

# UTA Residence Hall Handbook

2021-2022

UNIVERSITY OF TEXAS  ARLINGTON

# UTA Residence Hall Handbook

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## WELCOME

Welcome to life in the residence halls at The University of Texas at Arlington! To ensure that your stay in the halls is a positive experience we have put together this information to inform you of the policies and the opportunities available. The most enjoyable thing about the residence halls is the variety of people you will meet. We hope you will participate in the many activities that are offered throughout the year so you can benefit from the many cultures that are represented in the residence halls. We feel this diverse population will enrich your stay at UT Arlington. While we hope you have fun and get the most out of your stay in the residence halls, please remember that as hall 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 Residence Hall Handbook and any updates issued during the year.**

## DEPARTMENT OF APARTMENT AND RESIDENCE LIFE

### Mission Statement

Our mission is to provide an engaging environment that is conducive to personal and academic success. We are committed to creating supportive communities that are responsive to the individual and diverse needs of our residents. We help residents find a sense of belonging on campus while developing the skills to be successful in the classroom and in life.

Apartment and Residence Life is a department within 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.

### Residence Hall Staff

#### *Residence Directors*

The Residence Director is a full-time, Master's level professional staff member who lives in or near the residence hall in which they work. This individual is responsible for the overall smooth and efficient operation of a residence hall, supervising Resident Assistants and Office Assistants, counseling students on personal and academic issues, coordinating hall activities, and disciplining students when necessary. They oversee facilities issues and concerns. The Residence Director reports to the Assistant Director of Residence Life.

#### *Assistant Residence Directors*

The Assistant Residence Director is a part-time, bachelor's level professional staff member and graduate student that live in or near the residence hall in which they work. This individual is responsible for assisting with or overseeing the smooth and efficient operation of a residence hall, supervising Resident Assistants and Office Assistants, counseling students on personal and academic issues, coordinating hall activities, and disciplining students when necessary. They oversee facilities issues and concerns. Assistant Residence Directors reports to a Residence Director.

#### *Resident Assistants*

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

### Office Assistants

Office Assistants (OAs) assist in the day-to-day operation of the residence hall office. OAs are responsible for referring students to campus resources, checking out equipment, completing general administrative office duties, providing tours of the residence hall, and assisting the Residence Director(s) as needed. The Office Assistants report to either the Residence Director or to an Assistant Residence Director.

### Peer Academic Leaders

Residential Peer Academic Leaders (PALs) contribute to the academic and personal success of new and returning students by instructing a First-Year Seminar courses and providing major/interest-focused programming within the residence halls. Their personal contact with and positive role-modeling for first-year students and Learning Community students fosters community in the hall through academic support and encouragement, as well as increased social interaction. In the fall and spring semester, PALs coordinate academic programs and study groups for their Learning Community (LC). Each Fall, PALs instruct a college adjustment course and maintain two (2) office hours per week. In the spring term only, PALs organize one meal meeting per month with Learning Community and/or themed-housing students.

### Hall Council

Hall Council is the governing body of the residence hall community. Hall Council should promote hall spirit, unity, involvement, and leadership. Hall Council has various roles and responsibilities which include, but are not limited to: programming, hall improvement, and RHAB representation. All residents are members of Hall Council. Executive Board members are elected by the community and are volunteer positions.

### Residence Hall Advisory Board (RHAB)

Residence Hall Advisory Board (RHAB) is the governing body of the entire residence hall community and all four hall councils. RHAB is made up of at least one Hall Council representative from each residence hall. RHAB should promote on-campus living, hall improvements, student satisfaction, and on-campus student success. RHAB should work to promote and support individual hall councils. RHAB members are volunteer positions.

### 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](http://www.uta.edu/housing).

## IMPORTANT NUMBERS

### Residence Hall Offices and On Call Numbers

Residence Hall Offices	
Arlington Hall	(817) 272-7951
KC Hall	(817) 272-9577
Vandergriff Hall	(817) 272-6600
West Hall	(817) 272-6951

Residence Hall On-call Cell Phone Numbers	
Arlington Hall – North Side	(817) 690-9360
Arlington Hall – South Side	(817) 690-9363
KC Hall	(817) 690-9383
Vandergriff Hall	(817) 690-9314
West Hall	(682) 261-6872

Students are encouraged to utilize their hall's on-call cell phone anytime the hall office is closed and assistance is needed. If the staff member is unavailable, please try again or in an emergency contact the UTA Police.

### Apartment and Residence Life Office

The Apartment and Residence Life Office is located in Arlington Hall, Suite 100 and the phone number is 817-272-2926. The office is open Monday through Friday, 8 a.m. to 5 p.m. During these times, staff is available to assist with questions about apartments and residence halls, staffing of each area, programming, and any other general on-campus housing questions. For more information, please visit the website at [www.uta.edu/livingoncampus](http://www.uta.edu/livingoncampus).

### 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.	Self-quarantine for 14 days upon arrival in accordance with

	<a href="https://www.uta.edu/announcements/coronavirus/travel">https://www.uta.edu/announcements/coronavirus/travel</a> .
Student has been in close contact with someone who has tested positive for COVID.	<u>Self-quarantine</u> for 14 days since last known contact.
Student shows COVID symptoms and has not been tested or test results pending.	<u>Self-isolate</u> until cleared by a health care professional.
Student has a positive COVID test.	Complete the <a href="#">Close Contact or Personal Diagnosis (COVID-19) Form</a> .

- 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 HOUSING CONTRACT

### University Housing Office

Located in the University Center's main level (817-272-2791), the University Housing Office is open Monday through Friday, 8 a.m. to 5 p.m. During these times, Housing staff are available to assist with questions about apartments and residence halls', billing inquiries, room type/hall change requests, and any other general housing questions. For more information, please visit the Housing website at [www.uta.edu/housing](http://www.uta.edu/housing)

### Rent Payment Schedule

Rent will be billed in ten installments. Rent is due the first day of each month, beginning August 1.

All rent payments, including the Dining Services Meal Plan, are payable at the Bursar's Office in Davis Hall, online via MyMav, or anything of the other options outlined by the Bursar. Only credit cards, debit cards, MavMoney, cash, and/or checks may be used to pay rent at Bursar Services.

Rental billing statements are run on the 5<sup>th</sup> day of each month and rental payments are due on the 1<sup>st</sup> of each month. A late fee of \$25 will be charged for a late payment received after the 1<sup>st</sup> of the month. If payments are not made, residents may receive a letter demanding payment. Please note that failure to pay rent could result in being evicted from Housing and future enrollment at UT Arlington could be placed on hold. Any questions about items appearing on your monthly statement can be directed to Bursar Services at x2-2172.

Residents are required to be enrolled full time. Residents that fall below full time and would like to remain in the Residence Hall must email housing at [housing@uta.edu](mailto:housing@uta.edu) for approval. Approvals are not guaranteed. Residents enrolled in less than 3 credit hours will be removed from housing. Contact the Housing Office for more details regarding enrollment.

### Meal Plan Service/Payments

Students who live in the residence halls are required to participate in the meal plan. For details regarding canceling a meal plan contract, please review section III in the Meal Plan Contract. After the academic semester has begun, changes to a selected meal plan may only be made during the first week of classes. Unused portions of the meal contract, including unused meals, are forfeited. Dining Dollars will carry over from the fall to the spring semester, but unused Dining Dollars will be forfeited at the end of the academic year.

**Meal Plan Participants should carefully read the Meal Plan Contract prior to signing the document and/or prior to requesting canceling the Meal Plan Contract. Meal Plan Contracts will be enforced. Meal plan and housing contracts are separate. If a resident cancels their housing contract after the first week of classes and they are still enrolled in classes at UT Arlington, they are still bound to the meal plan contract.**

Meal service will begin with brunch or lunch on the first day of the contract period. No meal service will be provided during any University holidays, which includes Winter break, Spring Break, Maymester, Summer Intersession, and any other student holidays that the University may designate. The last meal served is dinner on the final day of exams each semester.

Meal plan payments for the fall semester are due the first official University business day based on the following schedule: 1/2 due in August, and 1/2 due in October. Meal plan payments for the spring semester are due the first official University business day based on the following schedule: 1/2 due in January and 1/2 due in

March. Meal plan due dates for residents on financial aid are due in full the first official University business day in September and January.

Residents must present their MavID Card so that it may be swiped for entrance into the Connection Café or Maverick Café Dining Halls and to utilize their Dining Dollars at any of the dining service locations on the UT Arlington Campus.

### **Room Assignments**

New students will have the ability to select their room and roommate through the Housing Portal Self Selection Process after current students have had the opportunity to renew. This will be the case for students who apply prior to April 30 pending availability.

Students who apply after April 30 will be assigned to spaces based on availability and application date. Room assignments are made based on room preferences, roommate preferences, and interests that students entered on the housing application. Actual room assignments are not available until a resident checks into the residence hall. Residents will be assigned their room and side upon move in. Residents should note that they must move into the room and side they are contracted for, and will be held accountable for any damages or fees owed for the exact space that shows on their contract should any arise at the end of their contract. For example, if you are assigned to a room with a roommate and are assigned to side “a”, you must live on the “a”, or left, side of the room. Housing staff will endeavor to match requested roommates when possible, but students should be aware that there are no guarantees that any student will be matched with their requested roommate(s). Please note, after the Self Selection Process, it is possible that completely empty rooms may not be available and roommate matches may not be possible.

Students with disabilities requesting special accommodations will be assigned to accessible rooms within the residence halls as a first priority. Special accommodations must be approved by the Student Access and Resource Center located in Room 102 in University Hall.

Students without disabilities may reside in residence hall rooms which have been specifically designed to accommodate persons with disabilities. In the event a residence hall room is needed to accommodate a person with a disability, a resident may be required to relocate to alternate campus housing accommodations. If required to move, more detailed information will be provided by a housing staff member.

### **Re-Contracting Process**

Residents who currently live in the halls have first priority in the assignment process. Re-contracting is completed online during the Spring Semester through the Housing Office web site ([www.uta.edu/housing](http://www.uta.edu/housing)). Please note residents participating in a RLC will not be allowed to stay in the same room. Students will first have the opportunity to select to remain in their current space. After all students have had the opportunity to renew into their current space, students will have the ability to select from any open space on campus.

### **Deposit/Contract Releases**

If for any reason during a semester a resident decides to break the housing contract, a contract release form will need to be filled on-line at [www.uta.edu/housing/forms/reshall-cancel-landing.php](http://www.uta.edu/housing/forms/reshall-cancel-landing.php) . Once a contract release form has been filled out, the resident will need to check out with an RA following the check-out procedures outlined in the section “Residence Hall Check Out Procedures.” Failure to follow these procedures may result additional fees and charges appearing under the resident’s MyMav account.

Please refer to the Residence Hall [Terms and Conditions](#) for applicable fees for cancelling a Residence Hall Contract.

### **Move Out and Check Out Procedures**

Move out is defined by conducting a room/hall change, breaking contract, and the end of the contract period. Please complete all components below:

- Fill out a Contract Release Form on-line (This form is not needed if checking out at the end of the contract term)
- Sign up or schedule a check out time with an RA
- Thoroughly clean room, suite, and bathroom areas.
- Vacuum room and suite areas.
- Remove trash to the dumpsters.
- Lower bed
- Remove all personal belongings from room, suite, and bathroom areas.
- Defrost and clean refrigerator, unless still being used by a roommate/suitemate. The last person checking out of a room/suite is responsible to ensure that the refrigerator has been defrosted and cleaned. (Unless a roommate/suitemate cleaning agreement has been filled out).
- Lock the windows to the room/suite, close all blinds, and turn off all lights.
- Meet the RA to complete the checkout only after completing each of the steps above. Be prepared to turn in keys and to relinquish access to the room at this time.
- Sign the inventory sheet with the RA who completes the checkout.

\*Please Note: Once a resident has checked out of a room in a residence hall, that individual is now considered a guest and no longer a resident of the building. All guests must be escorted by a current resident of the building and follow all guest visitation policies, which can be found in this guide.

## **Personal Property**

### *Storage*

Limited storage space is available in a residence hall room. Storage space is not available in other places in the building. All furniture found in a room/suite upon move-in must remain in their respective locations and cannot be removed for any reason.

### *Abandoned Property*

Any property left in a resident's room after they check-out will be removed and disposed at the owner's expense. Apartment and Residence Life is not responsible for any property left behind after the resident has officially checked out.

## **Room Inspections**

Authorized University personnel, University approved contractors, government inspectors, or law enforcement officers may enter the premises for the purpose of inspection, maintenance, pest control, suspected policy violations, or delivery of notices under reasonable and restrained conditions.

Scheduled room inspections occur throughout the year including before University breaks and after the halls have closed. These inspections are conducted to ensure that the building maintenance, safety, sanitation, and property control requirements and policies are being followed.

In addition, rooms are inspected once each semester for fire & life safety violations. A follow-up inspection will occur if any fire & life safety violations are found at the initial inspection. For a detailed description of fire safety violations, please see "LIFE SAFETY."

At any time, evidence of violations found in one's room may result in fines and/or disciplinary action.

## Room Changes and Hall Changes

The residence halls are typically full; therefore, the ability to change rooms halls may be extremely limited. If a resident has an issue or concern with a roommate, they should first try to work the situation out and then contact their RA for assistance before they request a room change. Room change requests within a building are not reviewed until after the first two weeks of the semester, as there are no room/hall changes during this period. All changes are made based upon the date of the requests and the availability of rooms.

Contact the hall office or the Housing Office for a room/type/hall change request form. (KC and Arlington Hall residents need to fill out a type change form if they are trying to move from a double to a private, etc.) Hall changes from one building to another may be made only with the approval of the Housing Office after room changes are completed within each building.

Making a physical room changes without written permission from the Residence Director is prohibited and may result in an improper check out fee, disciplinary action, and loss of moving privileges. Once the Residence Director has notified the resident if the room change has been approved, a resident will have approximately 24-48 hours to move. Residents will then need to fill out an inventory sheet for the new room and follow the “Residence Hall Move Out Procedures” for their old room.

## Room Charges

Residents will be charged for the cost of any damages in their room beyond normal wear and tear. Each room or suite is inspected at the beginning by the resident and end of each year by a staff member. To avoid being charged for damages for which a resident is not responsible, residents should carefully inspect their room and notate any damages on the Room Inventory Sheet issued to them when they check in. Be certain all existing damages are noted on that sheet. Damages that occur during the contract period will be the responsibility of the residents of the room or suite.

Room Inventory Sheets are due at the time of check in. Residents must fill them out and return them to the hall office before they move anything in. Photo Identification is required when checking into a residence hall and may be retained until the completed inventory sheet is returned to the hall office.

At the time of move-out, if a resident disagrees with the Hall Staff's assessment of damages, they will need to complete the appeal form on the [Housing web site](#) within sixty (60) calendar days of the check-out date on their Room Inventory Sheet.

## Winter Session/Summer Housing

A typical contract is for the fall and spring semesters only. A separate contract must be signed for each summer session.

Wintersession on-campus housing is typically available in Arlington Hall, however other halls may be used instead. Residents with a Fall-Spring Residence Hall Contract will be able to leave their belongings in their room while away for the Wintersession break. Residents are encouraged to take valuables and anything they will need during the break with them, as they will not have access to their room until the residence halls open for the spring semester.

For all students at the end of the Fall Semester, and for residents not staying during Summer Intersession at the end of the Spring Semester, a closing checklist must be completed prior to either moving out and/or leaving for the break. Staff will be completing room inspections to verify that the checklists have been completed; fines will be assessed for incomplete checklists.

Summer/Maymester Intersession housing is not available without a summer contract and is not available in every hall.

## ROOMMATE/SUITEMATE RELATIONS

Living with a roommate/suitemate can be exciting and challenging and may have a significant influence on a resident's overall college experience. The communication lines that suitemates/roommates develop are the key to the establishment of a comfortable and enjoyable living situation.

Points to remember:

- 1) Complete the roommate agreement provided by your RA during check in.
- 2) If there are differences in living expectations between you and your suitemates/roommate, they will eventually surface. It is best to discuss such differences right away.
- 3) Roommates are likely to differ in preferences and views.
- 4) Differences reflect uniqueness. Try to enjoy and share respective differences.
- 5) If there are difficulties that cannot be solved together, talk with an RA or your RD. Mediation Services are also available on campus.
- 6) In rare cases, irreconcilable differences may lead to room or hall changes. Changes are only made as the last resort and must be requested by the individual wanting to move. Roommates must make an effort to work things out and to compromise. Conflicts over social differences are not applicable reasons to grant a room change.

### Roommate Bill of Rights

Basic rights of a suitemate/roommate include the right to:

1. *Study, free from undue interference (noise, stereo, guests, etc.), in one's room. (Please note that there are study lounges available in each residence hall.)*
2. *Sleep without undue disturbance from noise, guests, suitemates, roommates, etc.*
3. *Expect that suitemates/roommates will respect each other's personal belongings. When borrowing or using others' belongings, ask their permission and get approval first.*
4. *Live in a clean environment.*
5. *Free access to one's room and facilities without pressure from suitemates/roommates to vacate.*
6. *Expect that suitemates/roommates will respect each other's personal privacy.*
7. *Host guests at agreed upon times and with the expectation that guests are to respect the rights of the host, suitemates/roommates, and other hall residents. See the guest policy for specifics.*
8. *Expect reasonable consideration while using the telephone or cell phone.*
9. *Expect any and all disagreements to be discussed in an atmosphere of openness and mutual respect.*

Please note that once a Roommate/Suitemate agreement has been signed by all parties, it becomes an enforceable policy in that room/suite.

### 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 to assist with any issues.

## **YOUR CONDUCT**

Hall residents are required to respect residence hall property, the rights and safety of others, and to abide by the law as well as the University's Handbook of Operating Procedures. Additional residence hall policies are outlined in the next section. Violations of any policy may result in sanctions issued by the Residence Director or the Office of Community Standards.

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.

Residents are responsible for their guests' actions and for what happens in their room. If a resident becomes aware of a policy violation, the resident should urge those responsible to desist and report the alleged violations to hall staff.

If a resident is confronted by a hall staff member, a University employee, or a UT Arlington police officer the resident is required by University policy to comply with their instructions and correctly identify themselves.

### **Incident Reports**

When a violation is believed to have occurred, it is documented in an incident report to be reviewed by the Residence Director. Incident reports are not disciplinary actions in and of themselves, rather they are a way to document any alleged policy violations, emergencies, or other unusual occurrences in and around the residence hall. Incident reports that contain an alleged policy violation can be handled in a variety of ways depending on the type and severity of the incident. It may result in a conversation with the Resident Assistant, Residence Director, Assistant Director, UT Arlington Police, or a referral to the Office of Community Standards.

Residents may also report behavioral misconduct through the Behavioral Misconduct Referral Form: [https://cm.maxient.com/reportingform.php?UnivofTexasArlington&layout\\_id=13](https://cm.maxient.com/reportingform.php?UnivofTexasArlington&layout_id=13)

Students who are identified in an incident report regarding an alleged policy violation will be summoned to a conduct meeting with the Residence Director or the Office of Community Standards to discuss the incident report. Residents do not have to agree with everything in an incident report and are encouraged to explain their perspective of the incident during their conduct meeting. Residents will receive a copy of the incident report to review prior to their meeting.

Students will be given due process when charged with a violation. However, students may be required to temporarily move to another room, hall, or building until the student conduct process or roommate conflicts have been resolved.

### **Appeal Process (Housing Cases Only)**

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 of the University's Handbook of Operating Procedures and issued an official warning are not eligible to appeal.

## **RESIDENCE HALL POLICIES**

### **Alcohol**

Alcohol may only be consumed by persons of legal drinking age (21 years) in the State of Texas. Alcohol cannot be consumed in public areas, including social lounges, study lounges, courtyards, parking lots, laundry rooms, and computer labs.

Residents are not allowed to have alcohol in their double rooms or suite area if there are one or more residents under 21.

Residents over 21 are allowed to have alcohol in their room if their roommate is also 21 years of age or older or if they live in a private room.

Alcohol is only allowed in suite areas if all residents are 21 or older and there are no minors present.

Policy violations occur when:

- Minors consume, possess, store, or are in the presence of alcohol.
- Adults contribute to the delinquency of a minor/drink in the presence of a minor.
- Presence of large quantities of alcohol, where all residents are of legal drinking age and not in the presence of minors.
- Alcohol is visible in public areas (lounges, study areas, hallways, common suite areas, hall parking lots, hall courtyards, etc.).
- Loud or disorderly conduct develops, even when all parties are of legal drinking age.
- Any alcohol containers or product packaging is visible in a room with a minor.
- Excessive alcohol containers are visible in the room and/or suite.

Students involved in policy violations involving alcohol will be referred directly to Office of Community Standards.

### **Bicycles, Roller Blades, Skateboards, and Scooters**

Bicycles, roller blades, skateboards, scooters, or related equipment may not be ridden in the residence halls or on residence hall property, including but not limited to courtyards, breezeways and/or off of the seating area in the Arlington Hall circle drive. Bicycles are not to be stored in any room or suite. Bicycle racks are provided outside of each residence hall for the resident's convenience. Bicycles should always be securely locked when parked in the bicycle racks. It is strongly recommended that each resident register their bicycle with the UT Arlington Police Department use a unique number such as your driver's license number or record the serial number of your bicycle and it keep it with the sales receipt and a photo of the bike. When registering your bike

with the police please provide make, model, and serial number on the bike. UT Arlington Police recommend utilizing at least one "U-bar" of one inch thickness to secure the bike to the bike rack. If a bicycle is left after move-out, it may be removed and disposed of by the University. Bicycles and related equipment only may be secured to bicycle racks. Securing a bicycle or related equipment to handrails, trees, buildings, etc. is not permitted and will result in it being confiscated by UT Arlington Police.

Motorbike parking is only available in the parking lots around each hall. Motorbikes cannot be parked at any bike rack. Sidewalks and residence hall porches, suite areas, or hallways are not legal parking areas for either motorbikes or bicycles.

### **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](http://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 <https://www.uta.edu/housing/applications/faq.php>

### **Copyright Infringement**

The unlicensed and/or unauthorized use, copying, distribution, sale, public performance, and/or sharing of copyrighted materials are prohibited. Residents who use their ResNet Internet service to unlawfully download or upload copyrighted materials will have their ResNet Internet service suspended for seven days.

Section 101 of the copyright law says that a performance is public if it is in a public place or if it is in any place where "a substantial number of persons outside of a normal circle of a family and its acquaintances" are gathered. This includes but is not limited to the viewing of copyrighted movies in public areas in the residence halls and/or for large groups of people in individual living areas. Video games are permitted to be played on televisions in residence hall lounges.

### **Courtesy Hours**

All halls have "courtesy hours," which are 24 hours a day, 7 days a week. This means that any resident should be able to sleep or study at any time in the hall. Lobby areas are more suitable for noise but should be kept within reasonable limits. Residents should be mindful of their volume during courtesy hours (outside of posted quiet hours). To foster an environment conducive to studying and learning residents should respect all reasonable requests from their peers to quiet down.

### **Empty Room/Bed Spaces**

If at any time a resident is living in a room/suite without a roommate/suitemate, they are responsible for keeping belongings out of the empty space and may not utilize that vacant space in any way. This policy exists because an incoming resident may be assigned and/or moved into an empty space at any time throughout the semester. This resident has the right to move in without prior notice and therefore no belongings may be stored in or under additional furniture or closets, and the bed may not be used for storage or for hosting guests. Students

with a vacant bed space may be asked to move to another room by the Housing Office. Failure to move may result in being charged a single room rental rate and improper check out fees in addition to disciplinary actions.

### Failure to Comply with a University Official

All residents are required to comply with a request made by a University Official, including residence hall staff (i.e. RAs, OAs, RDs, etc.), in the course of his/her duties. Any efforts to mislead, deceive, and/or hinder a staff member in the performance of their duties will be seen as failure to comply. Non-compliance includes failure to respect and cooperate with staff and any actions of non-compliance will be referred to the Office of Community Standards.

### Fighting

Fighting (verbal or physical) or threats of violence against another person is prohibited. Residents who find themselves in a situation that they do not believe they can handle in any other way must remove themselves from the situation, contact a hall staff member, and/or call the UT Arlington Police. Fighting may result in disciplinary action. Physical abuse or threats of physical abuse is a University violation, outlined in chapter 2-200 of the University's Handbook of Operating Procedures.

### Fire and Life Safety

It is a resident's responsibility to be familiar with the policies and procedures designated to ensure safety in the UT Arlington residence halls. Tampering with any life safety equipment, including but not limited to: AED devices, smoke detectors, fire alarm pull stations, audio/visual aid devices, fire extinguishers, exit signs and wheel chair ramps/lifts; additionally, blocking room doors, exit doors, hallways, or elevators is punishable through the Office of Community Standards and may be prosecuted to the full extent that it violates the law.

Evacuation information can be found on the back of each room/suite door or just inside of the doorway on the wall. If a room does not have evacuation information, please notify the hall office. For additional information or life safety concerns residents may contact the Environmental Health & Safety Office (EHS) in addition to their hall office at x2-2185.

#### Fire Equipment

Fire alarms and fire extinguishers are located throughout the halls for safety. NOTICE: TENANT SHALL NOT DISCONNECT OR INTENTIONALLY DAMAGE A SMOKE DETECTOR OR 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. In the event of a fire, activate the alarm, call University Police Emergency at x2-3003, and leave the building.

#### Fire Prevention

It is mandatory that residents vacate the building any time the fire alarm is activated. Residents who do not evacuate will be referred to the Office of Community Standards. During the Fall and Spring semesters university staff will complete a life safety inspection of each resident's room. Violations of the inspection may include warnings and fines. Also, every Fall and Spring semester there will be a fire drill in each hall for the purpose of familiarizing residents with emergency evacuation procedures.

Below is a list of initial sanctions and/or fines for Life Safety Inspection Violations. The University reserves the right to add any items to the list by giving residents written notice of such change.

Fire & Life Safety Policy Violations	Minimum Sanction for Violation
Causing a fire through intention or negligence	\$100 fine + costs for actual damages and/or injuries
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
Damaging, disabling, or tampering with any ADA equipment.	\$100 fine + cost of repairs
Causing a fire alarm through negligence	\$50 fine
Causing a fire alarm NOT through negligence	1 <sup>st</sup> offense warning
Possession or use of candles or evidence of open flames lighting	\$50 fine
Possession or use of incense	\$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 and neon signs	\$50 fine
Possession or use of plug-in string lights (only battery-operated UL Listed LED string lights are allowed)	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine?
Failure to evacuate for a general fire alarm	\$50 fine
Obstructing a route of fire egress	\$50 fine
Hanging items from fire protection equipment	\$50 fine
Unhooking a door closure or tampering with/disabling a lock	\$50 fine
Propping open a door	\$50 fine
Smoking near a residence hall, except in personal vehicle with windows rolled up	\$50 fine
Smoking in the residence hall or evidence of smoking in residence hall	\$50 fine
Possession of non-approved appliance	\$50 fine
Covering vents or smoke detectors	\$50 fine
Personal items located within 18 inches of any sprinkler head.	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Having or using an extension cord (Heavy-duty, UL listed power strips with ground prong and surge protection only are allowed)	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Overloaded electrical outlet (Use of outlet expanders are prohibited.)	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Power strip not plugged directly into outlet	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Having or using any apparatus that has an electrical outlet besides a heavy-duty, UL listed power strip with ground prong and surge protection (e.g., a lamp with an electrical outlet or USB port)	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Use of any non-UL listed multi-outlet adapter without surge protection	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Not plugging microwave/refrigerator directly into the wall.	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Exposed wiring	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Excessive paper or trash, poor housekeeping	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Combustible materials hanging from ceiling, windows, or covering more than 10% of walls	1 <sup>st</sup> offense warning, 2 <sup>nd</sup> offense \$50 fine
Barbecuing with ten feet of any combustible surface or under any walkway, balcony, or overhang.	\$50 fine
Possession of a hoverboard	\$150 fine
Unapproved or unauthorized space heater	\$50 fine

Repeat violations of 1<sup>st</sup> warning items will result in a minimum of a \$50 fine. Subsequent violations may include eviction from University Housing.

## Appliances

The **ONLY APPLIANCES ALLOWED** in rooms are:

- *Microwave* (one per room that is plugged directly into the wall outlet)
- *Refrigerator* (less than 4.3 cubic feet that is plugged directly into the wall outlet):
  - In Arlington, KC, Vandergriff, and West doubles – one per person
  - In Arlington and KC suites – one per common area, one per individual room
- *Iron* (with automatic shutoff)
- *Curling / Flat Iron* (with automatic shutoff)
- *Blender*
- *Coffee Pots and espresso machines that have no exposed heating surface, carafe, or hot plate (such as a Keurig)*
- *Televisions* (may need to use headphones if disturbing others)
- *Stereos* (may need to use headphones if disturbing others)
- *Computers and Computer Equipment*
- *Power strips with surge protection*

Examples of **PROHIBITED APPLIANCES ARE:**

- Wax warmers (e.g., Scentsy)
- Toasters
- Toaster Ovens
- Electric Grills or Skillets
- Deep Fryers
- Crock Pots
- Hotplates or Hotpots
- Rice Cookers
- Halogen Lamps
- Lava Lamps
- Neon Signs
- Heaters or Air Conditioning Units of any kind
- Extension cords
- Outlet expanders
- Candle warmers
- Hot water heater/teapots/electric kettles
- Any non-UL listed electrical device

If additional cooking equipment is needed, residents are asked to utilize the Residence Hall kitchen facilities. Additional cooking equipment and utensils are available for check-out from the Hall Office.

## Refrigerators

Due to space limitations, a maximum of two refrigerators are allowed per double room in Arlington Hall, KC Hall, Vandergriff Hall, and West Hall. In Arlington Hall and KC Hall suites, residents can have a fridge in the common area, and one in their private room. Refrigerators may not exceed 4.3 cubic feet.

In Arlington Hall, a refrigerator is provided in all double rooms and suite areas. All roommates and suitemates must have equal opportunity to use the refrigerator. Please contact Facilities Management at x2-2000 if there are any problems with a University-owned refrigerator.

### Student Housing Evacuation Procedures

As stated above, evacuation information can be found on the back of a resident's room/suite door or just inside of the doorway on the wall. Residents should take a minute to review their room's location in the building and find all the available exits.

If the fire alarm sounds, all occupants should immediately evacuate the building and proceed either across the street or to designated meeting locations as directed by the residence hall staff. Failure to evacuate the building or follow these procedures could result in fines and sanctions. The use of the elevators is prohibited. Residents are not to re-enter the building unless directed by the UT Arlington Police, EH & S staff, or the Arlington Fire Department.

#### **In Arlington, KC Hall, and Vandergriff Halls:**

Every stairwell in Arlington, KC, and Vandergriff Hall is equipped with emergency telephones. If a resident is disabled or cannot use the stairs for any reason during a fire alarm, they should make their way to a stairwell to access an emergency phone. Once a resident has reached an emergency phone, they should push the button to activate it and give the name of the building and their specific location to the UT Arlington dispatch. (Please note that residents may be asked to wait there if they are not in immediate danger).

### Tornados and Severe Thunderstorms

The National Weather Service is responsible for issuing weather warnings to the public. When weather conditions develop which may produce severe local storms, a WEATHER WATCH is issued. Two types of watches and one warning are issued:

**Severe Thunderstorm Watch:** A Severe Thunderstorm Watch outlines an area where hail 3/4-inch diameter or larger hail and damaging thunderstorm winds are expected to occur during a three to six hour period.

**Tornado Watch:** A Tornado Watch includes the threat of large hail and damaging wind, as well as the possibility of multiple tornadoes. Watches typically cover multiple counties. A watch means severe weather is possible during the next few hours,

**Tornado/Severe Thunderstorm Warnings:** A Severe Thunderstorm warning means that severe weather has been observed or is expected soon. A Tornado Warning means that a tornado has been sighted in the area. In case of these warnings listen for UTA's emergency system broadcasts over the PA system.

#### **Procedures:**

When a **Tornado Warning** is issued an outdoor siren will sound the alert for those who are outside. Residents may also hear an announcement over the hall's PA system. Persons in the path of the storm should take the following immediate safety precautions:

1. Move quickly to interior hallways, basements, or other designated areas. (Stay away from windows). Safe areas are designated in each residence hall by red signs with a tornado.
2. Residents should protect themselves by lying face down with their knees drawn up under them and their hands and pillow covering the back of their head.
3. After the danger has passed, listen to staff for further instructions.

### Fireworks, Explosives, and Chemicals

No fireworks or explosives of any type are permitted in the residence halls. Chemicals, other than over-the-counter cleaning agents and similar types of retail items, are likewise prohibited. This includes any fuels or similar type of combustibles. Prohibited items include, but are not limited to, the following:

- Lighter fluid
- Spray paints
- Charcoal
- Laboratory Chemicals
- Gun powder
- Any substances that can be combined to form combustible and/or chemical agents.

### Guests/Cohabitation

All residents must escort their guests at all times and are responsible for their behavior. This requirement dictates that guests must be under the direct supervision of their host while visiting a residence hall. Failure to do so may result in losing the privilege of inviting guests to the residence hall(s) and/or a referral to the Office of Community Standards. Residents should not let anyone into the residence hall if they are not willing to escort them.

Guests are welcome in a resident's room with consent of the roommate. **RESIDENTS ARE RESPONSIBLE FOR THEIR GUESTS AND MUST ESCORT THEM AT ALL TIMES.** Guests cannot be left alone anywhere in a residence hall room or public area at any time. Guests must abide by all the rules and regulations of both the University and the residence halls. It is the resident's responsibility to inform their guests of all rules and regulations, to ensure their compliance with the rules, and, if guests are not in compliance, to escort these persons from the building.

Residents may have approved overnight guests of the same gender for a period of time not to exceed three consecutive days and two consecutive nights as long as they have received approval by the Residence Director of their community and also received consent from their roommate(s) and suitemates (if applicable) in advance. *Guests are defined as any person who does not have a contract for the room in question.* Guests may not be issued a room key or temporary access card. Residents are not to loan or allow anyone to use their key or access card at any time. There is an online form to submit to request approval for an overnight guest. Guests are not allowed to stay until official approval has been granted by the Residence Director.

Guests of the opposite gender may not stay overnight or use the shower. Guests of the opposite gender must use public bathroom facilities and must be escorted at all times. Caution should be exercised to avoid any infringements of the roommate's right to privacy. Residents must have their roommate's/suitemate's consent to have any overnight guest(s), as well as any frequent day and evening visitors. Guests are considered overnight guests after 2:00am and will need approval to stay past that. Guests are also considered overnight guests if they are sleeping in the resident's room. Guests who are disruptive to the community or who abuse these privileges may be asked to leave by hall staff or roommates/suitemates. **University reserves the right to ban guest(s) if resident(s) and/or guest(s) is found to be adversely affecting other members of the residence hall(s) and/or University.**

Cohabitation is not allowed in the residence halls. Cohabitation is defined as a person using a residence hall room as if that person were living in the room, but not actually being assigned as a resident of that room/suite. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the room/suite, sleeping overnight in the room/suite on a regular basis, and using the bathroom and shower facilities as if they lived in that room/suite. Violating a roommate's right of entry into their room or hindering a roommate's ability to study and/or sleep within their room, because of a guest's continual presence, is considered a violation of this rule.

## 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.

## Incense and Candles

Incense and candles are not permitted in UT Arlington residence halls.

## Indoor Sporting Activities

Sporting activities are not to be conducted in any area within a residence hall. Examples of prohibited activities include, but are not limited to, the following:

- Running
- Bouncing and/or kicking balls and/or hacky sacks
- Throwing objects (including balls, Frisbees, darts, etc.)
- Use of rollerblades, scooters, bicycles, and/or skateboards

## Outside Organizations: Reserving Space and Advertising

Outside organizations are not allowed to reserve space inside or on the property of a residence hall unless they are sponsored by an RA, PAL, Hall Council, or RHAB. Residents should receive prior approval from the hall staff before hanging anything on doors or walls in a public space within the residence halls. All posters/flyers must also be approved by The Office for Student Governance and the Residence Director. Outside groups are not allowed to chalk or paint on the windows or the exteriors of the halls or the areas immediately surrounding the halls.

## Pets

Due to health regulations, no pets are allowed in the residence halls, with the exception of small fish. No other underwater pets are allowed. Residents should check with their RA before your fish travel far from home to be sure they are welcome. Fish tanks may not exceed ten gallons in capacity and only one tank is allowed per room. Residents found to be in possession of any prohibited pet(s) may be charged a fee no less than \$150 per incident, in addition to any cleaning and sanitation fees, and will be asked to remove the pet from the hall immediately.

Emotional Support Animals (ESA) must be registered and approved through the Student Access and Resource Center prior to bringing the ESA into the residence hall.

Residence Directors are allowed to have a pet live inside their apartment within the residence hall/apartment community. A “Housing Approved Pet Inside” sign is posted on the exterior door of any apartment that houses a pet. Should a resident have a concern with the pet, they should contact the Residence Director or the Assistant Director to discuss the issue.



Note: All approved pets living in an RD apartment will be distinguished by a sign on their door.



### **Quiet Hours**

Quiet hours are from Sunday through Thursday, 10 p.m. to 9 a.m. and Friday and Saturday, midnight to 9 a.m. Failure to abide by these guidelines will result in disciplinary action. Consideration for others is part of living in a residence hall.

Due to noise, musical instruments are not allowed to be played in the residence hall rooms unless a headset is used or if it is for the purpose of an approved event or program.

### **Room Cleaning and Trash Removal**

Roommate/suitemates are responsible for the cleaning of their rooms, bathrooms, and suite areas during the course of the semester. This expectation includes removal of garbage and regular cleaning of the room. Failure to clean rooms and suite areas may result in receiving a minimum cleaning charge of \$50 per resident in the room/suite. Further, a documented Sanitation Violation requires resolution by the resident(s) within 24 hours. Failure to comply may result in further conduct sanctions for the resident(s) and in some cases; housekeeping may be called to assist in cleaning a room at the expense of occupants of the room. A limited number of vacuum cleaners are available at each residence hall desk for residents to use.

All hallways and laundry rooms in a residence hall will be cleaned on a daily basis by the housekeeping staff, except on weekends. We ask that residents do their part to keep the buildings as clean as possible. Do not leave trash in the laundry/vending, stairwells, TV lounges, etc. Roommate/suitemates are responsible for taking their trash to the dumpster or trash room. Residents found improperly depositing trash in the hallways or common areas will be subject to disciplinary action.

### **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.

### **Room Decorations**

Decorations are encouraged as long as they do not create a fire or health hazard or damage to the room. Please decorate carefully; residents will be charged for any damage that occurs from nails, screws, double-stick tape, tacks or stickers on the walls, furniture, and fixtures. Use of these items will result in damage to a resident's room and residents will be charged per damage. Please note that we do take into consideration normal wear and tear on a room. Room decorations should be confined to inside a resident's room. Decorations on the outside of a resident's door (other than RA Door Decorations) are prohibited.

Residents may have to make restitution to the University for any damages to their living area. If residents are unsure as to whether an item is permissible, it is their responsibility to check with a staff member and receive written permission from the Residence Director before they decide to decorate with an item that may not be allowed.

Prohibited items/actions include:

- Permanently affixing any item to any surface in a room. This includes the use of nails, screws, and adhesives such as glues and double-sided tapes. Items that should not be affixed to surface areas include full length mirrors, dry erase boards, flags, posters, picture frames, bulletin boards, stickers, etc.
- Nothing may be displayed in or attached to the windows in your residence hall living areas including flags, stickers, foil, cans/bottles, window paint, etc.
- Nothing should be hung from or attached to the ceilings, sprinklers, or other fire safety devices and no more than 10% of any wall should be covered.
- Drapes must be made of fire-retardant materials and hung using tension rods only.

## **Room/Hall Furniture**

All furniture in a resident's room and/or suite needs to remain in the room and/or suite. This includes not moving suite furniture into individual bedrooms and vice versa. Residents must have room for traffic to flow into and out of their room/suite for safety reasons. Residents may not replace hall furniture with their personal furniture. Beds may be bunked using approved pegs provided by the hall office. All other forms of lofting beds are prohibited. Room furniture is not designed to be stacked. Residents are not to attempt to stack furniture in their residence hall room/suite due to the fact that it may become top heavy and tip over resulting in injury.

Lounge furniture belongs in hall lounges and should not be kept for personal use in a resident's room/suite. Placing lounge furniture in a room/suite may result in residents being charged with theft of state property and referred to the Office of Community Standards.

## **Smoking and Tobacco**

The University of Texas at Arlington Campus is a tobacco free campus. Effective September 1, 2019 the minimum age to buy and use tobacco products (including e-cigarettes and vaping) is 21. All university property is tobacco free which includes residence halls; therefore, smoking in a residence hall room or on university property (which includes all residential community spaces) is prohibited. Residents found violating the smoking policy are subject to a \$50 fine for each occurrence. The use of electronic cigarettes and vaping is prohibited on campus.

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 residence halls and the surrounding property. The use of drug paraphernalia, pipes, bong, roach clips, or similar devices will be treated as a violation of the University policy related to use and/or possession of illegal drugs.

## **Solicitation**

The University of Texas at Arlington prohibits door-to-door solicitation in the residence halls. This includes, but is not limited to, anyone selling or distributing products, passing out fliers, and/or taking surveys. If a resident sees or experiences any activity, they believe may be considered solicitation, they should notify a staff member immediately.

Residence hall rooms are not to be used for business purposes and no public advertising of business services is allowed within a residence hall. Prearranged sales may not occur on a regular or continuous basis.

## **Theft**

Theft of personal and/or public property is against the law and University policy, as outlined in chapter 2-200 of the University's HOP. Common instances of theft found and reported in residence halls are:

- Removal of public signs from roadways and construction areas.
- Removal of furniture from public lounges in residence halls to individual rooms and/or outside of the building.
- Removal of room furniture or amenities to another space and/or outside of the building.
- Possession of utensils, flatware, cups, bowls, trays, etc. from the University Dining Services.
- Possession of signs/décor from university functions without approval.
- Taking another resident's personal property without their permission regardless of where the item is located.

## **Trespassing**

Any unescorted guests in a residence hall or residents who have been suspended from University Housing for disciplinary reasons are considered trespassers. Residents suspended from University Housing may not enter, visit, or be on any UT Arlington housing properties, including residence halls, UT Arlington owned and operated apartments, and/or Centennial Court Apartments.

If anyone is found trespassing in a residence hall, the police may issue a Criminal Trespass Warning (CTW). Anyone who had been issued a CTW and is found trespassing again in the future may be arrested.

### **Vandalism**

Vandalism is considered damaging, destroying, or defacing any facility, structure, property, or equipment owned, leased, or controlled by another entity. All acts of vandalism will be reported to the UT Arlington Police. Residents found to be responsible for any acts of vandalism may be required to pay restitution and may be referred to the Office of Community Standards.

### **Weapons**

The Apartment and Residence Life Weapons policy mirrors the University of Texas at Arlington's Handbook of Operating Procedures, which can be found at this link :

<https://secure.compliancebridge.com/utaprod/utaportal/index.php?fuseaction=app.main&cat=0#DocTop> .

### **Window Screens**

Window screens are not to be removed for any reason other than an emergency situation. The throwing and/or passing any object, including people, through a window is prohibited. Residents who remove their window screen may be subject to a \$50 fine and sanctions. If a window screen has fallen out, it is the resident's responsibility to report it to Facilities Management at x2-2000. A fine to replace a removed screen may be applied.

### **Other Types of Violations**

As a residential student you are expected to abide by policies listed for your residential facility, as well as, those outlined in the university Handbook of Operating Procedures (HOP) Policy 9. To review the complete HOP, you can go to <https://bit.ly/StudentConductHOP>.

## **YOUR SAFETY**

### **Insurance Coverage**

The university is not responsible for any personal property damage or loss due to fire, facility failure, severe weather, damages by maintenance, breaking and entering, or theft. Residents are therefore encouraged to carry their own personal property renter's insurance.

### **Security**

Each hall is equipped with a 24-hour card access system. The UT Arlington Student ID card (Mav Express Card) allows you access into your hall/room.

In the residence halls each private-suite and/or double-room door is controlled by a card access reader. These doors remain in the locked position at all times; residents are not allowed to prop open or cover/tape over the locking mechanisms to leave them in an "unlocked" state. Authorized individuals with a valid five (5) digit pin may enter the suite or room. Pin numbers should not be shared with anyone. Visit the OIT website to view or change pin numbers.

In addition to the Mav Express ID Card, residents may be issued a key(s) to their room, suite, and/or closet. Please note that if residents lose either their Mav Express Card or a room key, they must report the loss to the appropriate office immediately. Lost keys should be reported to the residence hall office so that the locks can be changed. Residents will be charged a replacement fee for both lost keys and Mav Express Cards. Lost Mav Express Cards should be reported to the Mav Express office so they can be deactivated and replaced to keep

someone else from using it. Residents may also report their ID lost on the Mav Express webpage found here: <https://www.uta.edu/campus-ops/mavexpress/>

Closet door locks in Arlington Hall and KC Hall. These are courtesy locks and not changed when a key is lost. If a key is lost, the resident will be charged \$17 to replace the key.

If residents have to make special arrangements to provide someone access to the building, see a staff member to discuss the plan. Do not let someone into the building who is knocking on the door (If a resident lets a non-resident in, they are responsible for them as if they were their own guest). All persons entering a residence hall should either have their own access card or call someone who they know to let them in.

Under certain circumstances, it may become necessary for authorized University personnel or their agents to enter a student room for purposes other than maintenance. A “room entry notice” should be left in a resident’s room to notify a resident of the reason for the entry. An example of this would be if an alarm clock is sounding without anyone present in the room/suite to turn it off.

Mav Express Cards and temp 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.

**REMEMBER:** It takes a thief only about eight seconds to enter a room and remove an unsecured object, like a stereo. Keep room and suite doors locked at all times. Report any theft of key(s) and/or cards immediately to the campus police. It is the responsibility of each resident to secure and protect their belongings against theft.

Residents should get to know the other residents on their floor. Know who belongs there. Please report any emergencies or suspicious persons and activities to the UT Arlington Police at x2-3003 or the hall staff.

### **Operations ID and Campus Watch Programs**

The Department of Apartment & Residence Life and the UT Arlington Police Department have teamed up to present programming and services to assist residents in protecting their valuables and other personal property.

“Operation ID” is one such program. It provides each hall office with an engraving tool that residents can check out in order to inscribe their name and any other identifying information onto their belongings. The residence hall office and the UT Arlington Police Department will keep a log of the serial numbers and descriptions of

valuables. Textbooks are also considered valuable personal property that are frequently targeted for theft on college campuses. Methods to help identify textbooks are therefore also a part of this program.

“Campus Watch” is a second program presented by the UT Arlington PD that instructs residents on how to be part of a neighborhood watch program within the residence halls. Tips on what to look for in suspicious persons, how and when to contact the UT Arlington PD, and basic safety tips are presented. See a residence hall staff for more details about these programs.

### 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 room:

- **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.
- 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 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 room:

- 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 room door when you leave.**

### Emergency Response Procedure

The image below illustrates what to do based on the instructions provided or when notification is received.

# EMERGENCY RESPONSE PROCEDURE

Actions you should take in emergency situations



Go to <http://www.uta.edu/mymav>

Provide your cell phone number so that UTA can send you text alerts in the event of an emergency or disruption to normal University operations.

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When building alarms sound:

1. Evacuate. Leave the building immediately.
2. Do not use elevators, take valuables and cell phone with you.
3. Assist any students that may need help.

When MavAlert or outdoor warning sounds:

1. Seek or Shelter in Place.
2. Enter a safe place in the building.
3. Seek interior rooms away from doors and windows.
4. Listen for instructions from the indoor warning system or KEEP Tuned to media, if possible.
5. Wait for the “all clear” from campus officials.

When given the order to Lockdown:

1. Lockdown.
2. Stay in your room or building.
3. Lock or barricade doors. Close blinds, turn out light, seek secure location.
4. Stay away from windows.
5. Listen for instructions from the indoor warning system or KEEP TUNED to media, if possible.
6. Warn others to provide critical or emergency information call (817) 272-3003 or 911, if possible.

## **BUILDING AMENITIES**

Privileges may be removed and/or facilities closed without notice. Please respect these areas and report any damages or theft. (Not all residence halls offer each of the amenities listed below)

### **Computer Labs**

Computer labs with computers using basic software (Internet, MS Office, etc.) are available in all of the residence halls. If a resident experiences difficulty with the computer, contact the staff at the hall office.

### **Game Room**

Game rooms have a variety of gaming equipment. Hall Council is responsible for the financial upkeep of the game rooms during the year. The inappropriate use or abuse of gaming equipment, such as breaking pool cues, may result in the loss of privileges and/or the cost of repairs/replacements.

### **Ice Machines**

Ice machines are located in all of the residence halls and are for residents' use only.

### **Kitchen Facilities**

A small, limited-use kitchen is located in each residence hall. It is equipped with a stove, microwave, refrigerator, sink, and cabinets. Residents are expected to leave the kitchen clean at all times. Failure to keep the kitchen clean may result in the kitchen being closed for a specified time. Residents may store items in a residence hall kitchen area at their own risk and must label their items with their name and date they are placing it in the cabinet or fridge. Unlabeled items may be thrown away when a staff member performs a routine check. Residents may be asked to remove their old items from the refrigerator on a weekly basis. Cooking equipment and utensils are available for checkout from the Hall Office.

### **Laundry Facilities**

Laundry facilities are available in each residence hall for use by the residents only. High Efficiency (HE) laundry detergent is required.

### **Lounges**

Study lounges are provided in each residence hall for a private area to study anytime during the day or night. TV lounges are available for entertaining guests, studying, playing cards, playing board games, or just visiting. Residence hall sponsored activities have priority.

Lounges are open, public areas, to male and female visitors of hall residents 24 hours a day (if escorted by a resident). However, they are not available for sleeping.

Outside organizations are not allowed to reserve space inside or on the property of a residence hall unless they are co-sponsored by an RA, PAL, Hall Council, or RHAB.

### **Vending Machine**

There are snack and drink machines located in or near the residence halls. If a vending machine malfunctions, contact the staff member.

## **SERVICES AVAILABLE**

### **Extermination**

As always, it is important you maintain good housekeeping habits in order to reduce the likelihood for pest infestation. Living areas 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 residents are experiencing an infestation problem, remove belongings from cabinets and drawers to achieve the most thorough treatment.

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.

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 room which states, "Do Not Exterminate for Medical Reasons." In addition, residents who refuse professional extermination service must allow access to their room 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 room along with a treatment date.
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.

## Facilities Management

### *Room and Building Maintenance*

All maintenance problems and repair requests should be reported to Facilities Management by calling x2-2000 or through the web page at [www.uta.edu/fixit](http://www.uta.edu/fixit). Custodial or maintenance staff will then make the necessary repairs, including replacing burned out light bulbs, fixing broken furniture, repairing damages, etc. Routine maintenance problems should be called in before 4:30 p.m. on weekdays. However, maintenance has 24-hour voice mail and can take non-emergency requests after hours to be processed the next business day. Emergency problems after 4:30 p.m. should also be reported to x2-2000 AND to the residence hall staff immediately.

It is recommended that the resident report their individual requests directly to Facilities Management following the above procedures in order to maximize the clarity of the problem and allow the resident to receive email updates regarding the request.

### *Emergency Maintenance*

When making an emergency maintenance request, residents should call x2-2000 and give their name, residence hall name, room number, and telephone number. (Do not request emergency maintenance through the Facilities Management website). Residents should remain at the telephone number given until a Maintenance person calls back. The Facilities Management staff member receiving the emergency call will determine the exact nature of the emergency. A decision will then be made as to whether a Facilities Management staff member will respond to the call immediately or wait to resolve the problem the next working day. Also be sure to report all emergency maintenance requests to a residence hall staff member so that they may help ensure that the problem is addressed.

### **Temporary Card/Key Check Out**

Residents may check out a temporary key/card to their room from the hall office. Temporary keys/cards should be returned to the Hall Office within 15 minutes if the resident is locked out of his or her room or by 1pm daily until their new Mav ID card is activated for their room. Residents will need to present proper identification in order to check out a temporary key/card.

The checking out of a temporary key/card is a service and is not to be abused. A lockout fee is issued to a resident who checks out a spare key or temp card more than two times in a semester. The purpose of the fee is to increase the safety and security by reducing the amount of residents who check out temporary keys and cards. After receiving two free lockouts (either key or card), residents will be charged a lockout fee in \$5 increments up to a maximum charge of \$25 for every lockout.

Temporary keys/cards are to be handled in a manner similar to a resident's own key(s)/card and may not be used by anyone other than the resident who checked them out from the office. The Housing Office charges a \$15 replacement fee for unreturned or lost temporary cards. The temporary card will be deactivated.

Lost metal keys will result in a \$80 charge for a lock change and re-core for each lost key. Closet keys will be replaced at a cost \$17 (KC and Arlington). There will be no charge for the replacement of broken keys if the broken key is turned in (unless it is broken due to misuse of the key). The room key is University property and duplication is expressly prohibited.

If a resident loses their Mav ID Card, a temporary card will only be checked out during hours that the Mav Express Office is closed. Residents are required to replace a lost or damaged Mav ID Card by the next business day. This will ensure a safer residence hall environment, as well as keep cards from being used by someone else. Mav Express does charge a replacement fee for lost Mav ID cards.

### **Mail/Packages**

Residents have their own post office box available to them in the University Center while they are a resident. Residents must use their Post Office Box to receive mail. There is NO mail delivery or pick-up service at any of the residence halls. If mail is addressed to a residence hall's physical address it will be returned to the sender. To get a mailbox, visit the "The Mailbox" in University Center.

Residence hall staff will not sign for special delivery packages, with the exception of flowers. Residents must arrange with the delivery company for packages to be received or they can send packages to the University Center, 300 West First Street, Arlington, TX 76019 with their name and post office box number on it.

### **Parking**

Parking permits are available online for a fee. Residence hall parking is available near each hall. Please note that available parking is not guaranteed. Residents are encouraged to read and be aware of all parking guidelines, including where overflow parking is located.

Occasionally parking facilities may be reserved for event guest parking and residential students may need to relocate their vehicles to alternate parking locations during these times.

### **Internet, Cable Television, and Telephone**

- Apogee, an independent service provider, will provide a wired internet service connection for each resident. WIFI - Wireless service throughout the residence shall be provided to all residents
- 24/7 Network Help Desk Support
- Gaming Devices Support

\*Residents will have an option to purchase upgraded internet services from Apogee if desired.

The technology services are not available for all university student housing communities. You can find more information such as upgrades, setting up your service, and troubleshooting in the Guide to Internet, TV, and Phone services found on the Apartment and Residence Life website [www.uta.edu/housing](http://www.uta.edu/housing).