

Housing and Residence Life Procedures

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Abandoned Property

Items left in any public or common space (including stairwells) in or around a housing facility can be “tagged” as a potential fire hazard, safety risk, and/or unsightly obstruction. The owner will have 48 hours to relocate or remove the item(s). Otherwise, Housing staff will remove and impound the item(s), and consider the property abandoned. Any personal property abandoned in a vacated apartment or elsewhere within or on the premises will be relocated to the Housing Warehouse for a period of 30 days. The unclaimed property will then be disposed of. Relocation and/or storage costs will be assessed to the resident. Housing and Residence Life will not be responsible for damage or loss of any personal property left or abandoned on Housing premises.

Aggie Cable Television

ATV is Housing’s campus-wide TV network. It features a full line-up of entertainment options and general interest programming. Residents can consult their ATV channel line-up card or visit our web page at <http://www.usu.edu/housing/aggietyv/> for details on channel line-up. ATV service is provided to each room/apartment and is not optional. Comments, programming suggestions, or reception problems should be directed to Housing Facilities at 797-3117.

Aggie Shuttle Bus Service

The University provides a free shuttle bus service during the academic year. Connections are available to the Cache Valley Transit District buses and routes. Children 10 years old and younger may ride only when accompanied by an adult. Contact the Parking Office for schedules at (435) 797-7275. For a complete list of routes and schedules, visit the Aggie Shuttle webpage at: parking.usu.edu. You can also follow us on Twitter @aggiabus.

Alcohol and Drug Offenses

Alcohol and drug violations are subject to investigation and/or prosecution by University, local, and/or other law enforcement authorities. All alcohol and drug incidents will be documented by Housing staff, with copies placed in the resident's file. Possession of alcohol or drugs, or any violation of University or Housing policy while under the influence of alcohol, drugs, or intoxicants, constitutes an alcohol/drug violation. The presence of prohibited items can be construed as evidence of use, consumption, and/or trafficking, or at least an aggravating factor connected with illegal activity.

NOTE: The University may elect to contact the parents of students under 21 involved in alcohol and/or drug violations.

Illegal Drug Offenses

All Residents

First Offense

- Meet with ProStaff to review policy and discuss the violation
- Automatic referral to the Student Wellness Center
- Behavioral contract assigned including educational sanction and disciplinary probation with Housing
- Referral to the Associate V.P. for Student Services and the Campus Conduct Officer

Second Offense

- Eviction from Housing
- Referral to the Associate V.P. for Student Services and the Campus Conduct Officer

Alcohol Offenses

Under 21 years old

First Offense

- Meet with ProStaff and/or Area Student Conduct Board to review policy and discuss the violation
- Complete Sanctions or Other Consequences as determined by the Area ProStaff
- Automatic referral to the Student Wellness Center
- Notification will be sent to the Associate V.P. for Student Services and the Campus Conduct Officer

Second Offense

- Meet with ProStaff to review policy and discuss the violation
- Behavioral contract assigned including educational sanction and disciplinary probation with Housing
- Referral to the Associate V.P. for Student Services and the Campus Conduct Officer

Third Offense

- Eviction from Housing
- Referral to the Associate V.P. for Student Services and the Campus Conduct Officer

Over 21 years old

First Offense

- Meet with ProStaff to review policy and discuss the violation
- Referral to the Student Wellness Center based on ProStaff discretion
- Notification will be sent to the Associate V.P. for Student Services and the Campus Conduct Officer based on ProStaff discretion

Second Offense

- Meet with ProStaff to review policy and discuss the violation
- Automatic referral to the Student Wellness Center
- Behavioral contract assigned including educational sanction and disciplinary probation with Housing
- Referral to the Associate V.P. for Student Services and the Campus Conduct Officer

Third Offense

- Eviction from Housing
- Referral to the Associate V.P. for Student Services and the Campus Conduct Officer

Carbon Monoxide

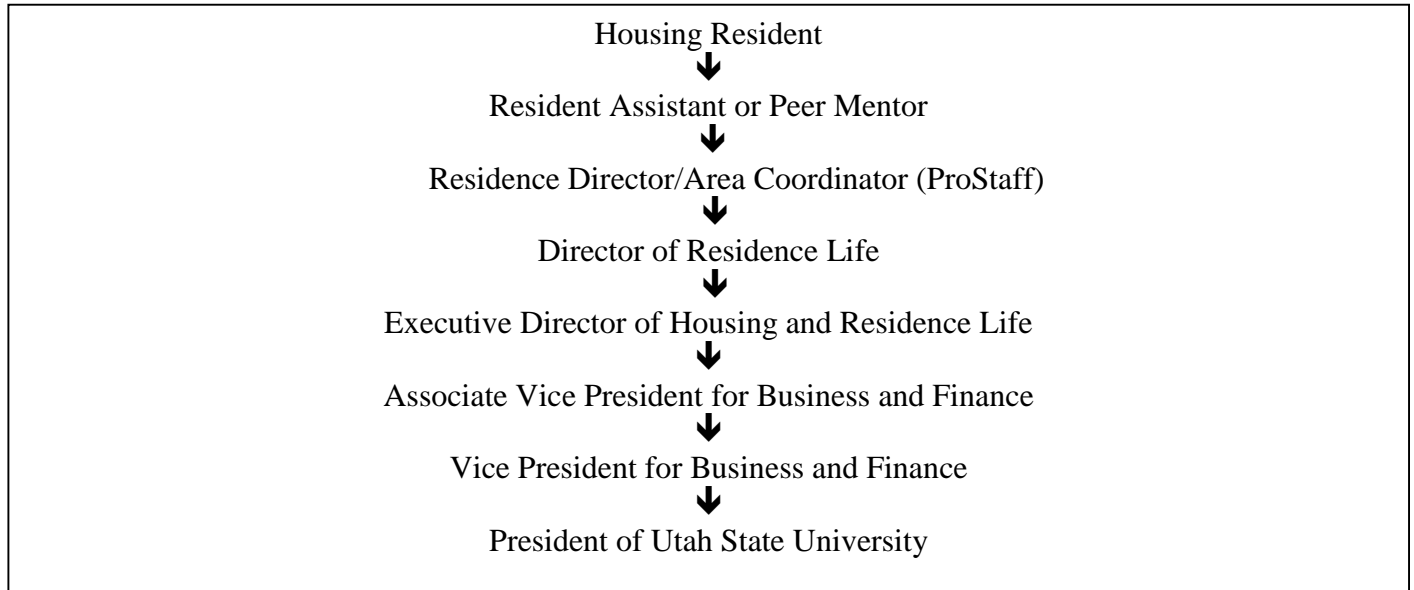
Carbon Monoxide (CO) is a colorless, odorless, poisonous gas produced by burning fuels such as natural gas, propane, kerosene, wood or charcoal with an inadequate air supply. When inhaled, CO interferes with the normal supply of oxygen to body tissues. High concentrations of CO over long periods of time can cause serious side effects, and even death. Symptoms of CO exposure include headaches, nausea, dizziness and weakness, breathing problems, and blueness around the lips or eyelids. If these signs and symptoms are observed, immediately leave the area and find a source of fresh air.

Carbon monoxide can occur when gas kitchen stoves and grills are used for home heating. It can be produced by blocked chimneys and vents, or faulty and improperly installed gas appliances. Carbon monoxide can also collect when fuel-

powered equipment is used in the home without proper ventilation. Personal CO detectors are available on the retail market. However, Housing has neither tested them nor endorses any particular brand. Residents who do purchase their own detectors are advised to invest in good quality units which are Underwriter's Laboratory (UL) approved, and to use and service these detectors in accordance with the manufacturer's recommendations. If residents suspect a CO problem, they should call Housing Facilities at (435) 797-3117 immediately.

Appeals and Grievance Process

We recommend using the proper chain of command to resolve disputes that have escalated beyond individual control. Residents should follow the steps listed in the chart below for forwarding problems, filing appeals and grievances, or addressing issues pertinent to the living on campus.



Cleanliness, Sanitation and Safety

Housing requires that the resident maintain the premises and its equipment in a clean and orderly condition. These responsibilities include:

- Residents share in the proper care, cleaning, and use of community areas and facilities, including stairs, stairwells, lounges, laundry rooms, patios, and balconies.
- Keep their room/apartment clean. Dispose of all trash and garbage in the outdoor dumpsters provided.
- Do not leave bags of garbage or trash in a stairwell, sidewalk, or adjacent to dumpsters. Residents shall not sweep trash from inside to outside of the apartment or throw dirt, trash, garbage, or waste from windows or balconies.
- Keep stairwells, landings, ledges, and patios clean and free of clutter from furniture, bikes, boxes, flower pots, etc. Personal belongings left in stairwells will be tagged and removed after 48 hours.
- Do not shake rugs and dust mops from patios and balconies.
- Littering, according to State of Utah laws, merits a \$299 fine. Improper disposal of trash, garbage, cigarette butts, and personal household items are considered littering.
- Screens must be kept in the windows at all times; a maintenance fee of \$50 will be assessed for violations.
- Residents and guests are prohibited from accessing spaces not intended for public use in Housing areas such as balconies, roof tops, maintenance rooms, and window ledges. Furthermore, residents and guests may not enter or exit a building by way of a window; hang, climb, rappel, or jump on or off any building. Additionally, residents and their guests may not throw, drop or hang items from a window or ledge – this is absolutely prohibited. Failure to abide by these policies may result in a non-compliance fine of \$100 for each infraction.
- Water fights are not permitted inside any buildings. A fine of \$30/hour will be assessed for cleanup costs to any resident(s) who violates this policy.
- Residents are required to pass at least one cleaning and safety inspection per semester. RAs will notify resident of dates and expectations for room checks and safety inspections at least one week in advance.

Consolidations

Where a room is occupied by two residents, each occupant will be charged the shared rate. Some rooms/apartments may become under-occupied during the semester. When a resident initially assigned to a shared room loses a roommate, and a vacancy occurs, the University may ask the remaining occupant to select one of the following options:

- move to another shared room with a current vacancy
- find a new roommate of his/her choice
- accept a new roommate provided by Housing
- take the room as a guaranteed private, paying a pro-rated premium for the private room based on the resulting benefit of increased space and privacy for the rest of the semester.

Residents who have paid for a shared space should not occupy the other half of the room even if it is empty. Residents found in violation will be charged the private rate for full use of the room.

Residents will be notified to indicate their preference if they wish to keep their current room and pay for a private, or move and participate in the consolidation process. All consolidations are done as space becomes available after the second week of each Semester, and until approximately the fourth full week of each Semester. The University reserves the right to reassign residents for the benefit of the University, the resident and/or the residential community. Such efforts are necessary to ensure equity for all students regarding payment for private space and to ensure that community standards may be met.

Decorations in Rooms/Apartments

3M Command adhesive products are the only products that have been approved by Housing for use in securing posters, pictures, and other decorations to walls and other surfaces in student housing. *3M Command* products are available in a range of sizes and styles and can be purchased at the USU Campus Store or local stores. When used as directed, *3M Command* products can be applied and removed with no damage to walls and other surfaces.

Upon move-out, students are encouraged to leave fastening devices in a place for Housing staff to remove. Housing assumes full responsibility for any damage incurred during the removal of a *3M Command* product when removed by Housing staff. Students may choose to remove or relocate items at any time, but will be responsible for all damages that occur as a result.

Decorations should not be fastened to the outside of windows or buildings; on ceilings, sprinkler system heads or attached soffits; or on window coverings. Students may not use nails, screws, tacks, glue, stickers, masking tape or other unapproved items to fasten decorations to walls or other surfaces. Additionally, students may not make use of any permanent types of decoration, such as paint, wallpaper, chalk, or any treatment that cannot be easily removed without causing damage. Any such damage will incur a minimum charge of \$10.00 for each instance.

Note: This policy is not an endorsement by the University as to the efficacy of any one product. Students are encouraged to read and carefully follow the manufacturer's instructions when attaching any product to University property. Improper use of an approved product could result in damage charges.

Disciplinary Process

Resident Assistants (RAs) are the frontline policy enforcers, but all employees of Housing and Residence Life are empowered and authorized to enforce policies in any Housing community at any time. Each community is overseen by a professional employee (ProStaff) of the University and they serve as the primary student conduct officer for that community. The focus of our response to student conduct concerns is student development and education utilizing the principles of social and restorative justice. Residents who may be in violation of Housing and Residence Life policies will be required to meet with their ProStaff, or with members of a student conduct board for a hearing. The process to be followed will be at the discretion of the ProStaff. The ProStaff consults with other members of a ProStaff Conduct Board to determine the best course of action to be taken in addressing student conduct issues. Each ProStaff member makes the final decision for the community under their jurisdiction. Residents may appeal to the Director of Residence Life if they do not agree with the decision of their ProStaff. Appeals should be submitted in writing.

Residence Life staff may impose any restorative measure they deem necessary in no specific order. Failure to comply with stated or written directions, or violations of contractual obligations, can each result in various discretionary staff responses.

The range of restorative measures available to the staff in addressing inappropriate student conduct singularly or in combination include, but are not limited to the following:

- VERBAL WARNING.** A violation occurred, but discussion resolved the issue.
- WRITTEN WARNING.** A written letter from Housing informing the resident of their unacceptable actions, as well as making them aware of the possible consequences should they repeat the violation.
- LETTER OF APOLOGY.** To be delivered to the injured party after review by Housing staff.
- COMMUNITY SERVICE PROJECTS.** Projects of a remedial or educational nature may be assigned. These include, but are not limited to, custodial/maintenance assignments, constructive projects, or research assignments. All projects are designed to give the resident a better understanding of his/her behavior, and are related to the violation or serve to correct the result of the violation. They must be completed by a deadline set and agreed upon by the Residence Life staff and the resident.
- BEHAVIORAL CONTRACT.** An agreement for restorative measures, prohibited behaviors, probationary status and/or referral requirements may be used to formalize and make clear expectations for continued membership within the community.
- FINES.** Published fines or fees may be imposed, as established and printed in this Handbook and/or other Housing documents or flyers.
- RESTITUTION.** Monetary compensation paid for damages to Housing property or individual property.
- REQUIRED COUNSELING.** Referral to the Counseling and Psychological Services (CAPS), Student Wellness Center, Affirmative Action Office, or other University professional staff and facilities as determined. Resident will sign a confidentiality waiver granting permission for Residence Life staff to discreetly discuss issues and share information pertaining to the resident with the professional being seen.
- RESTRICTION FROM DESIGNATED AREAS AND/OR FACILITIES.** Residents found in violation of any established Housing policy or found vandalizing or abusing any facilities or equipment may be restricted from these areas, or prohibited from the use of the facility or equipment.
- DISCIPLINARY TRANSFER.** A staff recommendation for transfer of an unruly resident to another room/apartment, floor, or building will be implemented only upon approval from the Director for Residence Life. A resident may be removed from Housing for an interim period, pending resolution of a particular situation. All associated relocation costs are at his/her expense.
- PROBATION.** May be assessed by Housing and Residence Life for a specified period of time. Restorative measures may encompass a particular area or be applied within the Housing system. Resident is also informed that another violation may result in eviction.
- NON-RENEWAL OF CONTRACT.** Resident will not be allowed to sign a contract for the next academic year contract period, or a student may be released from an existing signed contract.
- EVICTION.** Any staff recommendation for eviction will be referred to the Director for Residence Life. A resident may not avoid a Notice to Quit Premises by not accepting the notice. The notice may be lawfully delivered or served in person, attached to the door, or mailed. The resident then has 72 hours to comply with the notice and to properly check out, unless otherwise implied. Financial penalties are instituted for all evictions.

Residents evicted for conduct reasons may be trespassed from the premises and possibly other Housing buildings, and lose Housing contractual privileges for at least one year.

A resident evicted from the Housing system for conduct reasons will be charged the remaining rent for the academic year and the full costs of all vandalism or damages incurred. **Eviction will result in forfeiture of security deposit and loss of Housing contractual privileges for at least a year.**

•**PARENTAL NOTIFICATION.** The University reserves the right to inform his/her parents/guardians of pending disciplinary charges, sanctions, or decisions arising from an alcohol, drug, or other policy violation. All notification must be approved by the Director of Residence Life.

Students who are knowingly in the presence of policy violations and do not report them are subject to disciplinary actions.

Dining Services

Dining Plans and Upgrade Options

Dining Plans are available to all students regardless of where they live (see www.housing.usu.edu for details). Dining plans are not transferable. Students assigned to Central Campus (Bullen, Richards, Mountain View Tower or Valley View Tower) and the Living/Learning Community contracts must select a dining plan. If a dining plan is not selected a 7-meal per week dining plan (Bullen and Living Learning Community) or a 10-meal per week dining plan (Richards, Mountain View, and Valley View) will be assigned. Students can decrease their meal plan once per semester after the first day of classes. Increasing a meal plan can take place at any time. No refunds are made for missed meals.

The resident's student ID card is used to access meals and may be used only by the resident to whom it is issued. A resident must present a valid student ID card to the checker each time they use a Dining Service operation. Lack of a valid student ID necessitates making other arrangements to pay. If a resident's account becomes delinquent, the Dining Services Office reserves the right to place an administrative hold on the use of meal plan. All traditional Meal Plans can be purchased through the Housing and Residence Life Office. Block meal plans can be purchased at the Card Office or online on the Dining Services website.

Meal Contract Schedule

Dining plans begin with dinner the Saturday the week before the first day of classes for Fall semester and the Saturday before the first day of classes for Spring semester and end with dinner on the last day of finals each semester. No meals will be served in the Marketplace Eatery and the Junction during Thanksgiving, Winter Break or Spring Break periods, but Block Meal Plans and Aggie Express accounts are valid at any open food operation on campus.

Special Diets

Dining Services personnel will make reasonable efforts to meet special dietary needs in the dining areas. A resident with special requirements should contact the Dining Service Manager or Registered Dietician.

Equipment

Various types of equipment can be checked out for residents use from the Area Offices. These include:

- Vacuum cleaners are available in some areas for periods of one hour. Vacuums kept overnight must be returned the next day by noon. Vacuums must be returned clean. Report malfunctions to the staff upon return.
- Snow shovels and Ice Melt is available for free use. Please ask the RA if one is needed.
- Recreation equipment, board games and other items may be checked-out at each area office. Proper identification is required at the time the equipment is picked up. ID will be given back provided the equipment is returned in good condition by no later than noon the following day. If not returned, a late charge can be assessed. If lost or damaged, full replacement cost of the equipment will be assessed.
- Moving dollies and carts are also available for check-out at each area. They may not be taken off-campus.

Feral Cats

Housing and Residence Life has selected Trap-Neuter-Return (TNR) as the method to reduce and manage the feral cat population on campus. Aggie Cats is the name of the working group that implements and administers the program which involves the trapping, spay/neuter, vaccination and release of all feral cats on campus that are deemed unadoptable. In support of a successful feral cat management program, residents are requested not to feed any feral cats. Residents interested in volunteering with this program should contact their ProStaff member for more information.

Residents should not provide food or shelter to any animal. All stray animals will be reported or released to Utah State University Police officers (435) 797-1939.

Gardens

Planting flowers or vegetable gardens in the ground areas of the building/apartment is prohibited.

Improper Check-out

Any resident who leaves without completing check-out procedures with a staff member will be charged for an Improper Check-out. This will result in forfeiture of their deposit and the resident will be held financially accountable for the condition of their living space and its furnishings, based on an inventory check-out conducted in their absence. Cleaning charges will be assessed at a \$30/hour/custodian, with a minimum of 1 hour charged for improper cleaning.

In Case of Fire

Before a fire:

-Know the escape route and meeting location your RA has designated for your area. A smoke detector can wake you, but only an escape plan can save you. All residents should recognize the alarm signal and how to respond. In the event that you hear a neighbor's smoke detector ringing for an extended period of time, contact the fire department first and the Housing Facilities Office next, or after hours On-Call Maintenance.

If a fire occurs:

- Grab your keys (if possible) and walk to the nearest exit. Most smoke and dangerous gases rise, so keep your body low and move quickly. If necessary, crawl so you do not breathe the smoke.
- If you suspect a fire, touch the door or handle with the back of your hand before opening it, with your hand covered for protection. Intense heat, deadly smoke, or gas may be on the other side. If it is not hot, open it cautiously a few inches to check the other side for heat, smoke, or flames. Keep your body out of the opening doorway and be ready to slam it shut if any heat or smoke appears.
- Do not waste time getting dressed or gathering valuables. Get out of the building immediately.

-Call the Fire Department from OUTSIDE the building. Dial 911 or call the University Police Department, and report the location of the fire. Stay on the telephone until instructed to hang up. **Alert other room/apartment occupants, if possible.**

Laundry Facilities

Washers and dryers are available on Housing premises for the exclusive use of residents. Residents should report trouble with the laundry equipment immediately to Residential Facilities at <http://fixit.housing.usu.edu> or (435) 797-3117. Place a note on the machine indicating the problem so other residents won't use it.

Lockouts

Residents will be charged to a lockout fee each time they are let into their apartment or bedroom. Residents should go to their respective Area Office or RA during posted office hours. A staff member will verify residency and return with the resident to unlock their room/apartment. Residents will be charged \$5 per lock out. Residents need to call the RA on-call number that is posted for your area if the area office is closed. After hour lockouts will cost \$10. **These costs will not be waived.**

Mail

The U.S. Postal Service or Campus Distribution delivers mail once daily, Monday through Saturday, except on Federal holidays. Mailboxes have been installed in central locations throughout Housing complexes. Incoming mail is distributed more efficiently when using the proper addresses listed below. **All improperly addressed mail will be "Returned to Sender" by USPS.**

Before vacating an apartment, remember to turn in a Change of Address Form to the Logan Postmaster. LLC and Towers residents need to turn in a change of address card to their area office. Mail will only be held or forwarded for one semester after residency. If residents are going to be gone for longer than two weeks, they should notify the Post Office to hold their mail, or their mail may be returned to sender.

SINGLE HOUSING AREAS (put apartment or room number in place of the blank line)

WASATCH HALL

1345 E 1000 N APT ____
LOGAN UT 84321

DAVIS HALL

1235 E 1000 N APT ____
LOGAN UT 84321

JONES HALL

1215 E 1000 N APT ____
LOGAN UT 84321

MORGAN HALL

1255 E 1000 N APT ____
LOGAN UT 84321

SUMMIT HALL

1379 E 1000 N APT ____
LOGAN UT 84321

SAN JUAN HALL

1359 E 1000 N APT ____
LOGAN UT 84321

HOUSING & RESIDENCE

LIFE ADMIN. OFFICE

8600 OLD MAIN HILL
LOGAN UT 84322-8600

RICH HALL

1275 E 1000 N APT ____
LOGAN UT 84321

SNOW HALL

1305 E 1000 N APT ____
LOGAN UT 84321

MERRILL, MOEN, GREAVES & REEDER

____ NAME OF HALL
LOGAN UT 84321

RICHARDS HALL

RICHARDS HALL ____
LOGAN UT 84321

BULLEN HALL

____BULLEN HALL
LOGAN UT 84321

VALLEY VIEW TOWER

7 ROOM __ VALLEY VIEW TOWER
LOGAN UT 84321-3662

MOUNTAIN VIEW TOWER

8 ROOM __ MOUNTAIN VIEW TOWER
LOGAN UT 84321-3661

LLC

LLC BLDG __ STE ____ [Bldg Ltr & Ste #]
0199 OLD MAIN HILL
LOGAN UT 84322-0199
example: LLC BLDG A STE 102

Maintenance

A spirit of cooperation should exist between residents and Housing in reporting and making repairs to the rooms/apartments and grounds. Every effort will be made to make repairs to Housing property within two working days after the resident reports a problem. Emergencies are handled as soon as possible.

Routine Maintenance

Residents should report all safety hazards, damages, and needed repairs for rooms/apartments and grounds to the Housing Facilities Office. Routine hours are normally from 8 a.m. to 4:30 p.m. Monday through Friday, except

holidays. Residential Facilities daytime telephone number is (435) 797-3117. Non-emergency requests may be left on voice mail for next business day services.

Emergency Maintenance

The on-call Housing Facilities person is authorized to respond to and handle all emergency problems. After hours situations are responded to by phoning on-call maintenance at (435) 770-0699. For emergencies that include police, fire, and ambulance, dial 911 or call (435) 797-1939.

Preventative Maintenance

Housing Facilities personnel inspect rooms/apartments/facilities on a semesterly basis to determine adherence to the following standards, and perform preventative maintenance as needed:

- Fire or safety hazards, including smoke detectors, fire extinguishers, and CO checks
- General cleanliness and housekeeping standards
- Pest control
- Occupancy
- Inventory of equipment and furnishings
- Appliances, including water heaters and furnace filters (as applicable)

Housing Facilities staff is normally accompanied by RA staff on preventative maintenance checks. Follow-up may be conducted by a RA or other Housing staff to either monitor compliance with any citation, or ascertain resident satisfaction with work performed. If cleanliness or housekeeping standards are not met to the satisfaction of Housing staff, a minimum charge of \$30 per hour/per custodian can be assessed to each resident for subsequent cleaning. Repairs will also be initiated and charged for as needed.

Responding to Maintenance Calls

Housing Facilities staff responding to maintenance calls are to do the following:

- Wear designated Housing and Residence Life badges during working hours to ensure official and immediate identification.
- Knock loudly on the door of the room/apartment, wait 30 seconds for response, then knock again louder. If there is no answer or indication that someone is home, they unlock and open the door about six inches, loudly announce themselves as Housing Maintenance and call out to see if anybody is home. If there is still no response, they are to proceed into the apartment and do the work that is needed or requested.
- If they unintentionally walk in on someone, they will step back outside the apartment and wait for an invitation to enter.
- Wait for a parent or babysitter, if a child answers the door.
- Clean up after a job is completed, including turning off lights and locking doors. Entry doors will be locked even if they were unlocked on arrival.
- Report any breakage or damage beyond normal wear and tear. Residents are responsible to pay for such damages.
- Leave a Service Card stating time of entry and work performed while in the room/apartment.
- Employees are required to report any policy violations they observe during.
- Residents may be surveyed by phone or email after work is performed to insure resident is aware request has been completed and is satisfied.

Mold

Mold can be found in virtually all indoor and outdoor environments. All mold growth can be linked to moisture. The key to preventing mold from becoming excessive and causing building damages or aggravating allergies is to control excessive moisture. Should residents notice mold growth the tips below may be helpful:

- Promptly report all leaks to Housing Facilities at (435) 797-3117.
- Keep heat registers and air returns/vents open and unobstructed.
- Keep the apartment warm (at least 70 degrees) in the winter.
- Once a week open at least two windows in the apartment for at least five minutes (yes even in the winter).
- If the apartment has a bath and/or a kitchen exhaust fan use it while cooking or showering and then let it run for 10-20 minutes after cooking or showering.
- If condensation forms on the windows or window sills in the winter, wipe it up.
- Avoid use of a humidifier.
- Never dry laundry in your apartment.
- Clean small patches of mold as they appear.

If residents have reoccurring mold growth they should use common sense to determine where the moisture is coming from and then take steps to minimize it. Most reoccurring mold issues can be solved by increasing ventilation and/or reducing humidity. If residents are unable to address mold growth on their own please contact Housing Facilities for further information/suggestions for preventing mold growth. Also the EPA has some useful information on their website at <http://www.epa.gov/mold/moldresources.html>.

Move-In

A student may take occupancy of the assigned space during established office hours, as indicated in the move-in information located on the HRL website. Students arriving after office hours must notify Housing personnel in advance so arrangements can be made. Without advance notification, it is the student's responsibility to secure overnight accommodations at his/her own expense.

Staff will be available to assist residents during scheduled check-ins including answering any questions and directing residents to their room assignment. Residents will sign an Acceptance of Agreement Form for their room. This is a permanent record in the resident's file regarding the check-in condition of their room. Be thorough, as this form will be used at checkout to assess damages that may have occurred. After the resident has verified the condition of their room, the form needs to be returned to Residence Life staff to receive their permanent room/apartment key and mail key.

Move-Out

It is important for residents to properly checkout of their room/apartment to receive a security deposit refund. All personal belongings must be removed from their room/apartment and storage areas. Rooms/apartments must be thoroughly cleaned.

Residents must sign-up for a check-out appointment with their RA 24 hours in advance. Failure to make or keep a checkout appointment, or failure to properly complete all checkout and assigned cleaning procedures, will result in forfeiture of the resident's deposit. If the deposit is already depleted to cover other charges for damages or cleaning. A fine of up to \$100 will be posted to the resident's account.

All keys must be returned to Residence Life staff at check-out or the following fee(s) will be assessed: \$10 for bedroom hard keys; \$10 for mailbox keys; \$10 for electronic key cards; \$50 per lock (Aggie Village Singles only).

Any extension requested must be submitted in writing and approved by the area ProStaff prior to the beginning of Finals Week.

Pest Control

Residents must notify the Housing Facilities Office if there is an insect problem. If the situation cannot be handled internally, exterminator service will be scheduled with a local provider, and is usually available at no charge to residents. However, if a resident's lack of cleanliness is a contributing factor of an infestation, the resident could be billed for their own and neighbors' extermination costs. If it is determined that there is a major problem, all apartments in a localized area will be sprayed and treated together. Residents cannot opt out of spraying once it is determined necessary. Residents should remove themselves from the sprayed area for several hours afterward as a routine safety precaution.

Many insect problems can be addressed by practicing good housekeeping techniques and occasionally doing additional spraying to reduce and control bugs and insects. The following suggestions are helpful:

- Purchase a trash can with a tight-fitting cover and use plastic liners.
- Do not leave dirty dishes or food on countertops or in sinks overnight. This is when insects feed.
- Store open food containers (cereal boxes, etc.) in plastic bags, containers, or in the refrigerator.
- Do not use contact paper in cabinets. Insects feed on the sticky backing.
- Do not let paper bags or newspapers accumulate. Insects nest in these areas.
- Keep all floors clean and free of food crumbs and wipe up spills when they occur.
- Buy professional strength insect spray and apply to the following areas where moisture may appear: behind the stove and refrigerator; the top and bottom edge of all hollow doors; in closets; and under sinks or around heating and plumbing pipes protruding from walls. These sprays are very effective when used properly and safely. Read and follow all label directions carefully and use reasonable caution when applying these sprays to avoid contact with skin or food. Avoid inhaling these vapors in enclosed areas.
- Do not store damp rags or sponges in dark closets. Store all brooms and mops with the handle down.

- Do not allow grease to build up on stovetops, burners, or in the oven.
- Do not leave dirty clothes on closet floors or in corners.
- Once every three months, move all major appliances-refrigerator, stove, washing machine-and thoroughly wash the floor and wall behind them. Spray before replacing appliances.
- Note any physical conditions in the building that might be causing insect problems. Residents should call the Housing Facilities Office if their apartment has previously been sprayed and insect problems still persist.

Box Elder Bugs

Box Elder Bugs are considered an abundant nuisance pest in Utah. Adult Box Elder bugs winter in protected indoor sites. They emerge on warm winter days, returning to shelter as temperatures drop at the end of the day. They emerge in mid-spring to lay eggs and complete their life cycle. Chemical control is of questionable value because Box Elder bugs are quite resistant to most insecticides. The bugs are not feeding indoors, and household formulations are less effective than the stronger pesticides used outdoors. Even those bugs that can be killed are soon replaced by the numerous flying adults moving in or emerging from sheltered areas. Unfortunately, Box Elder bugs are here to stay and must be tolerated. Applied force may be the only viable means of extermination, albeit messy.

Mice

During Fall and Winter month's mice migrate indoors. Residents should contact Housing Facilities if they have a mouse problem in their apartment.

RA On-Call

RAs are on-call after regular office hours and on weekends. On-call cell phone numbers vary by Area, and are for emergencies only. Check with the Area Office for posted instructions on accessing and hours of availability.

Recycling and Sustainability

Housing and Residence Life supports and promotes recycling and sustainability by providing recycling bins in each community and through education of social responsibility. All residents are strongly encouraged to actively support the recycling and sustainability efforts within their community.

Resolving Differences

Disagreements or differences between residents should be resolved, if at all possible, through direct communication between the residents involved. If residents are unable to resolve conflicts on their own, they should contact their Resident Assistant (RA) for help. If a resident feels that they need more help than the RA may be able to provide, they should contact the ProStaff member for their community. It is important that residents learn important life skills such as communication, assertiveness, personal responsibility, compromise, etc. and the Residence Life staff is prepared to support them as they learn.

Residence Life recognizes the resident as the contract holder and will deal directly with the residents involved to resolve issues and differences. In keeping with FERPA (Family Education Rights and Privacy Act) requirements, the Residence Life Staff is not able to share details regarding resident issues with parents. Parents who contact Residence Life Staff for information or to request an intervention will be asked to have their resident contact the Residence Life Staff in person or via email.

Roofs

Residents and visitors are prohibited from being on any roof in Residential Facilities at any time – this includes the roof of the parking terrace in the LLC. Antennas and satellites dishes are strictly prohibited on roofs or sides of buildings, and will be removed without notification and the resident will be charged for damages. In the event an item needs to be removed from a roof, call Housing Facilities at (435) 797-3117.

Room Changes

Residents need prior approval from their ProStaff member to move within the Housing system during the academic year. All moves initiated by the resident require a \$25 fee. The fee needs to be paid prior to the move. All moves must be completed within three (3) days of approval. All moves must be done according to Housing policies and in coordination with designated Hall Staff. Residents moving to a new hall who do not check-out of their current hall appropriately will be charged for an improper check-out, as well as any additional cleaning and damage charges. No moves or changes between

halls or rooms will be made during the first two weeks of each semester without explicit approval from ProStaff and the Director of Residence Life

Storage

Personal storage space is extremely limited in each room/apartment/building. Some storage is available in Mountain View and Valley View Tower for a fee and they may only be accessed during designated times of the year. There is no access during the summer.

Trash Disposal

Dumpsters are provided by the University. Disposal trucks operate several times a week. Dumpster lids must be kept closed for sanitation reasons. Trash left outside the dumpster will be considered littering and will result in a fine of \$299. Dumping of motor oil and grease in dumpsters is prohibited by state and federal laws.

USU Police Department

Utah State University's Police Department provides 24-hour patrol by full-time State of Utah certified police officers, with full peace officer status to better serve the campus community. The primary objective of Utah State University Police Department is to provide a campus environment where students, faculty, and staff feel safe to pursue the academic mission of the University. Housing and Residence Life is assigned an officer from Utah State University Police Department to assist with Housing security and community policing. He/she works closely with Housing Staff to help provide the most secure environment possible.