own risk at all times
- ❖ Proper swim attire only.
- ❖ Residents may bring a maximum of two guests to the pool. Guests must be accompanied by the leaseholder at all times.
- ❖ No children under 14 years of age unless accompanied by an adult
- ❖ Residents should maintain noise levels that do not disrupt neighbors living near the pool.
- ❖ No glass containers or alcohol in the pool or pool area.
- ❖ Pets are not allowed in the pool or in the pool area.
- ❖ No diving, jumping, running, or rough play in the pool area.
- ❖ Clean up all belongings and trash prior to departure.
- ❖ Safety equipment is for emergency use only.

Residents found responsible for leaving food, trash, or other items in the pools area may be responsible for paying cleaning charges assessed by the Facilities Management Staff. Students should be mindful not to get food into the pool water as it may cause the water to be contaminated which could result in the pool being closed.

Window Coverings and Screens

Residents may install additional window coverings other than those, which may be present at the time of leasing. University installed mini-blinds, if any, do provide some light control yet may not provide complete privacy. Resident installed window coverings must show white to the outside. The application of aluminum foil, paper, lights, stickers or other decorations to windows is not allowed.

Screens should not be removed from the window at any time. Removing a screen from the window will result in a \$50 fine. If a screen is damaged, the leaseholder will be required to pay for damages and/or replacement.

YOUR LEASE

Faculty Housing

University faculty members are eligible to lease one-bedroom or two-bedroom apartments only and are restricted to an occupancy period that does not exceed two years. Faculty members need not be enrolled as students at the University of Texas at Arlington. University staff employees are not eligible to lease a university apartment or house.

Family Housing and Children

Parents or guardians are responsible for monitoring the safety and behavior of their children. Residents should exercise due care at all times to inspect windows, screens, locks, and latches to make sure they are in good working order and are being utilized properly to protect children visiting or living in the apartment or house. Children cannot be left unattended in apartments or apartment common areas. Children under the age of 14 are not allowed to be in community pools except under the direct supervision of an adult.

Keys

One key will be issued to each individual leaseholder. It is the responsibility of the individual key holder to maintain possession of the key for their duration of their occupancy and for the return of the key to the University Housing upon move out. Leaseholders and/or occupants will be charged \$80.00 for failure to return a key at the time of move out. Duplication of keys is prohibited. Additional key procedures are outlined below.

A single temporary loaner key can be checked out from the on-site office for a 24-hour period if a key is temporarily misplaced. In this instance, the lessee must fill out a Request for Temporary Loaner Key Form. If the key is not returned within 24 hours or if the key is lost or stolen, the leaseholder will be charged \$80 for a lock change.

The apartment lessee will also receive a mailbox key. Additional mailbox keys may be purchased for \$17.00 each. In this instance, the lessee must fill out a Key Request Form. This form is available under the Forms menu in the Housing Application.

Mav Express Cards are considered keys. When issued key(s) and/or a Mav Express Card, residents should be aware of the policy violations listed below:

- ✓ Giving key(s)/card to any individual who is not an employee of the Housing Office for any reason (i.e., parents, friends, relatives, etc.).
- ✓ Having unauthorized possession of someone else's key(s)/card for any reason.
- ✓ Failure to report losing or misplacing key(s)/card. (Lost keys and cards can give the wrong person access to the building and endanger everyone.)
- ✓ Providing access to a non-resident who does not have an escort. Residents are responsible for any guest who violates any state, University, or Apartment and Residence Life policy once in the hall including unknown non-residents if a resident grants them access to the building.
- ✓ Tampering with any access system, locks, or doors, which includes, but is not limited to, taping over a lock or propping open a door.
- ✓ Excessive requests for temporary keys and/or cards.
- ✓ Leaving the apartment unlocked when not inside.

Lost Key

If your apartment or house key has been lost or stolen, the lessee should notify the University Housing. In this instance, the lessee will be charged a \$80.00 fee, the locks will be changed, and a new key will be issued to the leaseholder and each properly registered additional occupant. All apartment mailbox keys reported lost or stolen will be replaced for a seventeen (\$17.00) dollar charge.

Lead in Drinking Water

The local water supply system has the responsibility for providing drinking water that meets safe drinking water standards and for conducting periodic sampling. The system is required by law to notify customers directly if the safe drinking water action level is exceeded. UT-Arlington conducted sampling of drinking water in selected University housing units in 1993. Sampling data is available on request from the University Housing. General information is available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Meningitis Vaccination Requirements

A new state law that became effective January 1, 2010 requires that any first time students who plan to move into University housing show proof that they have been immunized against bacterial meningitis or meet certain criteria for declining such a vaccination before they can live on campus. The law applies to transfer students and any student enrolled at UT Arlington for the first time. If you are offered on campus housing accommodations before or during your

first semester of enrollment at UT Arlington, you must fully comply with the meningitis law and related university policies within 10 days from housing contract offer or 10 days prior to move in, whichever date is earliest. Individuals who do not comply with the law and related University policies will not be allowed to move into on campus housing and may experience financial penalties for failure to comply with their contractual obligations. For more information, please visit the Housing website at www.uta.edu/housing.

Occupancy Limits

Occupancy limits vary by community and are established as follows. Exceptions for immediate family members of the leaseholder are noted below.

Housing Type	Houses	Timber Brook	The Heights on Pecan
1 Bedroom	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 3 residents per unit).	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 3 residents per unit).	One person per bedroom. (Exception allowed for spouse and/ or a child under 5 years old – maximum 3 residents per unit).
2 Bedroom	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 5 residents per unit).	Two persons per bedroom. (Exception allowed for spouse and a child under 5 years old only if leasing the whole unit).	One person per bedroom. (Exception allowed for spouse and a child under 5 years old only if leasing the whole unit).
3 Bedroom	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 7 residents per unit).	N/A	N/A
4 Bedroom	N/A	N/A	One person per bedroom

No individual other than Lessee and Lessee’s spouse, child or other person approved in writing by UTA in its sole discretion (“Permitted Occupant”) may occupy the Premises. The right of a Permitted Occupant to occupy the Premises are governed by the terms of this Agreement and shall expire or terminate at the same time as Lessee’s rights expire or terminate hereunder. UTA may assign an additional lessee(s) to any bedroom in the Premises not rented by Lessee unless Lessee agrees to pay, as part of Lessee’s Rent, the total Rent due for such unoccupied Premises.

Personal Information Accuracy

Each Lessee and Occupant is required to maintain accurate information on the following:

- Name
- University ID
- Date of Birth
- Emergency Contact Information
- Email Address which may be used for housing-related communications.

Property Disasters

High winds, floods, fire, and loss of utility services can result in serious consequences for residents and the property. In the event of such an occurrence, the University shall attempt to restore the premises or services as soon as is reasonably possible. However, the University is not obligated to provide or pay for alternate housing in the event the premises are temporarily or permanently uninhabitable. Should the University determine a property to be uninhabitable, either permanently or for an extended time, the University may terminate the lease agreement. Residents should purchase appropriate insurance coverage as the University is not responsible for damage to a resident's possessions.

Rent Payments

Rent payments are due and payable in advance on the first day of each month at the Student Accounts Office in Davis Hall. Payments can also be made online. **A late payment fee of \$25.00 will be charged if payment is not received by the due date.** Your rent will be posted to your MyMav account each month. Residents are responsible for checking their MyMav account on a regular basis to view charges due. You will not be sent a bill in the mail. Failure to see the monthly rent posted to your MyMav account does not excuse you from your responsibility to make scheduled payments. Lessee is responsible to contact the University Housing if monthly rent does not appear in MyMav. In addition, failure to receive a salary, loan, grant, or scholarship from the University will not excuse you from rent payments.

If the University has not received rent by the fifth (5th) day of the month, a past due notice may be delivered to the resident. If rent is not paid within three (3) days after receipt of the past due notice, the Lease Agreement will be terminated by University Housing and legal eviction procedures will commence. The leaseholder may also be responsible for paying a \$25.00 late fee for rent payments not made by the 5th of the month. See section 9 titled "Default in Payment" of the Apartment Lease Agreement.

Right to Re-Rent

If you violate any of the conditions of the Lease Agreement, the Director of Apartment Life and/or Executive Director of Auxiliary Services may, in the future, decline to lease any University housing to you. Also, if you have been subjected to eviction (except for taking the unit out of service), you may be prohibited from leasing University owned property. If you have a delinquent debt obligation of any nature owing the University, you may be prohibited from entering into a Lease Agreement with University Housing until such time as the debt is satisfied.

Solicitation

Per the terms and conditions of the apartment lease: No solicitation or door-to-door sales of goods and services are allowed in the Premises or UTA housing. Occasional sales or offers of sales of goods or services that otherwise comply with state law and municipal ordinances and that are conducted in the privacy of the Premises when Lessee or the Occupants have given specific invitation in advance for sales persons to come to the Premises for that purpose are not considered to be solicitation. No sales or offers of sales of goods or services within the

Premises or UTA housing by Lessee or Occupants on a continuing or scheduled basis is permitted. Residents are prohibited from running a business from their apartment unit.

Student Status

The term "student," as used in all publications provided by the Office of Housing, shall be defined as any individual currently enrolled at The University of Texas at Arlington for a minimum of six credit hours. Residents need not attend classes during the summer to be eligible to remain in student housing, provided they will be a student during the following fall semester.

Students with Disabilities – Requests for Property Modifications

Students requesting modifications should contact The Student Access & Resource Center to inquire about the process for requesting modifications to University Housing properties.

Termination of Lease

Residents should be familiar with the lease terms and conditions regarding termination of the lease agreement. Please see item #41, "Early Termination By Lessee." The Lessee is responsible for the full rental amount of the lease term unless granted a written approval for early termination of the lease.

Academic and Military exceptions are the only exceptions allowed for early termination of the lease. Academic and military exceptions include:

- Lessee is scheduled to graduate during the lease term
- Lessee is enrolled in a UTA Study Abroad Program during the term
- Lessee is enrolled in a for-credit internship which requires daily travel further than 45 miles from the Premises during the term
- Lessee has received official orders requiring military deployment for more than 30 continuous days during the term.

In these instances, the Lessee must provide written documentation of the exception no less than 60 days in advance of the requested early termination date. Requests will be reviewed by University Housing.

Move Out Procedure

Lessee is required to move out of the Premises on or before 5:00 p.m. on the Lease Termination Date (For lease's terminating on 7/31 the lessee is required to vacate the Premises by noon). Lessee shall provide a written notice to UTA at least five (5) days in advance of Lessee's desired move-out date by scheduling a move out inspection with the Apartment Life staff. Such notice will not release the Lessee from liability to pay rent for the full Term of the Lease, except in accordance with Paragraph 41 of the lease terms and conditions. During certain times of the year Express Check Out may be an option for residents. Residents using Express Check Out are required to follow all instructions to properly check out or may be charged improper check out fees.

Prior to moving out of the Premises, Lessee must thoroughly clean the Premises, including but not limited to doors, windows, furniture, bathrooms and kitchen appliances. Lessee must follow the UTA Move-Out Cleaning Guide, which may be accessed at www.uta.edu/housing. If Premises

are not cleaned adequately, Lessee will be responsible for required cleaning charges.

Lessee must meet with an Apartment Life Staff member for a move-out inspection. Any statements or estimates at time of inspection are subject to correction, modification, or disapproval before final accounting or refunding.

Upon move-out, Lessee will be liable for the following charges, including but not limited to: unpaid rent; unpaid utilities; repairs, damages, or loss caused by negligence, carelessness, accident or abuse; and missing or unreturned keys. The final determination of damage and cleaning charges will be made by Facilities Management Staff whom may not inspect the Premises until after Lessee has completely moved out. Charges for cleaning and damages in shared and common areas will be divided equally between all Lessees who have use of the shared and common areas.

Leaseholders will be responsible for paying improper check-out charges if the move out process is not completed as outlined in the lease terms and conditions. A breakdown of improper-check out charges is provided below.

During busy move out periods during December and July residents may have the opportunity to use Express Check Out instead of checking out with a staff member. Express Check Out information will be distributed to eligible residents along with guidelines to properly check out. Failure to abide by the guidelines will result in improper checkout charges.

Improper Move Out Charges	Cost
Failure to schedule Appointment with RD five Days in Advance of Move Out	\$20
Failure to Arrive on Time for Scheduled Appointment with the RA	\$20
Resident not prepared for scheduled move out inspection	\$20
Failure to use express envelope/fill out information	\$20
Failure to return envelope on scheduled move out date	\$20
Failure to vacate by contract end time (<i>may also be responsible for Holdover Penalties</i>)	\$50
Failure to Check Out with staff	\$50

YOUR CONDUCT

Leaseholders, occupants, and their guests should conduct themselves in such fashion as is fitting of community living and show due consideration to neighbors and are responsible for adhering to the policies outlined in this handbook as well as all university policies. Disturbances or otherwise disorderly conduct may result in disciplinary action, termination of the lease, and other disciplinary remedies available. Leaseholders are responsible for the behavior of their registered additional occupants and guests. Students are required to provide their UTA ID card to staff members when asked for it. Student agrees to abide by the policies established by University for each community. Violations of these policies may also be referred to the Office

of Community Standards and/or result in disciplinary action being taken against the Student. Student agrees that personal property possessed by Student in University Housing in violation of law and/or University housing policies may be seized and disposed of by University at University's sole option and discretion in accordance with its policies on disposal of surplus property or other applicable policies.

When a violation is believed to have occurred, it is reported to the Residence Director. The reported violation can be handled in a variety of ways; a conference with the Resident Assistant, Residence Director, Assistant Director, the Coordinator for Residential Student Conduct, or the Director of the Office of Community Standards.

Conduct Appeal Process

Residents who are found responsible for a violation of Apartment and Residence Life policy have the right to appeal the decision. An appeal must be based on an error in the disciplinary process that substantially impacted the outcome. If there is sufficient reason to believe that one or more of the grounds articulated in the student's appeal letter has merit, an appeal meeting will be scheduled. The decision may be appealed by submitting a written narrative through the online appeal form outlining the basis for their appeal to the Assistant Director of Apartment Life within five business days of the date on the outcome letter. The Assistant Director will review the information, meet with the student when necessary, and provide a decision within 14 business days. The Assistant Director's decision is final.

The following will be allowed as ground(s) for appeal:

1. New evidence not reasonably available at the time of the conduct meeting,
2. Evidence of a procedural error in the student disciplinary process that substantially impacted the outcome, or
3. Evidence that the sanction is excessively severe.

Residents who are found responsible for a violation and issued an official warning are not eligible to appeal.

Alcohol

Residents of legal age in the State of Texas and their guests of legal age in the State of Texas may possess and consume alcoholic beverages in the privacy of their residence. Possession or consumption of alcohol in public areas is prohibited. Public areas include any area outside of your apartment such as courtyards, walkways, balcony areas, pool areas, etc. Disciplinary action will also result if you or your guests become disorderly or if you are found to have alcohol in the presence of minors. Apartment residents of legal drinking age may store alcohol in kitchen cabinets or fridge however are not allowed to consume alcohol in the same room of

roommates or guests under the legal age. Excessive amounts of alcohol are prohibited. Excessive amounts include kegs.

Campus Carry Housing Policy

Individuals licensed by the State of Texas to carry a concealed handgun may be in possession of a handgun in University owned housing in accordance with State law and UTA policy. A licensed holder in University owned housing must have their handgun(s) on or about their person or safely secured or stored to prevent tampering or theft. The handgun must be stored in a combination or electronic locking steel safe when the handgun is not on or about their person. The safe must be securely attached to a bed frame or other furniture with a steel tethering cable, so as to minimize the possibility of theft.

For more information regarding Campus Carry, visit: www.uta.edu/campuscarry

Violation of this policy will be a breach of the Contract/Lease and the University may terminate the Contract/Lease and right of occupancy and exercise all rights and remedies under the Contract/Lease. Roommates in University owned housing may select a preference for a roommate who agrees not to possess a handgun on the University Campus; however, the University will make no guarantee to fulfill any request. If a student is not satisfied with their assigned roommate or room, they may request a change. Information on requesting a change in assignment is available at <http://www.uta.edu/housing/parents/faqs.php#roommateoptions>.

Drones

Residents are not allowed to possess or operate drones on campus.

Fire and Life Safety

All residents should be concerned about fire aware and concerned about fire and safety and the very real dangers to life and property and protect themselves accordingly. Safety inspections of apartments and houses can and will be conducted at any reasonable time to ensure smoke detectors are working properly and there are no violations of the Life Safety Code or University policy. Such inspections may be unannounced or performed in conjunction with other building services. University staff and/or the State Fire Marshal may perform safety inspections. Housing may impose sanctions and/or fines for Life Safety Inspection Violations.

Residents who are responsible for causing a fire or who contribute to the spread of a fire due to tampering with fire safety equipment are financially liable for the following damages:

- Injuries or death caused to self or others
- Damages to personal property owned by self or others
- Damages to property owned by the University

The University assumes no liability for damages to personal property, injury, or loss of life. Personal property or renter's insurance, health, and life insurance are the responsibility of the resident. Residents are encouraged to be conscious of fire safety risks and protect themselves against such losses. Residents should purchase appropriate insurance coverage, avoid unsafe practices, and promptly report any fire safety concerns.

Fire Safety Policy Violations	Minimum Sanction for Violation
Causing a fire through intention or negligence	\$100 Fine + Costs for Actual Damages and/or Injuries
Causing a fire alarm through negligence	\$50 fine
Contributing to the spread of a fire through tampering with fire safety equipment	\$100 Fine + Costs for Actual Damages and/or Injuries
Disabling a smoke detector or tampering with fire safety equipment	\$100 fine + Cost of Repairs
Damage to fire sprinkler equipment	\$100 fine + Cost of Repairs
Hanging items from fire protection equipment	\$50 fine
Unhooking a door closure or tampering with/disabling a lock	\$50 fine
Unapproved or unauthorized space heater	\$50 fine
Possession or use of candles or other open flame lighting	\$50 fine
Possession or use of incense	\$50 fine
Possession of a hover board	\$50 fine
Possession or use of explosives/fireworks/weapons (including live, spent, play or look alike weapons of any kind)	\$50 fine
Possession or use of fuels (gasoline and other flammable liquids or gas)	\$50 fine
Possession or use of halogen lighting or any lamp exceeding 120 watts including lava lamps, neon signs and/or 3D printers	\$50 fine
Failure to evacuate for a general fire alarm	\$50 fine
Obstructing a route of fire egress	\$50 fine
Improper disposal of cigarette butts in the apartment commons areas	\$50 fine
Barbecuing within ten feet of any combustible surface or under any walkway, balcony, or overhang	\$50 fine
Smoking in building or evidence of smoking in building.	\$50 fine
Smoking near apartment, except in personal vehicle with windows rolled up.	\$50 fine
Personal items located within 18 inches of any sprinkler head.	1 st offense warning, 2 nd offense \$50 fine
Having or using an extension cord (Heavy-duty, three-prong, UL listed power strips with surge protection are required)	1 st offense warning, 2 nd offense \$50 fine
Possession or use of plug-in string lights (only battery-operated UL Listed LED string lights are allowed)	1 st offense warning, 2 nd offense \$50 fine
Overloaded electrical outlet/use of multi-outlet adapter that does not have surge protection	1 st offense warning, 2 nd offense \$50 fine

Power strip not plugged directly into outlet	1 st offense warning, 2 nd offense \$50 fine
Exposed wiring	1 st offense warning, 2 nd offense \$50 fine
Excessive paper or trash	1 st offense warning, 2 nd offense \$50 fine
Combustible materials hanging from ceiling	1 st offense warning, 2 nd offense \$50 fine
At the discretion of the housing management staff, a substitute sanction may be issued in lieu of a fine for the first offense.	

All residents should be concerned about fire safety and the very real dangers to life and property and protect themselves accordingly. Safety inspections of apartments and houses can and will be conducted at any reasonable time to ensure smoke detectors are working properly and there are no violations of the Life Safety Code or University policy. Such inspections may be unannounced or performed in conjunction with other building services. University staff and/or the State Fire Marshal may perform safety inspections. Housing may impose sanctions and/or fines for Life Safety Inspection Violations.

Residents who are responsible for causing a fire or who contribute to the spread of a fire due to tampering with fire safety equipment are financially liable for the following damages:

- Injuries or death caused to self or others
- Damages to personal property owned by self or others
- Damages to property owned by the University

The University assumes no liability for damages to personal property, injury, or loss of life. Personal property or renter’s insurance, health, and life insurance are the responsibility of the resident. Residents are encouraged to be conscious of fire safety risks and protect themselves against such losses. Residents should purchase appropriate insurance coverage, avoid unsafe practices, and promptly report any fire safety concerns.

Residents who are responsible for causing a fire or who contribute to the spread of a fire because of tampering with fire safety equipment are financially liable for the following damages:

- Injuries or death caused to others or self
- Damages to personal property owned by others or self
- Damages to property owned by the University

The University assumes no liability for damages to personal property, injury, or loss of life. Personal property or renter’s insurance, health, and life insurance are the responsibility of the resident. Residents are encouraged to be conscious of fire safety risks and protect themselves against such losses. Residents should purchase appropriate insurance coverage, avoid unsafe practices, and promptly report any fire safety concerns.

Barbeques

Barbecue grills, charcoal, and lighter fluid are prohibited in individual apartments and may not be stored (even temporarily) in a unit. A common area grill is located near the pool for public use. When the barbecue is in use it must be tended at all times. Coals must be extinguished immediately after use to prevent fire hazards or injury to children.

To extinguish, coals should be doused with water. Do not dispose of hot coals in the dumpster. Electric grills are permitted in apartments.

Candles and Incense Prohibited

Candles: Candles may not be burned and are not allowed for decoration. Possession and/or use of a candle will result in disciplinary action, and a \$50 fine.

Incense: Use or possession of incense is not allowed. Possession and/or use will result in disciplinary action, and a \$50 fine.

Candles and incense are not allowed on property, even if they are in original packaging and have never been used.

In the event of a power outage, flashlights or other battery-operated lights should be used; the use of candles, kerosene lanterns, and other open-flame lighting is prohibited.

Extension Cords and Power Strips

Residents may not use extension cords in apartments and houses. Residents may only use heavy duty, three-prong, and UL listed power strips with surge protection. The wire size selected must be sufficient to carry the expected load, plus an additional 50% overload. Suggested wire sizes for given loads are as follows:

Wire Size Load

- #16 to 13 AMPS (1520 watts)
- #14 to 15 AMPS (1750 watts)
- #12 to 20 AMPS (2340 watts)

Power strips should be kept to the minimum length possible and should never be run under rugs nor have curtains or drapes hung from them. Cords that show signs of wear or dry rot should be replaced. High wattage appliances such as air conditioners or electric grills should be plugged directly into a wall outlet. Power strips must be plugged directly into the outlet and may not be plugged into another power strip. Multiple outlet adapters that do not have surge protection should not be used.

Extermination Products

Extermination services are provided by the University. Students are prohibited from using their own personal extermination products (ex; Bug Bombs and bug spray) the only exception is residents may use pest bait stations. The use of these products in close proximity to appliances, especially gas pilot lights, could result in a flash fire. If your residence is in need of extermination services, please call Facilities Management at 817-272-2000. Failure to report pest control issues immediately will result in a student conduct referral and a monetary fine of \$75.00.

Fire Drills

Unannounced fire drills are conducted every fall and spring semester in each apartment community. At any time the fire alarm is sounded, residents should evacuate the building immediately in a calm and collected manner. Residents should take their keys and lock the residence upon exiting. Failure to evacuate for a fire alarm, whether during a fire

drill or an actual emergency, may result in a \$50 fine and a referral to the Office of Community Standards.

Fire Extinguishers

For your safety, fire extinguishers may be found in various places throughout the apartment communities. Please be aware of their locations.

Fire Sprinkler Systems

Units at The Heights on Pecan are constructed with fire sprinkler systems in each apartment. Residents must be careful not to damage the sprinkler heads or an accidental discharge of water may result. In addition, residents may not store personal items within 18” of any sprinkler head.

Flammable Storage

Flammable liquids may not be stored in University Housing. Gasoline, petroleum-based solvents, paint thinners and similar flammable materials should be kept in metal containers and stored well clear of living areas. Such containers should be stored in a secure area away from excessive heat or flames. Flammables should never be stored in automobiles.

Halogen Lamps & 3D Printers Prohibited

Because of the serious fire safety concerns associated with these appliances, halogen lamps and 3D Printers are not allowed in University owned residences.

Holiday Decorations

Decorating your home to help the spirit of the holidays is encouraged. However, some guidelines should be followed. Never use faulty electrical equipment or overload circuits. Live Christmas trees are prohibited, but artificial, fireproof trees are allowed. Holiday lights that plug into an outlet are prohibited, only battery operated, UL listed LED string lights are allowed.

Outdoor Burning

Residents are prohibited from having or creating a fire outdoors in the apartment community. This includes the use of fire pits. Fire use is limited to barbeque equipment provided by the university (see FIRE SAFETY – BARBEQUES).

Room Decorations

Everyone likes to add a little of their personality to their home. Decorating makes a residence more livable and is certainly not discouraged. Residents are not allowed to cover more than 10% of their wall with decorations. However, be sure your ingenuity does not lead to disaster. Cloth hangings from the ceiling (You have probably seen a parachute canopy used for ceiling decoration) and paper posters covering the walls are another danger. Imagine the situation if anything were to ignite a room with you in it, asleep. Give yourself a chance. Do not overload your room with combustibles.

Smoke Detectors

Hardwired smoke detectors are installed in all university apartments. Smoke detectors in university apartments do not require any resident maintenance or battery replacement.

Notice: Tenant shall not disconnect or intentionally damage a smoke detector or remove the 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.

Please be aware, if you disable any smoke detector rendering it inoperable, fail to report malfunctions to our office in writing, or violate any fire safety policy, you will be liable for damages and subject to applicable criminal and civil penalties and University sanctions.

Space Heaters

Space heaters are prohibited at The Heights on Pecan and Timber Brook.

personal protection), racetrack, or zip gun. According to Texas Penal Code, Title 10, Chapter 46, these weapons are prohibited on the premises of a school or educational institution, unless written authorization has been granted by the institution. An offense under this section constitutes a third-degree felony. Additional items prohibited in the leased premises or elsewhere on the campus include fireworks, play look-alike guns, paintball guns, pellet or BB guns, and decorative firearms (working or non-working).

Guests

There will be times when you may have overnight guests visiting throughout your stay with us. All guests must be registered and approved to be a guest prior to their stay. A guest must be registered no matter the length of the stay.

To register a guest please fill out the online form on the Housing website at <https://www.uta.edu/housing/forms/guest-policies-and-occupancy-limits.php>

Guest requests are processed during the work week, so it is encouraged to fill out the request form in advance to receive approval. If the guest is approved to stay, the maximum time allowed will be three nights a month. Guests cannot have consecutive stays from one month to the next.

All residents must escort their guests at all times and are responsible for their behavior at all times. This requirement dictates that guests must be under the direct supervision of their host at all times while visiting. Failure to do so will result in disciplinary action and the resident may lose the privilege of inviting guests to the apartment. Before requesting approval for an overnight guest residents should speak to their roommate(s) about the request and obtain their permission to allow a guest in the apartment. Before requesting approval for an overnight guest residents should speak to their roommate(s) about the request and obtain their permission to allow a guest in the apartment. Violation of the guest policy may result in a \$50 fine.

Hover Boards

Charging, storage, and possession of “hover boards” within university-owned housing facilities is prohibited due to posing a fire hazard. “Hover boards” includes any kind of self-balancing scooter which is powered by a lithium-ion battery.

Incident Reports

The Incident Report is a form used by the Apartment and Residence Life staff to communicate information to other staff members and to the Office of Community Standards. This form is used to communicate violations of policies, medical emergencies, and all other unusual occurrences that staff members address while performing their jobs in the residential community. Incident Reports are not disciplinary actions in themselves - they are communication devices. A report can result in a range of consequences depending upon the frequency or severity of violations. It is a confidential Apartment and Residence Life record that is shared only with the individuals involved in the incident, staff, and the Office of Community Standards or UT Arlington police when necessary unless the student gives written permission to share it with others.

All staff members are required to file an Incident Report whenever they encounter a potential violation of policy. Staff members may take photographs during an incident and include the photos to the incident report. If cited in a report, residents will be provided with a copy of the report to review prior to their adjudication. Residents do not have to agree with the details provided by a staff member in an incident report and are encouraged to submit, in writing, their own version of what took place during a documented incident. This is a standard procedure that is meant to make the conduct process clear and fair. Any questions about this process may be directed to any member of the Apartment and Residence Life staff.

Internet and Phone Service Prohibited Conduct

Student must abide by the terms and conditions contained in the University of Texas at Arlington's Guide for Residential Internet and Phone Services. Students shall not violate federal copyright laws. Acceptance of collect calls to the Premises or charging long distance calls to the Premises shall be a breach of this Lease. It is against policy to use a router that is not property of the University.

Interpretations of Policies, Procedures, or Rules

Any resident who desires explanation, interpretation, or definition of any policies, procedures, or rules for University owned apartments or houses should contact the Director of Apartment Life. Reasonable exceptions to these policies or procedures may be allowed by the Director of Apartment Life.

Noise Disturbances

According to the UTA Apartment Lease Agreement or House Lease Agreement, property shall at all times be used and occupied in such a manner as will not disturb, interfere with, or affect the comfort, peace and quiet enjoyment of neighboring property. The University will not condone disturbances and other disorderly conduct. Playing of drums and electrical instruments on the premises of the University apartments or houses is prohibited.

To discourage noise disturbances on campus, the UTA police may issue citations for loud or excessive noise violations. The associated fine is \$50 per violation. The UTA Police regulation is noted below.

Residence – A violation consists of but is not limited to the playing, using or operating, or permitting the playing, using or operating, of any television or radio receiving set, musical instrument, or other machine or device for producing, reproducing or amplifying sound, in such a manner as to create a noise disturbance. If the noise can be heard distinctly from 25 feet it shall be evidence for violation of the regulation.

In addition to the fines noted above, disturbances or otherwise disorderly conduct may result in disciplinary action, termination of the lease, and other disciplinary remedies.

Quiet Hours

All Community living requires reasonable compromises to maintain a peaceful and quiet environment that is conducive to academic success. Residents should not make or

permit noise which may be objectionable to other residents. Simple behaviors can help to reduce unnecessary noise. Residents should take off boots or heavy shoes when in the apartment; and keep the volume on the stereo, TV, or radio at a reasonable level.

While noise can be a problem, it is important to realize a certain amount of noise is to be expected in a community living environment and under normal circumstances. Residents should be tolerant of individual differences in lifestyles and routines. (See also “Neighbor Relations”)

Residents must respect the rights of others in regards to noise levels and adhere to the designated quiet hours outlined below.

Sunday through Thursday, 10 p.m.-9 a.m.
Friday and Saturday, midnight to 9 a.m.

Courtesy hours are in effect 24 hours a day, seven days a week. If a resident requests a neighbor be quiet, the neighbor should be respectful of their request. Failure to abide by these guidelines will result in intervention by an Apartment Life staff member and possible disciplinary action.

Over-Occupancy

Violation of the occupancy limits and guest policies have a negative effect on residents of the community. Problems resulting from these violations include:

- Increased rents and operating expenses as a result of excessive utility consumption and excessive wear and tear on the property
- Shortage of hot water
- Increased sanitation and pest control concerns
- Shortage of parking spaces
- Increased noise
- Increased risk of fire safety hazards

The following conditions may be considered as evidence of an occupancy limit and/or guest policy violation:

- Failure to register overnight guests prior to their stay as is described in the Guest Policy.
- Excessive number of people using a UTA housing address as a mailing address. Only authorized occupants may receive mail at the residence.
- Excessive number of people observed sleeping in the residence.
- Excessive amounts of bedding materials or sleeping items observed in the residence.
- Evidence of a person using a residence as if that person were an occupant, but not actually being registered as an occupant or guest. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the residence, sleeping overnight in the residence on a regular basis, and using the bathroom and shower facilities as if they lived in the residence.
- Statements from a registered occupant that their ability to study or sleep is hindered by the frequent presence of an unregistered occupant or guest.

Occupancy limits violations will result in a fine and housing probation and other disciplinary sanctions may be imposed which could include termination of the lease. Each leaseholder in a unit may be found responsible for over occupancy violations and sanctioned accordingly.

Pets

Except for service animals (in the presence of the human in which they are trained to provide the service for), or animals approved by the Student Access & Resource Center no animals are allowed (even temporarily) anywhere in the apartment or apartment community. Residents approved to have an animal by the Student Access and Resource Center must complete a housing addendum in the Housing Office before the animal is allowed in the resident's apartment. Fish in aquariums less than 10 gallons are allowed in student apartments. Care and feeding of stray or unauthorized pets is prohibited. **Residents found to be in possession of any prohibited pet(s) will be referred to the conduct process and will be charged a fee ranging from \$200-\$375per incident, in addition to any cleaning and sanitation fees, and be asked to remove the pet from the property immediately.** Repeat violations may result in additional disciplinary action, including termination of the lease.



Note: A small number of Apartment and Residence Life professional staff (Residence Directors) are approved to have one pet living in their apartment. All approved pets living in the apartments will be distinguished by a sign on their door.

Smoking

In effect as of September 1, 2019, a Texas law makes it illegal for anyone under 21 to use or possess tobacco and nicotine products—with the exception of military members. The law raises the age from 18 and makes it a class C misdemeanor to possess, purchase, consume or receive cigarettes, e-cigarettes or tobacco products. UTA is a tobacco-free campus—and has been since 2011. The use and possession of all tobacco products—including cigarettes, cigars, pipes, smokeless tobacco, electronic cigarettes, vaping devices, and other tobacco products—is prohibited everywhere on campus. The ban encompasses all outside property and grounds on UTA and its affiliated campuses. More information and resources on how to quit smoking can be found on the UTA Tobacco Free website: <https://www.uta.edu/tobaccofree/> Smoking legal herbs, such as salvia, K2 herb, or any variation or substance that is similar in effects or smell to marijuana, or that requires the use of drug paraphernalia is prohibited in all apartments and houses and the property surrounding or considered part of the apartment community or house. The use of drug paraphernalia, pipes, bongs, roach clips, or similar devices will be treated as a violation of the University policy related to use and/or possession of illegal drugs.

Trash and Common Area Expectations

All residents benefit from clean and attractive grounds and common areas. To achieve a neat, safe, and health conscious community exterior, residents are expected to cooperate with the following regulations.

For safety reasons, all walkways, stairs, and balconies must allow at least 42" of unobstructed passage at all times. This regulation means that with the exception of a few plants (only decorative planters with live foliage are allowed outside your apartment) and a door mat, other resident-owned items are generally not allowed to be placed outside the apartment.

1. Do not place trash outside your residence or anywhere in the community other than the designated community dumpsters. Trash should remain in your residence or be taken immediately to the dumpster. Trash must be placed inside the dumpster and not left beside it.
2. Bikes may be kept only in a bike rack or inside your residence. They may not be attached to the railings or stairs.
3. Do not store barbecues and supplies outside your residence. Community barbecues are available for resident use, and personal barbecues and supplies may not be stored outside. Also, propane may not be stored inside of your residence as this is a fire hazard.
4. Personal Items such as shoes, clothes, or cleaning supplies cannot be kept outside your residence. Wet items (clothes, mops, etc) can dry in your bathroom and shoes can be placed on a rack inside your residence.
5. Do not place seating outside your residence. Only seating placed and provided by the University may be kept outside the residence.
6. Do not feed or care for animals outside your residence. Animals need responsible owners for proper care. Encouraging stray animals also invites fleas and other pests into the community. In addition, strays frequently create noise disturbances as they cry for food and attention.
7. Window coverings may only show white to the outside. All residences are furnished with blinds. Applying aluminum foil, screening films, or paper to windows is not allowed.
8. Remove all personal items from laundry facilities. Any personal items that remain in the laundry facility unattended will be considered abandoned and removed at the owner's expense.
9. Properly dispose of mail. Unwanted mail should be placed in a nearby recycling can or taken to your residence. The recycling cans by the mailboxes are only for paper.
10. Residents are prohibited from throwing food items at each other in public areas, including the clubhouses, pool decks, and parking lots. Residents found throwing food items will be assessed a minimum \$50 charge.

The University may remove and dispose of any item that may create an unsafe condition or is unsightly in the sole judgment of the Department of Apartment and Residence Life. Apartment Life staff conduct outdoor aesthetic checks for all apartments on a continuous basis. If a residence has a violation, notification is left indicating the date of the occurrence and concerns noted. Residents found in violation of the trash and common area expectations will be charged \$50.00 per incident and will be entered into the student conduct process.

Record of these violations will be maintained in the Apartment and Residence Life office. If a resident wishes to contest the evaluation of their exterior aesthetics or any violations they may submit a written appeal to their Residence Director within 24 hours of receiving notice.

Seizing Property

Student agrees that personal property possessed by Student in University Housing in violation of law and/or University housing policies may be seized and disposed of by University at University's sole option and discretion in accordance with its policies on disposal of surplus property or other applicable policies.

Other Types of Policy Violations

As a residential student you are also expected to abide by policies listed for your residential facility, as well as, those outlined in the university Handbook of Operating Procedures (HOP). To review the complete handbook of operating procedures, you can go to <https://bit.ly/StudentConductHOP>.

YOUR SAFETY

Building Evacuation

In the event of a continuous sounding of the fire alarm in the apartment, residents must proceed as follows:

1. Evacuate the building immediately according to the posted evacuation route.
2. Stop what you are doing and walk, not run, to the primary or alternate stairwell or exit.
3. Take your keys with you.
4. Close and lock all doors behind you.
5. Once evacuated, remain at sufficient distance to ensure:
 - a) Personal safety
 - b) Safe performance of emergency operations
 - c) Treatment and removal of the injured
6. Do not re-enter the building until the alarm is silenced and the "all clear" announcement is given by the emergency response team.

Fire Safety – What to do in the Event of a Fire

Each year, countless lives are lost and property destroyed due to residential fires. Sadly, many of these tragedies could be avoided by taking necessary precautions and being prepared to respond in the event of a fire emergency. The following steps should be taken in the event of a fire.

Sound the alarm

If you are the one to discover a fire, you should first sound the alarm. Call out as loudly as possible "Fire, Fire" and pull a general alarm station. activate the fire alarm pull station.

Evacuate to a place of safety

Residents should always evacuate to a place of safety when the alarm is sounded – even if they do not see any flames or smoke.

Escape from fire and smoke

Are you aware of exactly what you should do if there is a fire in your residence?

Are you aware that the toxic and noxious gasses given off by burning furnishings and structures, particularly with the new exotic synthetic materials, are known to deaden the normal senses and even in some cases to act as mind-altering drugs?

Only a few breaths of smoke from some burning plastics are enough to cost you your life. This is why you should never go back in a burning building. Advise the professional, properly equipped fire fighters about people or pets needing to be rescued. Don't return for valuables. Remember, no material item is worth your life.

As you leave a burning building, close room doors to limit the spread of fire and smoke. Do not be too hasty in jumping from upper levels.

The message is loud and clear. Stay out of the smoke and do not enter or reenter a burning building unless you are properly equipped or are certain you will not breathe the smoke. Only a couple of breaths can incapacitate you. A wet towel can reduce the potential for searing your lungs, but it won't filter out toxic gasses.

Before opening your door, place your hand on it to test for heat. If the door is hot, do not open it. If the door is not hot to the touch, brace yourself and open it slowly. If there is a heavy pressure and a rush of hot air and smoke, close it immediately and use your alternate escape method.

If you are on an upper level and cannot leave by a window, use towels or bed linen to stuff the opening around the door to keep the smoke and gasses out. Wetting them improves their sealing quality. Move to the window and open it slightly. If it is a double hung window, open it a few inches at the top to let smoke and gasses out. Then open it a little at the bottom to let in fresh air to breathe.

Use the small opening at the bottom to slip out a towel or some light colored material to attract attention. The first action by the Fire Department will be to rescue those trapped. Hanging a towel, a pillowcase or a sheet out the window will alert them to your plight. When help arrives, move the item from side to side so that it will be observed that someone is still in the room.

If you cannot get the windows open, use a shoe or book to break small openings at the top and bottom. Getting fresh air to breathe is essential if rescue is delayed at all.

STOP, DROP, AND ROLL if your clothing catches fire.

DO NOT RUN!! Drop to the floor or ground and ROLL. This does two things. It smothers the fire, but more importantly, it gets your head out of the flames. If your clothing is on fire, and you inhale, you breathe in fire and hot gasses. Just a few breaths and your chances of survival are greatly reduced. When you drop to the floor you are immediately able to breathe fresh air. Your tender facial skin and lungs are not exposed to the searing flames and by rolling, you have the best chance of putting out the fire in your clothing. Remember this. Think about it. Tell your friends and particularly any children you might influence.

Clothing on Fire – STOP, DROP, AND ROLL.

Call or have someone else call the Fire Department by dialing 911.

Be sure residents are evacuated.

If possible, use a fire extinguisher to put out the fire.

Remember, the most important action is to save lives. The next most important action is to call the Fire Department. A rule of thumb states that the size of a fire doubles every minute. Do not delay in calling for help.

Obviously, there are many possibilities as to the size and spread of a fire. If you know you can put it out, then by all means do so. If you think it is too big - evacuate.

Freezing Weather Precautions

Icy temperatures can freeze water pipes, causing them to swell and burst. Once the ice thaws, water flows unrestricted. Water soaked carpets, ceilings, walls, and personal property are the result.

Residents are cautioned that all costs associated with necessary repairs to the premises will be the resident's responsibility if the resident does not take all due care to protect plumbing from weather damage. Residents are also responsible if their failure to take necessary precautions results in damage to their own and neighbors' personal property.

All residents are responsible to take the following precautions to protect their property from freezing weather:

1. Keep the apartment or house heated to at least 50 degrees 24 hours a day. (This is especially important to remember if you are going to be away for vacation.)
2. Leave cupboard doors open to keep pipes exposed to room temperatures.
3. Keep water in pipes moving by allowing hot and cold-water faucets to drip. Do not close the bathroom door when leaving for long periods of time during freezing weather. Leaving water on higher than a drip and shutting the bathroom door could lead to bathroom damage which the resident is financially responsible for.
4. House residents should appropriately insulate outside pipes.

If you have any questions about your specific situation, please contact the Office of Facilities Management at 272-2000.

By following these simple recommendations, you may avoid suffering a loss. However, even these precautions offer no guarantee. All residents are strongly encouraged to secure their own renter's insurance policy to protect their property against these and other losses.

Personal Safety

Though we do our best to provide a safe living environment, safety is a personal responsibility as well. Here are some guidelines and easy to follow recommendations for keeping yourself and your residence safe.

Inside your apartment:

- **Always lock your doors.** Most thefts in our communities are the result of unlocked doors.
- Lock your doors and windows, even when you are at home.
- Use the deadbolt to secure your apartment when you are inside.
- When someone comes to your door, see who is there by looking through the peephole. Ask for identification if the person is a Facilities Management staff member or contractor. If in doubt, do not open the door and call the UTA police at 817-272-3003.
- Never give your apartment key to another individual. If you lose your key, report the loss to University Housing immediately.
- Keep a list of serial numbers for your electronics and other items of value. This will greatly aid in recovering stolen goods.
- Keep valuables out of sign by closing blinds and storing items away from windows.
- Never leave a note on your door, or on social media sites sharing that you are out of town.

Outside your apartment:

- Do not walk alone at night.
- Tell your roommates or a friend where you are going and when you plan to return.
- Do not hide your apartment key above your door or under a door mat. These are the first places a thief will look.
- **Always lock your apartment/house door when you leave. Failure to lock your apartment door when you are not inside will result in a referral to Student Conduct.**

Renter's Insurance Recommendations

Residents are strongly urged to secure their own personal property or renter's insurance, health, life, and any other insurance to protect against damages or losses to persons or property.

Tornado and Severe Weather Precautions

In the event of a tornado or other threatening, severe weather, the following steps should be taken:

- 1) Stay tuned to television or radio broadcasts that track the storm's progress.
- 2) Keep a flashlight and portable radio with batteries nearby in case you lose electric service.
- 3) Listen for the following:
 - a) Tornado Watch: Severe weather conditions exist that make a tornado possible. Prepare to Take Shelter.
 - b) Tornado Warning: A tornado has been sighted in the area. Take Shelter
 - c) Tornado Siren: A tornado is in the immediate area. Take Shelter Immediately
- 4) Do **not** look out the window.
- 5) Do **not** activate the fire alarm system.
- 6) If a tornado is in the area, stay at the lowest possible level inside your residence and away from exterior walls and windows if possible. Bathtub areas, strengthened by plumbing fixtures and pipes, and interior closets, designed without windows, are generally safer than other areas. Cover yourself with a mattress or blankets to lessen the chance of injury from falling and flying debris.
- 7) Kneel facing the wall and protect the back of your head and neck with your hands and forearms until the danger has passed.

Vacation or Absence from Unit

The University Housing recommends that if you will be on vacation or temporarily absent from the residence during the term of the lease that the Resident Assistant be notified. We also suggest that you make arrangements for the suspension of mail and newspaper delivery.

MAINTENANCE and SERVICES

Extermination

As always, it is important you maintain good housekeeping habits in order to reduce the likelihood for pest infestation. Your living area should be clean and free of obstacles such as clothes and books on the floor. Food should be in sealed containers. Residents are encouraged to maintain good housekeeping. If you are experiencing an infestation problem, remove belongings from cabinets and drawers to achieve the most thorough treatment.

All apartments are professionally exterminated for ants and roaches. Our extermination contractor uses an Integrated Pest Management (I.P.M.) system for pest control. I.P.M. is an approach to solving pest issues that applies knowledge about specific pests to prevent infestations. I.P.M. means responding to pest problems with the most effective, least risk options. The first step of I.P.M. is inspection. A visual inspection will be performed of each residence hall room, suite or apartment. Upon completion of inspection, the Technician will determine the second step; treatment of a specific pest, exclusion to help prevent entry of specific pest into given unit, and/or recommendation that a sanitation issue needs resolution. A room entry notice will be left in the unit after inspection is complete. Chemicals will only be applied if there appears to be an infestation issue upon the inspection. When treatment is necessary, in most cases it will be in the form of bait or crack and crevice treatment. This will ensure that in most cases pesticides will not be airborne. This approach is very un-intrusive to residents. In the event that a residence requires treatment where airborne materials are needed, the contractor will notify UTA.

If you are in need of extra extermination services at any time, please contact Facilities Management at 817-272-2000. **Do not treat your apartment yourself**, submit a work order to allow the pest control service company to properly inspect and treat the unit. Effective August 2016 residents who fail to report pest control issues immediately to Facilities Management will receive a monetary fine of \$75.00 and referred to the student conduct process. Residents that are found to have pest control issues are not eligible for a lease assumption.

Residents who need to refuse professional extermination service because of a medical condition must keep a note continuously posted on the entry door of the apartment which states, "Do Not Exterminate For Medical Reasons." In addition, residents who refuse professional extermination service must allow access to their apartment for inspection purposes so the effectiveness of their own pest control may be evaluated.

BED BUGS

As you may have seen in recent media reports, bed bugs have resurfaced in the United States in the past five years. They have been found in buses, ships, movie theaters, apartments, residence halls, and high-end hotels. Bed bugs travel from place-to-place in suitcases, bedding, used furniture, and other transient items. For this reason they have been dubbed "the great hitchhikers."

Bed bugs were common household pests in the United States before World War II. But with the widespread use of DDT during the 1940s and '50s, the bugs all but vanished. The pests remained prevalent, though, in other regions of the world including Asia, Africa, Central/South America and Europe. In recent years, bed bugs have also made a comeback in the U.S.

Bed bugs have not been proven to transmit disease, but they are an irritant which may cause a local reaction. Bed bugs usually bite people at night while they are sleeping. The person seldom knows they are being bitten. Symptoms thereafter vary with the individual. Some people develop an itchy welt or localized swelling, while others have little or no reaction. The medical significance of a bed bug bite is mainly limited to the itching and inflammation from their bites. The usual treatment prescribed is topical application of antiseptic or antibiotic creams or lotions to prevent infection.

I think I might have bed bugs. What should I do?

If you believe your apartment may be infested with bedbugs, please do the following.

1. Contact Facilities Management at 817-272-2000 immediately.
2. Our contracted extermination service provider will perform a bed bug inspection to verify the presence of bed bugs in your unit.
3. If bed bugs are confirmed during the inspection, a treatment date will be scheduled. The contractor will leave a preparation booklet in your apartment along with a treatment date. A staff member will come by your unit the day before the scheduled treatment to complete an inspection of the apartment.
4. Before 8:00am on the scheduled treatment date, please complete the following preparations.

- Move clothing, books, and personal belongings from each of the affected rooms, areas and/or closets. Place items in the common area or in the middle of the bedroom.
- Remove all belongings from luggage or backpacks. Put your belongings in a clear plastic bag and leave the luggage or backpack open and readily available. Empty and leave all luggage open and in the center of the room.
- Move furniture, belongings, etc. at least two feet away from the walls in the affected room(s) (unless furniture is built in).
- Wash all bed linens, clothing, towels, and other linens and place the clean items inside plastic bins or plastic garbage bags. Store them in the middle of the living room or in the middle of the bedroom until after treatment. (Carry all items to and from laundry facilities in a plastic bag.)
- Vacuum mattresses, floors, furniture and inside closets, dresser drawers and bed frames. ****Please make sure the vacuum cleaner bag is disposed of in a dumpster away from the building. If not, the bed bugs will crawl back out of the bag.**
- Ensure there are no animals or people in the unit during the bed bug treatment and for two hours after the treatment is performed. If you have fish, please cover the tank or bowl with a damp cloth.

Appropriate and thorough resident preparation is the only way the treatment will be effective.

5. The treatment is done at the university's expense as long as the resident completes all required preparations.
6. If preparations are not complete properly by the time the contractor arrives at the residents, the resident will be charged a \$25.00 rescheduling fee and the service will be rescheduled.
7. If preparations are still not complete by the second scheduled date:
 - The resident will be responsible for paying the full cost of the treatment.
 - The resident will be referred to the Office of Community Standards for failure to comply with a university official.
 - The treatment date will be rescheduled again and the resident **MUST** complete all preparations accordingly to avoid further charges and conduct referrals.

Internet Services

High-speed internet service is provided through Apogee at no additional charge at Timber Brook Apartments. Two Ethernet connections are provided in each bedroom and living room. High-speed internet services at Timber Brook can be upgraded for an additional fee. Internet service to the Premises, internet service levels and/or providers may be changed during the contract period if such changes apply uniformly to all residents of the building containing the Premises. Residents residing in units that provide internet service are not allowed to use additional routers.

Internet services in The Heights on Pecan apartment units are provided by Apogee as of Fall 2016 Internet in the Clubhouse is wireless UTA internet.

Lock Outs for Heights on Pecan Residents

Lockout services are only available to leaseholders. Leaseholders are not charged for the first two lock outs of a lease term. On the third lock out the resident will be charged a \$5.00. Each subsequent lockout increases by \$5.00 per lock out.

Procedures for lock out services are as follows:

1. If locked out during regular office hours at The Heights, a temporary key can be obtained at the on-site office.
2. If locked out after hours, contact your Resident Assistant.
3. If your RA is unavailable, call the On-Call RA for your community.

The Heights on Call RA Phone Number 817-690-9346

Lock Outs for Timber Brook Residents

Emergency lockout services are only available to leaseholders and registered additional occupants authorized on the lease. Unregistered roommates or unregistered family members are not eligible for lock out services. The lessee is required to update the lease information as necessary to accurately record all occupants currently occupying the property. Leaseholders and occupants utilizing lock out services will be charged a \$25.00 lock out fee. Procedures for emergency lock out services are as follows:

1. If locked out between 8:00am and 5:00pm on weekdays, go to the University Housing in the University Center. A temporary key will be issued for you to access your residence.
2. If locked out after hours, call the On-Call RA at 817-600-0382

Mail

The United States Postal Service provides mail delivery to all UTA apartments but at The Heights on Pecan is sorted and distributed by The Heights on Pecan staff. Mailbox locations are given below.

Apartment Community	Mailing Address	Zip Code	Mailbox Location
The Heights on Pecan	1225 S. Pecan, # ____	76010	Parking Garage 2
Timber Brook	400-410 Kerby # ____	76013	East of Timber Brook

Residents are expected to properly dispose of any unwanted mail in an appropriate receptacle and may be subject to a fine for littering. Heights on Pecan residents should use the Post Office in the University Center for outgoing mail as there is no out-going mail service at The Heights. Residents are not allowed to have non-residents use their address.

It is the responsibility of each UTA Housing resident to see that their correct street address and apartment number (if applicable), city, state, and zip code are given to those from whom they might receive mail. Residents must ensure that any mail delivered to The Heights on Pecan

has the leaseholder or registered occupants name or it may be returned to sender. Residents should also file a mail forwarding card with the post office upon vacating University Housing. Depending on staffing, mail delivery may be limited to specific hours as determined by the office staff.

Packages

The Heights on Pecan will accept delivery of packages at the on-site office. You will be notified by email to your UTA student email account that a package is available for pick up in the office. You will be required to show your student ID and to sign a Package Log indicating the date and time the package was picked up. We will not accept delivery on any items that must be placed inside your apartment (i.e. furniture or COD deliveries). We accept no responsibility or liability for any packages, including perishable items or those that are lost or damaged. Please pick up your packages in a prompt and timely manner. Depending on staffing, package pickup may be limited to specific hours as determined by the office staff. All packages are logged for accountability purposes, if the package log system is down there may be a delay in receiving packages.

Packages for residents of Timber Brook are not accepted at the Clubhouse or by staff members. Packages ordered will either be placed at your door or if delivered by the US Postal Service, in your mailbox or parcel box depending on the size of the delivery. UTA is not responsible for lost or stolen packages.

Maintenance and Repairs

The Office of Facilities Management is located in the JD Wetsel Services Building on the corner of Mitchell and Davis Streets. Residents are requested to cooperate with University Housing in the care and maintenance of all the premises, including the grounds, and to report promptly to the University Housing any damages or unsafe conditions. Residents must not adjust, modify, or tamper with any mechanical, electrical, or gas operated equipment that is furnished by University Housing. Utility rooms and closets should not be used for storage.

Routine problems of maintenance and repair should be reported promptly to the Office of Facilities Management Fix-It Line by calling 817-272-2000. Residents may also submit routine work requests online by going www.uta.edu/fixit.

When you phone in a maintenance request, a work order will be completed and Facilities Management will respond as soon as possible. The Office of Facilities Management endeavors to complete routine service requests within twenty-four (24) hours; however, there are times when it is not possible. No routine service will be performed on Saturday, Sunday, or any official University holiday.

The Office of Facilities Management replaces air conditioning filters in apartments approximately every 90 days.

Maintenance Emergencies

Facilities Management personnel are on call for emergencies after 4:30pm on weekdays, during weekends, and holidays. An Emergency is defined as a situation that endangers health, safety, or property and not a condition of temporary inconvenience. Residents of UTA Housing units are encouraged to follow the steps defined below when reporting maintenance emergencies.

1. Resident should telephone the emergency request to 817-272-2000; this phone is answered twenty-four (24) hours per day, seven (7) days per week including holidays. After hours calls will be answered by voice mail.
2. Resident must provide the following:
 - a. Name of resident
 - b. Address including apartment number
 - c. Telephone number where resident can be reached
 - d. Description of problem resident is experiencing.
3. Resident must remain at the location of the telephone number given. A Facilities Management technician on call will telephone the resident to determine the nature of the emergency request. The technician will decide whether an immediate response is necessary or if repairs should be scheduled the next scheduled workday.

Mold

The presence of mold in buildings is receiving increased attention by almost everyone. Our goal is to provide you some information on how to prevent and respond to mold concerns in your residence.

To begin, it is important to recognize that molds are part of the natural environment.

Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. There are many types of mold, and none of them will grow without water or moisture. Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing in significant concentrations.

It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in household dust. Mold growth can and should be prevented or controlled by controlling moisture indoors. **If there is mold growth in your residence, you must clean up the mold and fix the water problem.** If you clean up the mold, but don't fix the water problem, then, most likely, the mold problem will come back.

Moisture control is the key to mold control. The following suggestions will assist you in preventing or controlling mold growth in your home.

1. When water leaks, or spills occur indoors - **ACT QUICKLY**. In most cases mold will not grow if wet or damp materials or areas are dried 24-48 hours after a leak or spill happens.

2. If you see condensation or moisture collecting on windows, walls or pipes **ACT QUICKLY** to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.
3. Keep indoor humidity and condensation low by following the steps outlined below:
 - a) If humidity levels are high, use air conditioning. On your thermostat, do not set the fan to “on”, having the fan run continually can increase the chance of mold.
 - b) If condensation is high, increase ventilation, air movement, and temperature. Use fans as needed.
 - c) Run the bathroom fan when showering.
 - d) Keep apartment windows closed while running the a/c unit.
4. Clean your bathroom and kitchen frequently. Scrub mold off hard surfaces with detergent and water, and dry completely.
5. If you discover a plumbing, roof or other leak in your residence or you suspect mold growth, you are required to promptly report the concern to Facilities Management at 817-272-2000. If you do not report leaks or mold growth immediately, the situation may worsen. **Residents who fail to promptly report any of the conditions noted above or fail to properly maintain and clean their residence may be held liable for associated damages, repairs, and cleaning costs.**

Parking

Residents living in University Apartments who own vehicle(s), must have a valid University Housing apartment permit, if the vehicle(s) will be parked on the apartment parking lot. Residents are required to follow all parking rules and regulations established by the University Police Department Parking Office.

If you own and operate a motorcycle, scooter, motor bike, etc., these must be parked in the parking lots and may not be kept inside apartments. If you live in an apartment, you will not be able to "hook-up" any type of electricity line to a vehicle.

On occasion the University of Texas at Arlington may host events on campus that may require residents to temporarily relocate vehicles to alternate parking facilities than for that in which the permit is for. Residents should obey all parking signs, printed notices, and emails regarding parking updates and information.

Please refer to the parking website as to parking locations for guests.

Due to the risk of injury to students and damage to vehicles, beginning August of 2017 residents are not allowed to use residential parking lots for sporting activities unless prior permission for a sanctioned event has been given by the Residence Director.

Water Heaters

Water heaters are electric. Temperature settings should be approximately 120 degrees Fahrenheit to economize on energy. Pop-off valves are on all heaters to release pressure. Gas water heaters have automatic controls to stop the flow of gas if the pilot light goes out. If a water leak occurs in the tank, call the Office of Facilities Management at 272-2000 to prevent damage to floors and carpets.