

# Department of Housing and Residential Life



## Family & Graduate Student Housing

### Policies and Procedures Table of Contents

#### 2016-2017 Policies and Procedures Handbook

**\*\*These policies are in effect as of November 1, 2016\*\***

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# Family & Graduate Student Housing

## Policies and Procedures Handbook

All FGSH residents (students and non-students) are responsible for abiding by university policies outlined in the Student Code of Conduct in addition to those found herein. Violations of policies will be handled according to the Student Code of Conduct (found at <http://studentconduct.okstate.edu/code>). Failure to follow Housing and Residential Life procedures will be handled as outlined in this handbook. Any question, issue, or situation not outlined in this manual will be handled and/or decided according to the appropriate Housing Administrator's interpretation of FGSH Policies and Procedures and University policy.

Information provided in this handbook is for the benefit of the Family and Graduate Student Housing (FGSH) community and residents of Oklahoma State University Residential Life. FGSH residents are responsible for adhering to this information and could be held accountable if individual or group actions are a detriment to the community. Residents are responsible for what happens in their living unit.

The information contained in this document is the information you need to know about living on campus. Being well-versed in this information will help make your living experience an educational and enriching one and will provide the resources to be a good community member. Any resident found in violation of these policies will be subject to fines, disciplinary action, and/or contract termination.

Residents of FGSH and their guests are responsible for all University, state, and local rules, procedures, and laws. This information is to be considered as part of the FGSH contract. Residents who fail to abide by FGSH Policies and Procedures will be contacted by either their neighborhood Apartment Assistant or an FGSH administrator, depending upon the type of violation. Failure to abide by FGSH Policies and Procedures may result in service disruption, fines, sanctions, contract termination, and/or suspension from the University. The University reserves the right to change the FGSH Policies and Procedures with a minimum of 30 day notice.

### 1. Eligibility for Occupancy

To be eligible to live in FGSH, an individual must be affiliated with the University; affiliation is defined as having the status of OSU student, faculty, or staff. Residents must submit evidence of eligibility to live in FGSH when applying to live in FGSH and at any other time when

requested. If an individual does not meet these eligibility requirements at any time while living in FGSH, he/she will be required to vacate his/her apartment immediately; this includes students who withdraw from classes before the semester is officially completed.

Students who are married or single parents, and who are enrolled in at least 12 undergraduate credit hours, 9 graduate credit hours, or 6 graduate hours if employed by the University 50% of the time or more in graduate level work during regular semesters will be given preference in FGSH. As space is available, single graduate students then single undergraduate students with at least a junior class standing or above OR are at least 21 years old who meet the above criteria may also be housed in FGSH. Residents enrolled in OSU for the first time may request to move in to FGSH no more than one month prior to the semester in which they are enrolled begins; requests for early move in will be honored pending availability. Residents who lose eligibility to live in FGSH (no longer enrolled, no longer employed, etc.) must vacate their apartment within 72 hours of losing eligibility to live in FGSH.

FGSH residents may live with family members and/or roommates of the same gender. Primaries are allowed to have one non-related/non-family member roommate of the same gender. No opposite gender roommates are allowed unless the individuals are family members or married. Proof of relationship (i.e., marriage, proof of custody of children, etc.), photocopy of ID's and/or passports, and verification of class status or OSU employment will be required at the time of moving into FGSH. Any changes in marital, dependent, or academic status must be immediately reported to the Housing and Residential Life Office in Iba Hall.

Multiple families may not reside in any apartment.

## 2. Email

Periodically, the Housing and Residential Life Office will send important information to all FGSH residents via email. All residents are required to periodically check their OSU email account (or the email account to which all @okstate.edu correspondence is forwarded). All email correspondence from the Housing and Residential Life Office will come from [fgsh@okstate.edu](mailto:fgsh@okstate.edu); Housing and Residential Life keeps record of all emails sent to residents. If Housing and Residential Life has record of sending an email to a resident, the resident is responsible for reading the email and responding accordingly.

## 3. Resident Photos

All FGSH residents (adults and children) must have their photo taken at the Housing and Residential Life Office or the Family Resource Center; these photos will be stored in the resident's electronic housing file and will be used for safety and security reasons to help staff identify residents. These photos are for internal use only and will not be distributed, posted, or made available to the public.

#### 4. Processing Fees

All residents must pay a processing fee to contract for housing. No housing assignments will be made until the processing fees have been received in full. Housing assignments will be prioritized based on when the date the processing fees are received.

Note: Primary residents that entered into a housing contract prior to November 1, 2016, will have a housing deposit on their account. That deposit will be refunded to the Primary in full if all residents in the apartment have adhered to the obligations listed in the FGSH Policies and Procedures and the Primary has no other outstanding bills due to the University. Deductions will be made for loss or damage to the apartment beyond reasonable wear and tear. The Primary must pay for the costs of any damage or loss of property in excess of the deposit amount. The deposit refund will be credited to the Primary's Bursar account after all occupants of the apartment have moved all personal property from the apartment, left the apartment, equipment and furniture clean and in good condition, and have checked-out in accordance with the specific vacating procedures issued from the Housing and Residential Life Office in Iba Hall. The housing deposit will not be refunded to residents who do not follow proper checkout procedures and/or who are required to pay contract cancellations fees.

#### 5. Payment of Rent

Effective Fall 2016, semester rent payments should be made at the Bursar's Office (113 Student Union) or online (at <http://prodosu.okstate.edu>) in order to ensure all payments are made/processed securely. For more information about designating payments for rent and paying with a credit card, please go to <http://bursar.okstate.edu>.

For the purpose of determining rental fees, one month is 30 days. Daily charges for partial monthly periods shall be computed on the basis of 1/30 of the monthly rate. Rent is due at the start of the semester in the amount specified in the Housing Lease. If rent is not paid by the 15th of the month (or September and February beginning fall 2016), the Primary is subject to a finance charge on all past due amounts. Failure to pay rent in a timely manner will be considered a breach of contract and may result in the cancellation of the housing contract.

##### Paying Rent While Enrolled in a Payment Option Plan (POP)

The Payment Option Plan (POP) is a service offered through the OSU Bursar's office to help students meet their financial obligations. Because of the way the POP is calculated, FGSH residents who sign up for a Payment Option Plan (POP) through the OSU Bursar's Office must be changed as a semester 'lump sum' billing for FGSH rent. This billing change is required to ensure that the POP payments are calculated correctly.

Further, apartment transfers will be restricted to neighborhoods that have the same or lower rent fee structure than the current neighborhood in which the resident lives. Transfers are subject to the approval of the appropriate FGSH/FRC staff member.

## 6. Contract Obligation

The contract period extends through May 31 each calendar year. Residents graduating after the spring semester may opt to end their contract after graduation but before May 14 (rent will be charged through the day the resident turns in his/her keys). Graduating residents in the spring semester who vacate their apartment after May 14 must pay rent through May 31 (the end of the contract period).

Acceptance or possession of the key or placement of personal property in an apartment constitutes occupancy. The FGSH contract is binding for the length of its actual space assignment and for any subsequent contract for continued residence in FGSH. The contract is binding if either the resident and/or his/her spouse is enrolled at OSU.

Rental rates for payment under this contract are determined by the Rate Sheet which is incorporated into the housing contract by reference. Rental rates are subject to change at the direction of the Board of Regents.

Housing and Residential Life has the right to reassign the residents to any apartment unit upon thirty (30) day notice and when the University authorities consider it to be needful and necessary. In such event, a new agreement will be made between the parties of the housing unit into which the residents are assigned.

Conducting any kind of business in/around Housing and Residential Life properties is prohibited.

### For a Single Occupant (one Primary):

The Primary lessee assumes all financial responsibilities for the apartment. The Primary lessee controls the terms of occupancy and what services are to be rendered in the case that additional costs may be added to the Primary lessee's account. Further, the Primary lessee controls whether such service is to be continued.

### For a Primary/Secondary arrangement:

The Primary lessee assumes all financial responsibilities for the apartment. The Secondary for the apartment must meet the criteria for becoming a resident of FGSH and must abide by all the rules and regulations. How costs are shared is a matter to be determined between the Primary and the Secondary. The Primary lessee controls the terms of occupancy and what services are to be rendered in the case that additional costs may be added to the Primary lessee's account. As a result, the Secondary may not request an additional service which adds to the contractual costs. Regardless, the Primary lessee controls whether such service is to be continued.

Any resident who has a child and wishes to have an unrelated person become a Secondary must meet with the FGSH Housing Coordinator before he/she will be allowed to enter into a Primary/Secondary arrangement.

All arrangements between Primary and Secondary regarding rent payment, duration of stay, and providing unofficial notices to vacate (including the Secondary's notice to vacate) are to be made by the Primary and Secondary. FGSH is not responsible for such arrangements and will not mediate disputes related to payment of rent and notices to vacate between Primary and Secondary lessees.

If the Primary terminates the housing contract, a qualified Secondary may sign a Housing Contract as the Primary resident; otherwise, the Secondary must vacate the premises when the Primary's contract is terminated.

## 7. Cancellation and Termination of Contract

### Cancellation of Contract Prior to Beginning Occupancy

#### Contracts Entered into on or After November 1, 2016

Customers that contract for housing on or after November 1, 2016, will pay an initial application fee of \$200 only (no deposit). Cancellation of the contract prior to beginning occupancy is subject to the following conditions and deadlines:

#### Partial Refund Deadline

A \$100 credit/refund will be processed if written notice of cancellation is received by Housing and Residential Life before May 1, (January 5<sup>th</sup> for contracts commencing during the spring semester) or within five (5) days of making the application payment.

#### No Refund

There will be no refund of the application fee if written notice is not received by May 1 (January 5<sup>th</sup> for contracts commencing during the spring semester). If the person requested and received approval to waive the initial application payment requirement (due to financial aid, etc.), the person will be charged \$200.

#### Furniture Accommodation Fee

If an apartment has been furnished or unfurnished to specifically accommodate a person's request and he/she chooses not to move in to FGSH, the person will be assessed a \$100 furniture accommodation fee.

### Cancellation of Contract After Beginning Occupancy

If a resident chooses to cancel his/her housing contract before the end of the contract period (May 31) for any reason other than losing eligibility to live in FGSH, he/she will forfeit his/her

housing deposit (if any) and be charged a contract cancellation fee equivalent to two months' rent. The contract cancellation fee is charged in addition to any other fee assessed at checkout, such as charges for damages, improper checkout fees, etc.

If a resident vacates his/her apartment during a final examination week, he/she is still responsible for the fulfillment of the contract. Graduating residents must give appropriate notice to vacate (see #16 of this handbook).

### Termination of Contract

The University Housing and Residential Life may terminate the housing contract if rent or other charges due are not paid in a timely manner; a resident does not comply with the University or FGSH Policies and Procedures; a resident is not enrolled as a student at OSU and/or employed by the University; a resident's personal information is not updated with the Housing and Residential Life Office in Iba Hall; or in rare cases, the housing area is to be converted to another use. Residents who have had their contract terminated due to contract or policy violations may be assess a two-month buyout charge.

### 8. Contract Renewals

Each Spring, all FGSH residents must renew their housing contracts. The Housing and Residential Life Office will send a notice about contract renewals to all residents; however, it is each resident's responsibility to ensure that he/she has renewed his/her housing contract no later than May 1. If Primary lessees do not sign a new contract by May 1, Housing and Residential Life may reassign the apartment to another applicant. Residents who are delinquent in their FGSH rent payments and/or associated charges will not be eligible to renew their contract.

### 9. Lessee Changes

#### Primary Lessee Changes

Primary lessee changes must be approved by the FGSH Assistant Director (or a designated FRC staff member). Residents must schedule a Primary Change appointment via the online scheduler found at <http://www.reslife.okstate.edu/fgsh>. Housing and Residential Life staff reserve the right to refuse any request for a primary change. Further, a Primary lessee change may be considered a contract cancellation on behalf of the vacating Primary. Housing and Residential Life reserves the right to charge the vacating Primary a contract termination fee if he/she is leaving for any reason other than loss of eligibility to live in FGSH. See #7 (Cancellation and Termination of Contract) in this handbook for information about contract termination fees.

Primary changes can only be made between a current Primary and legally registered Secondary. Primary changes cannot be requested by anyone on a Payment Option Plan (POP) with the OSU Bursar's Office. To qualify for a Primary change, the new Primary must have lived in FGSH for at



least one full semester (four months; the summer semester does not qualify as a full semester). The new Primary must not have delinquent rent or related charges on his/her Bursar account, and must agree to remain in FGSH for the duration of the housing contract period. If the new Primary does not meet these criteria, he/she will not be allowed to make a Primary change.

For cleaning and maintenance purposes, a Primary change will not be granted under any circumstances if an apartment has not been vacated for five years or more unless the change is being granted between spouses. Further, a Primary change will only be permitted up to three consecutive times for a given apartment. If an apartment has already undergone three consecutive Primary changes without being vacated, a Primary change will not be granted under any circumstance.

For any Primary lessee changes, the current Primary lessee and Secondary lessee must meet together with the FGSH Assistant Director (or other designated FRC staff member) at the FRC and then come at the same time to the Housing and Residential Life Office in Iba Hall to sign the appropriate papers and pay the appropriate fees (if applicable). For primary changes between spouses, no meeting with the FGSH Assistant Director is necessary.

If a Primary is graduating, all paperwork for Primary changes must be completed by the first of the month in which the Primary graduates. Otherwise, all paperwork for Primary lessee changes must be completed before the first of the month in which the Primary change is set to take place.

The qualifying Secondary will assume responsibility for the apartment on the first day of the next month after the Primary change has been approved.

The following outlines the procedure for making Primary lessee changes for each of the various contract arrangements:

**For families/related occupants in a Primary/Secondary Arrangement:**

If the Primary lessee is no longer associated with OSU, whichever family member is still affiliated with OSU must become the Primary. The new Primary will be required to pay a processing and deposit fee, and the former Primary will be refunded 100% of the deposit he/she paid. The new deposit fee must be paid before the deposit paid by the former Primary can be refunded.

**For unrelated occupants in a Primary/Secondary Arrangement:**

The Secondary who is assuming the role of Primary lessee must meet the criteria for becoming a resident of FGSH and must have lived in FGSH for one full semester prior to the primary change. The new Primary will be required to pay a processing and deposit fee, and the former Primary will be refunded 100% of the deposit he/she paid. Should

the new Primary lessee desire a roommate (Secondary), the new roommate must meet the criteria for becoming a resident of FGSH, and the new roommate must sign the housing contract prior to moving into the apartment.

### Secondary Changes

When a Primary wishes to live with a different Secondary, the new Secondary must meet the criteria for becoming a resident of FGSH and the following procedure must be followed:

- 1) The former Secondary must sign the proper form stating that he/she has vacated the apartment or has become the Primary lessee before a new Secondary may be added to the lease.
- 2) Before the new Secondary may move into the apartment, the Primary lessee and new Secondary must go to the Housing and Residential Life Office in Iba Hall and have the new Secondary's name added to the contract.

### 10. Damage or Loss to Personal Property

FGSH recommends residents keep their apartments locked at all times. The University does not carry insurance covering personal property and is not liable for losses, damages, and injuries of any sort occurring in the apartment area (including but not limited to facility failure, severe weather, theft, or other incidents). Residents are strongly encouraged to obtain personal renter's insurance. Residents should contact an insurance agent for further information.

### 11. Mail Service

All mail service is delivered by the United States Postal Service. Residents can find their exact address on the letter given at move in. Instructions on how to address correspondence and how to write an FGSH mailing address are as follows.

#### Mailing Address--North & South University Place (all apartments except Brumley)

The mailing address should include only the following:

Resident's Name

Building # - North or South University Place, Apt. #

Stillwater, OK 74075

If you live North of McElroy St., your address is NORTH University Place; apartments in Prosser, and Williams Neighborhoods use the address North University Place.

If you live South of McElroy St., your address is SOUTH University Place; apartments in West, Demaree, and Stevens use the address South University Place.

EXAMPLE:

John Doe

1 South University Place Apt. #1  
Stillwater, OK 74075

### Mailing Address--Brumley Apartments

The mailing address for Brumley Apartments should include only the following:

Resident's Name  
Building # Brumley Apt. #  
Stillwater, OK 74074

#### EXAMPLE:

Jane Doe  
123 Brumley Apt. #1  
Stillwater, OK 74074

### General Mailing Information

All mail correspondence should be addressed as listed above; residents should ensure they use the appropriate zip code. The numbers located on the back of mail keys should not be used on any correspondence.

Mailboxes should be locked at all times; the postman will not leave mail in unlocked boxes. For problems with the mailbox lock or lost mail keys, residents should contact the Family Resource Center at (405)744-6539. Extra mail keys may be purchased at the FRC. All keys must be returned at check-out, or a charge for a lock change will be assessed.

### Outgoing and Misrouted Mail

Post Office employees will not pick up any mail that is placed in a mailbox box. If a resident receives mail addressed to someone other than themselves, the resident should mark the mail 'Return to Sender' and place it in the outgoing mail slot located in the upper left hand corner of each cluster system.

### Mail Box Keys

Residents will receive mailbox keys when the Room Occupancy Check (ROC) form is returned to the Family Resource Center. The apartment number will be stamped on the front of the mail key; the cluster box number and individual box number are stamped on the back of the key.

The cluster box number is painted in the upper right hand corner of each large mailbox cluster. Each individual mailbox number is stamped on the door to that box. Residents should make sure they are at the proper cluster box before trying a key in an individual box.

After receiving a mailbox key, the resident should go to his/her mailbox and fill out the card found in the mailbox. The resident should write his/her own name as well as the name of his/her spouse/roommate on the card, place the card in the back of the mailbox, and lock the door. The postman will pick up the card and begin to deliver mail to that box. If there is no card in the mailbox, a resident should write his/her address, name, and the name of his/her spouse/roommate on a piece of paper and place the paper in the back of the mailbox.

## 12. Apartment Transfers

Transferring apartments (moving from one apartment to another) is permitted in FGSH. Transfer assignments are only made as space is available; as such, a transfer request may not be honored immediately. New housing contracts will be given priority over transfer requests; therefore, transfer requests will not be granted before new housing contracts are assigned. Transfers will not be allowed one week before through one week after housing renewals (see #8 in this handbook).

For residents on a Primary/Secondary contract, only the Primary lessee may request a transfer. Transfer requests must be approved by the FGSH Assistant Director or other designated FRC staff member. Residents must schedule an Apartment Transfer appointment via the online scheduler found at <http://www.reslife.okstate.edu/fgsh>. Transfer requests are accepted any time of year; however, Housing and Residential Life reserves the right to refuse or delay any transfer request. Transfer requests will not be approved if the resident requesting the transfer will not be eligible to live in FGSH for at least six months after the transfer is completed.

Vacating residents will not be allowed to apply for a transfer. Further, residents whose apartments are in 'Summer Storage' status will not be allowed to transfer during the time their apartment is in storage.

A non-refundable processing fee of \$100 will be charged to the Primary's bursar account at the time the Primary applies for a transfer. This fee is non-refundable, even if the resident(s) requesting to transfer to another apartment choose not to move to another apartment before receiving their new apartment assignment. No new deposit is required; the deposit for the resident(s) current apartment will be applied to the new apartment.

In order to ensure healthy living conditions, transfers will be allowed only after a thorough inspection of the apartment being vacated and/or 30 days has passed if an apartment has been treated for issues such as bed bugs.

When the transfer apartment is ready, the resident(s) requesting the transfer must move immediately. Residents are allowed three working days to move from one apartment to another. Keys for the old apartment must be turned in by the third working day after the

beginning of the move in order to allow for inspection of the apartment being vacated. If the keys for the old apartment have not been turned in by the third day, the Primary will be charged rent for both apartments until the keys are returned. Any cleaning and/or damage charges for the old apartment will be applied to the Primary's bursar account. Residents will be charged the rental rate of the new apartment beginning the day the resident accepts the keys for the new apartment.

If the resident(s) requesting a transfer decide he/she/they do not want the transfer apartment he/she/they have been assigned, the Primary lessee must decline the apartment in writing. After declining the offered apartment in writing, the resident(s) may fill out another request form and pay another deposit.

### 13. Short Term Housing

Short term housing may be available in FGSH for residents who have non-standard matriculation status at the university (such as visiting professors, visiting scholars, visiting/invited researchers, etc.) and who are not planning to be at OSU for the duration of a full housing contract period. Short term housing is only available to individuals who are eligible for an OSU ID and can provide documentation from their University department regarding their employment status. Such documentation must include the dates in which they will be working at the university.

Short-term guests who fill out a contract with FGSH will be required to pay an application fee. Short term guests are required to give a vacating notice prior to leaving (see #16 in this handbook), and must follow normal FGSH checkout procedures including scheduling a checkout inspection in their apartment (see #17 in this handbook). Short term guests will not be allowed to transfer to another apartment or complete a primary change.

All residents who are not planning to be at OSU for the duration of a full housing contract period must inform Housing and Residential Life of their intended duration of stay. If a resident stays three months or less and does not inform Housing and Residential Life of their short-term status, his/her rent will be retroactively adjusted to the short-term rate.

### 14. Summer Storage

Summer Storage is a service provided to FGSH residents that allows residents to pay a reduced monthly rental rate from June 1 through August 14 of each year if a resident plans to be gone for at least six consecutive weeks during the summer. An individual must be the primary of an apartment as of April 1 each year in order to put an apartment in Summer Storage.

If a resident is planning to be gone at least six (6) consecutive weeks (42 days) from June 1 through August 14, he/she may elect to place his/her apartment in Summer Storage for a set fee. One hundred percent (100%) of the rent charges for the month of May must be paid, and

regular rent charges will resume no later than August 15. The Summer Storage rate does not begin until June 1 and must end by August 14. Summer Storage is not offered at any other time of year. Residents wishing to enter summer storage must complete a Summer Storage contract during the FGSH contract renewal process in the spring semester each year. Further, residents wishing to take advantage of Summer Storage must schedule an apartment inspection PRIOR to leaving for Summer Storage. Upon leaving for Summer Storage, the resident must turn in ALL door keys to the apartment; failure to complete appropriate paperwork and/or return all door keys to the Family Resource Center (FRC) before leaving will result in the termination of the Summer Storage contract, and the resident will be charged full rent for the time he/she planned to be in summer storage. FGSH is not responsible for any damage or loss of personal property due to facility failure, severe weather, theft, or other incidents. It is recommended that residents carry their own personal property insurance.

To be eligible for Summer Storage, a resident must be gone for a minimum of six weeks (42 days). If the resident is not gone for at least six weeks/42 days, the Summer Storage contract will be terminated and the resident will be charged full rent for the entire time he/she is gone. The resident may pick up his/her keys on or after the 43<sup>rd</sup> day. Residents who take advantage of the Summer Storage program must be enrolled for the upcoming fall semester and must intend to live in the apartment for the upcoming fall semester. The Summer Storage fee must be paid in full and the Primary's bursar account must be current before he/she is permitted to take the apartment out of Summer Storage; no key will be issued to the resident if these eligibility requirements are not met. If the resident does not return for the Fall semester following Summer Storage or chooses to move off campus during the fall semester following summer storage, he/she will be charged a contract termination fee equal to two month's rent in addition to the full amount of rent (rather than the Summer Storage fee) for the time the apartment was in Summer Storage.

#### 15. Room Occupancy Check (ROC)

All residents will be given a ROC (inventory sheet) on paper when they move into their apartment. The ROC lists the OSU furniture that may be in your apartment. This form should be filled out according to the number of furniture pieces/appliances in each apartment and returned to the Family Resource Center (FRC) within five business days after moving in.

Residents should note any needed cleaning, repairs, or damages to the apartment on the ROC. Residents are encouraged and expected to be specific and complete in listing any existing damages or needed repairs; for example, list any nail holes, scratches, dirt on walls, doors, and/or floors, any appliances not working, dripping faucets, light fixtures not working, paint peeling, damage to furniture, etc. Remember, the resident is responsible for any damages not listed on the ROC. Take time to be thorough.

After the resident(s) have noted all problems, the Primary lessee must sign the ROC and bring it to the Family Resource Center (FRC). Residents have five business days after moving in to fill out the ROC. Once the ROC is turned into the FRC, the resident(s) in that apartment will receive an additional door key and two (2) mail box keys. When the Primary brings the ROC to the FRC, he/she must initial it and sign for any additional keys received. Further, once the ROC has been turned into the FRC, no damages may be added to it. An FGSH Apartment Assistant will verify each ROC.

If no ROC is turned in, the apartment will be considered clean and in good condition, and the Primary lessee will be charged as such upon move-out. Further, ROCs not returned within five business days will be marked as late, the apartment will be considered clean and in good condition, and the resident will be responsible for any damages in the apartment regardless of what is marked on the ROC.

#### 16. Notice Required for Vacating Residents

No matter the reason for vacating an apartment, all Primary lessees must give written notice in the Housing Residential Life Office in Iba Hall before vacating his/her apartment. The vacating notice must be received in writing in the Housing and Residential Life Office in Iba Hall and must be approved by a Housing and Residential Life staff member. A vacating letter will be emailed to residents who give at least one week's notice for vacating. Residents may give notice in the Housing and Residential Life Office regarding their planned checkout day at any time; there is no time requirement on giving advanced notice of checkout. If a resident would like to be present at the checkout inspection for his/her apartment, the resident must give at least two business days' notice to allow for an inspection appointment to be scheduled (see #17).

If the resident is vacating the apartment for any reason other than losing eligibility to live in FGSH, contract cancellation fees will be assessed upon checkout (in addition to applicable cleaning/damage charges). All residents in the apartment must move out of the unit by the date indicated on the vacating notice. If no notice is given in writing in Iba Hall, or the requested vacate or inspection time is missed, the resident will be charged an additional \$100 improper checkout fee.

#### Obligations of Primary:

The Primary must give written notice in the Housing Residential Life Office in Iba Hall before vacating his/her housing apartment. Once the vacating notice is accepted, the Primary and all other occupants of the apartment must vacate the apartment by the date he/she indicated on the vacating notice. The Primary is also responsible for scheduling a checkout inspection for the apartment through the Family Resource Center by calling 405-744-6539. The Primary will be charged rent until his/her keys have been received at the FRC or by the Housing Inspector.

All residents in the apartment must vacate the apartment by the date indicated on the vacating notice; once the Primary has checked out of the apartment, neither the Primary nor any Secondary lessees may reenter the apartment.

#### Obligations of Secondary:

Secondary lessees are not required to give a written vacating notice to the Housing and Residential Life Office in Iba Hall before vacating. All arrangements between Primary and Secondary lessees regarding rent payment, duration of stay, and providing unofficial notices to vacate (including the Secondary lessee's notice to vacate) are to be made among Primary and Secondary lessees. Family and Graduate Student Housing is not responsible for such arrangements and will not mediate disputes related to payment of rent and notices to vacate between Primary and Secondary lessees.

#### 17. Checkout Inspections

Once a resident has given his/her notice to vacate in the Housing and Residential Life Office in Iba Hall, the resident must schedule a check out inspection via the online scheduler found at <http://www.reslife.okstate.edu/fgsh>. Residents are strongly encouraged to be present at the checkout inspection.

If the resident would like to be present at the checkout inspection, the resident must schedule the inspection at least two business days before the day in which he/she would like the inspection to occur. If the resident does not want to be present for the check out inspection, he/she must turn in his/her keys at the FRC on the day he/she leaves. By choosing not to be present at the checkout inspection, the resident acknowledges that he/she accepts all damage and cleaning charges assessed for the unit by the apartment inspector.

When a resident moves out of his/her apartment, all keys for the apartment and corresponding mail box must be either turned in to the apartment inspector at the time of the check out OR turned into the Family Resource Center. Leaving keys in an apartment is not considered a proper check out, and the resident will be charged an improper checkout fee of \$100. Once keys have been turned in, the resident will no longer be allowed access to the apartment or corresponding mailbox.

Residents have 90 days from the date of the checkout to contest any checkout charges. If a resident wishes to appeal any charges, he/she must submit their appeal request via email to [fgsh@okstate.edu](mailto:fgsh@okstate.edu) using the 'Petition for Adjustment of Charges' form found on the Housing and Residential Life website ([www.reslife.okstate.edu](http://www.reslife.okstate.edu)).

#### 18. Property Abandonment

Items left by a vacating or evicted resident will be removed at the resident's expense and/or disposed of according to the discretion of staff. University staff reserve the right to determine



which item(s) are considered abandoned property and which item(s) are trash. The vacating/evicted resident has 30 days thereafter to claim abandoned property that was not disposed of. To claim abandoned property, residents should call the Residential Life Facilities Management Office at 405-744-8510. If the resident has not claimed his/her abandoned property within the 30-day deadline, the University will donate the items to a local charity. Removal and storage fees may be charged to the resident's bursar account; the minimum removal and storage charge is \$200. Residents must pay any storage/removal fees associated with abandoned property before the items will be released to the resident.

Items left by a vacating/evicted resident in a breezeway/balcony will be removed at the resident's expense. Any item left in a breezeway/balcony will be considered trash and will be disposed of immediately; vacating residents will not be granted a claim period prior to the removal of any items left in the breezeway/balcony after the resident has turned in his/her keys. A fee of \$200 will be charged to the vacating resident's bursar account if any items are left in the breezeway after the resident has turned in his/her keys.

### 19. Keys and Lockouts

Keys are issued for the use of the resident(s) only. When a new resident moves in, he/she will be issued one door key. Upon turning in a completed ROC form (see #15 in this document), the resident will receive one additional door key and two additional mail keys. Additional keys can be purchased at the FRC; only one extra key of each type (in addition to the two door and two mail keys issued at move in) will be allowed per eligible registered resident.

Lending keys to a person not listed on the housing contract is not permitted. All keys are the property of the University and may not be duplicated.

If a resident is locked out of his/her apartment, the resident must go to the Family Resource Center (FRC) and check out a key (identification is required). Children under the age of 13 will not be allowed to check out a key to their apartment; children over the age of 13 will only be allowed to checkout a key to their apartment if their parent has provided written permission to the FRC prior to the key request. Unregistered guests will not be assisted into the apartment in the event of a lock out. Excessive lockouts could lead to disciplinary action. All lockouts for each contract year (June 1—May 31) will be charged to the Primary's bursar account according to the following rate structure:

- 1<sup>st</sup> and 2<sup>nd</sup> Lockouts: Free
- 3<sup>rd</sup> and 4<sup>th</sup> Lockouts: \$10
- 5<sup>th</sup> Lockout and on: \$20

Lockout counts/charges start over on June 1 every year.

If a resident loses an apartment or mailbox key and/or does not return the key he/she checks out from the FRC for a lockout in 24 hours, the lock(s) to the apartment/mailbox must be changed. The cost of the lock change will be charged to the Primary's bursar account.

At the end of the housing contract, all keys must be turned into the FRC. If all keys are not turned in, charges for a lock change will be assessed. If all extra keys are turned in along with all original official keys, a credit will be issued.

## 20. Apartment Entry

In the event that civil authorities, including OSU Police, have cause to enter a resident's apartment, it is outside the jurisdiction of the University to prevent entry and/or search.

It is sometimes necessary for an OSU/FGSH staff member to enter a resident's apartment. Resident(s) must permit duly authorized University representatives to enter his/her apartment with or without notice during reasonable hours, when necessary, to provide efficient service repairs/improvements or conduct safety/wellness/inventory checks. Staff may enter an apartment at any time without notice regardless of whether a resident is home; however, in an effort to respect residents' privacy and schedules, FGSH makes every effort to keep the number of unannounced apartment entries to a minimum. Efforts are made to ensure prior notification when possible, but such notice cannot always be guaranteed. Staff are required to show ID and wear their University-issued nametag when entering an apartment. Generally, staff will enter the apartment under one of the following circumstances:

- To check on the general welfare, health, and/or safety of a resident.
- Under appropriate circumstances, higher departmental leadership may retrieve items from an apartment when a resident/resident's family member so requests.
- Under appropriate circumstances, to correct any situation intruding upon the comfort or well-being of the residents in the surrounding area.
- To conduct a periodic general room inspection for health and safety reasons; during a health and safety check, violation(s) of Residential Life or University policy will be noted and addressed.
- To provide maintenance or other related activities.
- If there is reason to believe that a policy or law has or is being broken.

If entry is made for one of the above reasons, the staff member will either post prior notice of the scheduled entrance timeframe (e.g., for scheduled Health and Safety checks) or leave an explanatory note in the room or stating what took place.

If the resident prefers University staff to wear protective shoe coverings over their shoes when performing work, inspections, or wellness checks, the resident can go to the FRC and request a 'shoe coverings' sign that he/she can post on the clip on the apartment door. The sign must be

posted at all times, as apartment entry could happen any time depending on the circumstances in which entry is necessary.

## 21. Illegal Roommate, Unregistered Occupant, and Guest Policy

### Illegal Roommate / Unregistered Occupant

An illegal roommate or unregistered occupant is a person who is not assigned to an apartment but is living in an apartment. If a resident is suspected to have an illegal roommate or unregistered occupant, an FGSH staff member will enter the apartment and perform a safety inspection. The staff member will be looking specifically for evidence that someone other than the individual(s) listed on the housing contract are residing in an apartment. Such evidence includes but is not limited to extra bedding, clothing, cosmetics, accessories, toiletries, and mail. The housing of any persons other than the registered lessee(s) and approved families members constitutes a breach of contract. If a Primary is found to have an illegal roommate or unregistered occupant, he/she will be fined according to the following:

1<sup>st</sup> Illegal Roommate/Unregistered Occupant: \$100

2<sup>nd</sup> Illegal Roommate/Unregistered Occupant: \$300

3<sup>rd</sup> Illegal Roommate/Unregistered Occupant: one month's rent

In addition to the charge schedule above, the Primary is subject to immediate contract termination and/or any other charges deemed necessary by Housing and Residential Life.

### Guests

A guest is a person who is not assigned to your apartment and with whom you are socializing in your apartment.

Residents are welcome to have overnight guests. All FGSH policies must be observed, and guests must not infringe on the rights of other residents. Guests are limited to three night visits in a semester. Visits of greater than three nights are prohibited except with permission of the FGSH Assistant Director or a designated FRC staff member.

Residents are encouraged to notify their Apartment Assistant, the Housing and Residential Life Office, and/or the FGSH Assistant Director when they have overnight guests. In the event of an emergency evacuation of the apartment/building, staff members need to know where guests are located.

## 22. Parking in FGSH

Any motor vehicle belonging to an FGSH resident or the guest, Secondary, or dependent of an FGSH resident must be properly registered in accordance with OSU Parking and Transit Services regulations and must be in operating condition. Any vehicle that has not been moved in 14 days or more will be towed at the owner's expense.

In order to provide as much parking convenience as possible, all parking spaces have been clearly marked. University regulations require that all cars driven on campus must be registered with the OSU Parking Services, and all drivers must abide by OSU Parking and Transit Services rules and regulations (which can be found at <http://www.parking.okstate.edu>). To obtain a parking permit for FGSH parking lots, the vehicle must first be registered with OSU Parking Services by going to <http://www.parking.okstate.edu>.

#### Guest Parking

Guests of residents must have a valid Guest parking permit from OSU Parking Services. The rules for guest permits can be found at <http://www.parking.okstate.edu>.

#### Parking on Lawns and Other Areas

Cars and motorcycles should be parked only in the designated parking spaces. No motorized vehicle may be parked on lawn areas, breezeways, curbs, or access roads, even when moving in or out of your apartment. Vehicles parked in these areas will be ticketed, and any damages that occur to lawn or sidewalk areas will be charged to the resident. Also, parking boats, trailers, RVs, and disabled vehicles in striped areas is not permitted.

### 23. Storage Units

FGSH has twenty-four (24) 4'x 5' storage units located in the West and Stevens Apartment neighborhoods, and twenty-two (22) 4'x 8' storage units located in the Williams neighborhood. These are available for rent on a monthly basis and are to be used by FGSH residents only. Storage units may not be used for housing or sleeping. Combustibles, flammable liquids (such as gasoline or propane), pets, and/or weapons may not be stored in any storage unit.

Only FGSH Primaries with a valid OSU CWID may rent FGSH storage units. Residents should contact the Housing and Residential Life Office (405-744-5353) if they are interested in renting a storage unit. If there are not any storage units available, there are many rental storage companies located within Stillwater which provide this service. Breezeway areas are NOT storage areas and should remain clear at all times.

### 24. Furniture

FGSH has unfurnished and furnished apartments. Furniture options in FGSH are as follows:

- a. Unfurnished, no beds

- b. Unfurnished, with beds (cost of bed rental is \$10 per bed, not to exceed \$40)
- c. Fully furnished with beds (cost of furniture rental is \$40)

No partial furnishing is allowed. When removing furniture, the Primary must opt to remove all or none. FGSH offers only full or twin sized beds based upon availability. No furniture (including beds) is provided for visitors or temporary guests of FGSH residents.

A monthly rental fee of \$40 is assessed for furnished apartments. All apartments in Brumley, Demaree, Prosser, Stevens, West, and Williams Neighborhoods have a built-in dining table and a built-in dresser in each bedroom.

Before arriving, new residents must choose whether they would like their apartment to be furnished or unfurnished and must indicate the size (full or twin) and quantity of beds needed. The Primary must indicate his/her preference of furnishings on the housing contract before moving in. FGSH will accommodate furniture preferences of new residents before move-in at no charge. However, if an apartment has been furnished or unfurnished to specifically accommodate a future resident's request and he/she chooses not to move in to FGSH, the resident will forfeit his/her entire deposit. No changes to furnishings will be made after the new resident's arrival. In approved circumstances, complete furniture compliments may be installed or removed from an apartment for a fee. In order to help pay for labor costs as well as heat treatment for each piece of furniture, charges for furniture moves will be as follows:

- a. \$100 for the first furniture move (apartment must become either fully furnished or fully unfurnished; no partial furnishings)
- b. \$250 for any subsequent furniture moves

Only Primary lessees may request furniture moves. If a Primary decides he/she would like to change the furnishings in his/her apartment at any time during his/her stay in FGSH, he/she must go to the Housing and Residential Life Office in Iba Hall and make this request. The Housing and Residential Life Office will issue all work orders related to furniture moving.

In order to have furniture moved in or out of an apartment, the furniture must undergo a mandatory inspection for damages before it is moved in or out of the apartment. This inspection is for the health and safety of the resident and the FGSH storage warehouse. If, upon inspection, damages, pests, or other such issues are discovered, the resident will be notified and furniture will not be moved until charges have been settled and/or treatment has been applied.

All University owned furniture must remain inside the living unit. At no time may furniture be removed from the room/suite/apt or left outside the unit on a balcony or porch. Furniture found missing or damaged at check-out or health and safety inspection will be billed to the student(s) of unit.

Due to a world-wide resurgence of bed bugs (including in the United States), FGSB strongly discourages residents from purchasing used furniture and placing it in an apartment. Likewise, FGSB strongly recommends that residents use FGSB-provided beds. Residents may rent beds (no more than one bed per registered resident) for \$10 per bed, with bed charges not exceed \$40. Resident-owned furniture that is discovered to have bed bugs must be permanently removed from the apartment.

### Furnished Apartments

Furnished apartments include the following furniture: four dinette chairs (four in the dining area), two occasional chairs, one two-seat sofa, one coffee table, one end table, one night stand, and one desk. One twin or double bed per legal occupant is also provided.

### Unfurnished Apartments

Unfurnished apartments have a built-in dining table and a built-in dresser in each bedroom. Four dinette chairs are provided in unfurnished apartment in Brumley, Demaree, Prosser, Stevens, West, and Williams Neighborhoods. One twin or double bed per registered occupant may be rented for \$10 per month per bed (not to exceed \$40).

## 25. Appliances

### Major Appliances

All FGSB apartments are equipped with a refrigerator, garbage disposal, and a stove. Because of apartment infrastructure, plumbing, and electricity capacities, residents are not permitted to install washers/dryers, dishwashers, or replace the appliances provided by FGSB. This includes all portable models.

Additional refrigerators or freezers can be used if approved by the Housing and Residential Life Office; residents using approved appliances will be charged a nominal electrical use surcharge. Residents must sign an extra appliance form in the Housing and Residential Life Office in Iba Hall before installing/using these items. Microwave ovens are permitted at no additional charge.

### Stoves

Apartments are equipped with gas ranges that have an electronic pilot light. Should the electronic pilot lights for a stove's top burners not ignite, the resident should call the ResLife Facilities Office at (405)744-8510. If after hours, residents should call the Physical Plant Work Control Desk at (405)744-7154.

Residents are not required or expected to move the stove to clean behind it; doing so could result in a rupture of the gas line. If a resident wishes to move the stove for any reason, he/she should call the ResLife Facilities Office at (405)744-8510 and place a

maintenance request. The ResLife Facilities Office will send someone to disconnect and reconnect the stove.

Residents should never leave stoves/cooktops unattended when cooking. If OSU Environmental Health and Safety is called to respond to issues related to attended stoves/cooktops, the Primary may be fined for the cost of the emergency response.

### Garbage Disposals

Only food should be placed in garbage disposals; residents should place small amounts of food in the disposal and run plenty of cold water when using the disposal. Foods with skin such as potatoes and bananas should not be placed in the disposal; do not place items such as oil, grease, bones, metal, plastic, paper, or cloth in the garbage disposal. Further, residents should not place rice in the garbage disposal, as rice often swells and causes the disposal/plumbing lines to back up.

If the garbage disposal stops working, the resident should push the RESET button on the lower part of the unit; this often will make the unit start working again. Residents should NEVER put their hands or a tool in the disposal when it is running. For problems with the garbage disposal, residents should call the ResLife Facilities Office at (405)744-8510.

### Water Heaters

Apartments are equipped with gas water heaters. Residents may notice a “rumbling” noise coming from the water heater from time to time; this is caused by a mineral build-up in the bottom of the tank and is nothing about which to be concerned. The water heaters are equipped with a safety device that cuts the gas off if the pilot light goes out. If the pilot light goes out, the resident should call the ResLife Facilities Office at (405)744-8510. If after hours, residents should call the Physical Plant Work Control Desk at (405)744-7154.

Residents should not, under any circumstances, use the heater closets as storage areas. Doing so poses an extreme fire hazard. If a resident is found with items stored in the heater closet, the heater and hot water tank will be turned off until the items are removed and stored elsewhere. A charge may be assessed for the safety violation.

### Furnaces

Most FGSH furnaces have electronic pilot lights. If a furnace has a gas pilot light and the pilot light in your furnace goes out, the resident should call the ResLife Facilities Office at (405)744-8510. If after hours, residents should call the Physical Plant Work Control Desk at (405)744-7154. For safety reasons, the gas will automatically be shut off if the pilot goes out.

Residents should not, under any circumstances, store items in or around furnaces water tanks. Doing so poses an extreme fire hazard.

### Small Appliances

Small appliances such as toasters, microwaves, irons, televisions, and radios may be used in FGSB apartments. FGSB apartments are wired only for 110-115 volt electrical appliances. Any appliance requiring a higher voltage may not be used in the apartments. Residents should check appliances for voltage before purchasing them.

### Prohibited Furniture and Appliances

The following furniture items and appliances are not permitted in FGSB:

- water beds
- window air conditioners
- portable washing machines
- portable dryers
- portable dishwashers
- ceiling fans

Pianos and organs are permitted if authorized by the FGSB Assistant Director or designated staff member. Should Housing and Residential Life find that a resident has any large appliances or furniture other than ones authorized and noted in his/her file, the resident will receive a notice from Housing and Residential Life and the resident will have seven (7) days to remove the item(s) listed in the notice or his/her contract will be terminated.

### 26. Light Bulbs

Energy efficient light bulbs in FGSB are supplied by the University. If a resident needs a fluorescent light, appliance bulb, or outside breezeway lights replaced, he/she should contact the ResLife Facilities Office at (405)744-8510 and it will be replaced. If light bulb burns out in a regular light fixture (such as an overhead ceiling light), the resident can bring the burned out bulb to the FRC and get a replacement bulb at no cost. A 60 watt (or 60 watt equivalent) bulb is the maximum size for any OSU-supplied fixture in the apartment.

### 27. Decorations and Alterations to the Apartment/Building

Residents have a great deal of flexibility in making their apartment "home". The following guidelines must be adhered to at all times:

#### Decorating or Altering the Apartment/Building

Residents may not remodel or make alterations, changes, or repairs to the premises or of the furnishings and or/equipment. Painting, refinishing, placing holes in the walls, building partitions or shelves, installing special locks or peepholes, or making any other



permanent alterations to the apartment is not allowed. Residents may not hang items from the apartment windows or place items on the exterior window sills or balcony railings. This includes planters and/or televisions, air conditioners, radio antennas, and satellite dishes. Residents may not remove the FGSH-installed clips on the front door of their unit. Residents will be charged for any unauthorized alterations, changes, repairs, or remodeling done in or outside the apartment. The resident may also be liable for any time the apartment is vacant due to extensive repairs.

### Hanging Pictures

The use of scotch tape, plastic foam back pictures hangers, nails, and contact paper on walls, woodwork, or cabinets of the apartment is prohibited. When hanging pictures in the apartment, residents may only use canvas gum-backed picture hangers or alternate 3M-type product. This type of picture hanger is the only type of hanger approved for use in FGSH. Residents may not use plastic foam-backed picture hangers, as these cause extensive damage to the walls. Regardless of the type of picture hanger used, residents will be held responsible for any wall damages.

### Holiday Decorations

Because of the fire danger present with some holiday decorations, residents must abide by the following safety rules:

- No live trees or live cut greenery are permitted in apartments, balconies, or breezeways
- Non-combustible materials and UL-approved electrical wiring are permitted in FGSH apartments. Lighting/wiring may not stretch across doorways or hallways in a way that impedes egress. No lighting or decorating of any kind is permitted in the breezeways or on the exterior of the facilities. Holiday lighting must be turned off when unattended.

Decorations may be left in apartments unless the apartment will be vacated for an extended period of time. Decorations deemed unsafe by the University must be removed. Residents will be held responsible for the cost of damages associated with unsafe decorations.

## 28. Fire Protection Devices

### Smoke Detectors

Every apartment in FGSH is equipped with a smoke detector. The smoke detector in each unit is inspected periodically and should be in good working order. If any smoke detector fails to work upon test, residents must notify the ResLife Facilities Office (405-744-8510) immediately.

If at any time the smoke detector starts beeping periodically, a malfunction may exist or the battery may be low. If this happens, please call the ResLife Facilities Office (405-744-8510) or

the Work Control Desk (405-744-7154), and they will send someone to respond to the problem. Residents should not replace the battery themselves.

All smoke detectors and batteries will be checked during an unannounced visit during each fall and spring semester. These checks will be conducted by a representative from either Residential Life or OSU's Environmental Health and Safety Department.

### Fire Drills

For the protection and safety of our community, announced and unannounced fire drills may be held at the direction of the OSU Fire Marshal at any time. To become familiar with evacuation routes, cooperation is mandatory. Any time the alarm sounds, residents must leave the building. Participation in fire evacuations are required by state law.

### Tampering with Fire Protection Devices

By a mandate of the State Fire Marshal, an action plan has been adopted by OSU and Residential Life. Regulations are in effect regarding tampering with any fire safety equipment. This includes but is not limited to smoke detectors, sprinkler heads, fire alarms, and fire extinguishers.

The first offense of tampering will result in the student(s) being assessed a fine of \$500 plus the cost of repairing the equipment. The resident(s) will also be placed on Residential Life probation.

The second offense of tampering will result in being assessed a \$500 fine plus the cost of repairing the equipment. The resident(s) will also be removed from FGSH, and rent charges will continue until the end of the semester; further, an incident report will be forwarded to the OSU Police Department and Environmental Health and Safety for a code violation ticket (potential fine of \$5,000 and one year imprisonment); and resident(s) will be referred to the Student Judicial Affairs.

A third offense of tampering will result in possible criminal charges (Title 74 O.S. 324.11aE) being filed, and/or suspension from the University.

It is possible to have more than one concurrent offense (for example, a battery missing from a smoke detector and sprinkler head wrapped in a bandana). Each violation could be considered a separate offense.

A false fire alarm can endanger the safety and lives of fellow residents. Anyone found guilty of initiating a false alarm may be charged with a misdemeanor and fine.

### 29. Grilling and Storage of Flammable Liquids

By order of the Fire Marshal, no propane or charcoal grills are permitted in FGSH. Residents are

permitted to use the community grills in each neighborhood. Non-residents are not permitted to use FGSH grills under any circumstance. To use the neighborhood grills, residents must abide by the following procedures.

Grill Usage:

- All grills are kept locked. Effective June 1, 2016, grill keys can be picked up at the FRC front desk between the hours of 8am—8pm Mondays-Fridays, 2pm-8pm Saturdays & Sundays (except June & July when the keys can be picked up between 4pm-8pm). Grill keys can be picked up on a first-come-first-served basis; FGSH events/neighborhood gatherings will be given priority. Grill use may last no longer than 4 hours.
- Grills may not be used during an official Burn Ban. More information about Burn Bans, including what counties are under a Burn Ban, can be found at the Oklahoma Forestry Services website (<http://www.forestry.ok.gov/burn-ban-information>).
- Grills may be used to cook food only. No other items (including trash) may be placed on/in the grill.
- Reservation of FGSH grills/outdoor space is limited to residents of the neighborhood in which the grill is located.
- Residents must clean the grill before returning the key. Only water may be used to clean a grill--no chemicals or other cleaning supplies may be used to clean the grill.
- Failure to use the equipment properly and/or failure to appropriately clean the grill/outdoor area after usage will result in permanent revocation of privileges and/or fines. Any charges for cleaning or damage caused to the grill or surrounding areas will be charged to the Primary's bursar account.

By order of the Fire Marshal, storage of grills, hibachis, combustibles, and/or flammable liquids such as gasoline or propane is not permitted within or near any building, breezeway, balcony, or storage unit.

### 30. Candles and Incense

Plug-ins and warmer devices are permitted in FGSH, but no open flames are allowed in FGSH. Burning candles, incense, kerosene lamps, and/or other flammable liquid-fuelled devices for any reason is prohibited in all University owned housing. Decorative candles must have non-burned, clipped wicks, or be wickless. Damage caused from the burning of candles will be billed to the resident(s).

Residents found in violation of this policy will be issued a warning letter to have the item(s) removed by a specific date. If the item(s) remains after the specified date (or returns at a later date), the resident(s) will be assessed a charge of \$100. If the item remains or returns after a third inspection, the \$100 charge will be assessed again and disciplinary action will ensue.

### 31. Community Standards

The FGSH community is a multicultural community made up of people from diverse national, racial, ethnic, and socioeconomic origins and encompasses a broad spectrum of religious beliefs, political beliefs, and sexual orientations. This community is unique, and all residents and staff members strive to work and live together. In the process, all members of the community learn from one another in an atmosphere of positive contact and mutual respect.

FGSH residents should be committed to behaving and expecting others to behave in ways which demonstrate the respectful treatment of each member of the community. Residents should be individually and collectively responsible for their behavior and should be fully accountable for their actions. Residents must take initiative and responsibility for their own learning and awareness of the differences which exist in the FGSH community and avoid all actions that diminish others. Residents should be committed to these principles, which are an integral part of the FGSH community's purpose, values, and daily activities.

While each resident has the right to his/her own personal beliefs, these beliefs in no way give any resident the right to denigrate another on the basis of his/her age, physical handicap, national origin, sexual orientation, race, gender, or religious affiliation. The FGSH community will not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against residents or coworkers. In addition, FGSH residents and staff cannot accept ignorance, hurtful humor, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior. The Department of Housing and Residential Life adheres to all Oklahoma State University policies pertaining to non-discrimination and harassment. Individuals engaging in behavior that is believed to violate these policies will be held accountable through the appropriate disciplinary process.

### 32. Children

Children are the responsibility of their parents/legal guardians and should be supervised by a parent/guardian at all times. If children are found unattended, they/their parents/legal guardians may be referred to the Department of Human Services. Children are not permitted to play in parking lots, driveways, or adjacent streets. Further, parents/legal guardians will be held financially responsible for any damages caused to FGSH facilities or property by their children.

Residents should remember that much cooperation is needed if residents both with and without children are to live in close proximity without problems. Families and children should try to limit their children's active play in the evening hours. At the same time, residents without children should be patient, realizing their own social activities may require similar patience from families.

### 33. Quiet and Courtesy Hours

Because FGSH is a student community, the distraction of noise makes study difficult, even during the day. Residents are required to observe Quiet Hours and Courtesy Hours at all times.

#### Quiet Hours

Quiet Hours in FGSH are from 8 pm each evening to 8 am the next morning. If noise problems arise between neighbors, the best solution is for the residents involved to discuss the situation and reach a compromise between themselves. If this fails, residents should contact their Apartment Assistant. Noise problems which cannot be remedied may result the involvement of OSU Police. Residents who contribute to noise disturbances may be subject to contract termination.

#### Courtesy Hours

Courtesy hours are in effect at all times. Noise should not be disruptively audible within the building or outside. During courtesy hours a resident may ask another resident to reduce the noise coming from their apartment. Compliance is necessary to ensure an environment for academic success. Residents who contribute to noise disturbances may be subject to contract termination.

### 34. Compliance and Respect

There are people from many different backgrounds living in FGSH. We appreciate that our residents have chosen to live in FGSH, and we expect that all residents will be respectful to one another at all times. Any resident found to be uncooperative or verbally abusive to other residents will be subject to disciplinary action.

To ensure safety at all times, residents and their guests must follow the directions of University staff members (FGSH staff, Dining staff, Physical Plant Services, and other University staff). Providing false information or failing to provide documentation (such as a University ID) to staff, interfering with staff while they are performing their duties, or being uncooperative or verbally abusive to staff is unacceptable and could lead to disciplinary action.

### 35. Resident Confrontation

Policies for the FGSH community are developed to establish an environment in which a large number of residents may live together with maximum freedom while recognizing the rights of fellow residents. All residents accept the responsibility involved with living in a community situation and should make an effort to be aware of how their actions affect their neighbors and roommates.

When a resident violates this basic standard of community living by endangering the safety of other residents or violating any of the policies outlined by the University or this guide, this behavior must be confronted.

When a resident infringes upon the rights of another individual or the community, he/she should first be confronted by the person(s) whose rights have been violated. This statement assumes that the most effective tool to help others learn that their behaviors are violating personal rights and community regulations are the people in the community whose rights are being violated. Residents should ask themselves, "If people are having a problem with my actions, wouldn't I want them to speak directly to me so that we can work it out?"

Residents are expected to be the first to handle a situation when their own or the community's rights are being violated. If, after confronting the inappropriate behavior of another individual, the individual does not attempt to alter his/her behavior, the resident should visit with his/her AA.

As a member of the FGSH community, each resident can do a great deal to help others learn to live in the community by exercising the Resident Confrontation Policy. Residents are encouraged to take initiatives to start solving their own problems when they begin, to confront fellow residents initially, and to follow-up with further steps in the conflict mediation process when appropriate.

### 36. Use of Grounds, Facilities, and Outdoor Space

The lawns and recreation areas around the buildings are part of the community living environment. Residents are expected to care for them just as they would their own community, apartment, or room. Residents often gather formally and informally in these areas for picnics, sports, or other social events. Noise must be kept at a reasonable volume. If damage to the grounds or facilities occurs, the resident(s) will be held responsible for restitution to repair the damage.

FGSH recreational facilities (such as gazebos, grills, picnic tables, playgrounds, volleyball courts, and basketball courts) are for personal use by FGSH residents only. FGSH reserves the right to ask non-residents to leave these facilities at any time. Further, FGSH recreational facilities may not be used to host large parties or gatherings and may not be reserved or rented for social events by any on- or off-campus group or organization. No alcohol is permitted in any outdoor space in FGSH.

Slaughtering of animals, butchering, or processing meat of any kind is prohibited in/around FGSH buildings.

Yard sales are not permitted in FGSH except when they are sponsored by the Family Resource Center.

The University is responsible for the upkeep of the lawn area around the apartments. For this reason, residents may not use common areas for storage. Further residents cannot plant

gardens or flowers or erect any structures in the area around the apartments (please see Garden Plots for more information). Toys and trash should be picked up so the groundskeeper can mow more efficiently. FGSH is not responsible for any toys, plants, or flowers that are disposed of or damaged/destroyed by groundskeepers.

### 37. Playgrounds

Playground equipment is located throughout the housing area. Children must be supervised while playing. Parents should keep the safety of children in mind when allowing them to play on the equipment. Residents should report playground equipment repairs to the Housing and Residential Life Office in Iba Hall (405-744-5353).

### 38. Bicycles

All bicycles (including children's bicycles) must be registered with OSU Parking and Transit Services. Registration is free and beneficial for the resident's protection in case of theft. Chaining bicycles to trees, stairways, signposts, gas meters, areas common to foot traffic, or any other unauthorized location will result in tickets and/or confiscation by OSU Police. Bicycles may be kept in a resident's apartment. Motorcycles, mopeds, and other vehicles must be kept in designated parking lots and are at no time to be left on sidewalks or in pathways. As an exception, residents who live in neighborhoods that do not have assigned bicycle racks may store bicycles under the stairwells in the breezeway. No bicycles may be left anywhere in the breezeways except under the stairs. FGSH is not responsible for bicycles left unattended and/or unsecured.

### 39. Breezeways

By order of OSU Environmental Health and Safety, all breezeways must be kept clear at all times. In order to allow residents safely evacuate the area in times of an emergency, no item that in any way blocks the path of egress may be stored in breezeways.

At no time are breezeways to be used for storage. No trash, recycling, furniture, household items, toys, plants, flower pots, garden tools, or any other personal item may be stored in breezeways for any length of time. Residents are not permitted to hang clothes lines in the breezeways at any time.

Residents are permitted to leave their shoes in the breezeway provided that the shoes are neatly stacked by the door. If residents store shoes on a rack or shelf, the rack/shelf must be small and may only be used for storing shoes.

Residents are permitted to have one flower pot per apartment in the breezeway. The pot must be no larger than 14" in diameter and, for safety reasons, must be placed on the hinge side of the door. Flower pots in the breezeway must be used for ornamental purposes only; plants used for food should be grown only in the FGSH garden plot area.

FGSH is not responsible for any item left in the breezeways. Any item left in a breezeway will be considered trash and will be disposed of immediately, and the Primary will be charged a disposal fee of \$50.

#### 40. Trash, Recycling, Sanitation, and Cleanliness

It is every resident's responsibility to keep their apartments, breezeways, and the FGSH community clean and free from waste. Trash, food containers, and unsanitary situations can attract pests (rodents, cockroaches, ants, etc), as well as creating unpleasant living situations for the community. Residents found to be living in unsanitary conditions will be asked to clean their living space; residents may face disciplinary action (including loss of housing contract) if living spaces are not kept clean.

Any trash (litter or in bags) in the breezeway is a violation of this policy and will result in a judicial hearing and/or sanctions. Residents are required to transport personal trash to the nearest dumpster. Improper trash disposal may result a charge of \$25 per bag or item as well as disciplinary action.

Blue single-stream recycling receptacles are available in every neighborhood in FGSH. Residents are encouraged to place recyclable items in these bins; a list of acceptable recyclable items is provided on the front of each bin.

#### 41. Pest Control

Residents who have or suspect they have pest control problems in their apartment are required to report the issue to the ResLife Facilities Management Office by calling (405)744-8510.

#### 42. Bed Bugs

Due to a world-wide resurgence of bed bugs (including in the United States), FGSH takes a proactive approach in addressing the issue of all types of household pests, including bedbugs. Residents should be proactive and respect the health of others in the building as well as the furniture and apartment. Any resident who suspects he/she may have bedbugs in his/her apartment is required to immediately notify the ResLife Facilities Management Office (FMO) (405-744-8510) so that an inspection and, if necessary, treatment can be scheduled. Discovery of bed bugs at any time by Housing staff, including discovery due to routine checks or move-out inspection checks, will result in a fine plus the cost of treating the apartment for bedbug infestation and repairing/replacing damaged surfaces and/or furniture.

If a resident suspects there are bedbugs in his/her apartment, the resident must immediately notify the ResLife Facilities Management Office (405-744-8510); the resident should include his/her name, phone number, and apartment number in the notification. The ResLife Facilities Management Office will correspond with the resident on or before the next business day after the issue is reported and will have a professional exterminator inspect the apartment. If an



apartment is found to have bedbugs, the apartment will be treated by a professional exterminator. Residents are required to make an appointment for the extermination. Once an appointment for treatment has been scheduled, the resident(s) of the apartment is(are) required to prepare his/her for treatment. Failure to prepare the apartment appropriately for treatment will result in a fine of \$500. Residents who refuse to cooperate with the Pest Control staff during the treatment/extermination process will be referred to the Facilities Manager for appropriate action.

Resident-owned furniture that is discovered to have bed bugs must be permanently removed from the apartment.

### Cost of Treatment

The cost for bedbug inspection/treatment is as follows:

#### First Inspection/Treatment

There is no charge for the first bed bug inspection and/or treatment. This is intended to encourage residents to take the necessary steps to eradicate their apartment of bedbugs. The resident is advised verbally and in writing of steps they must take to ensure bugs are eradicated. The apartment will be subject to follow-up inspections by the ResLife Facilities Office and/or Physical Plant Services ensure the bedbugs have been eradicated.

#### Second Inspection/Treatment

The cost of the second inspection and/or treatment is a minimum of \$150.00 (or the actual cost of inspection/treatment, whichever is less), plus the cost of replacing mattresses/covers. Since the first treatment completely eradicates bedbugs from the apartment (as determined/verified by follow-up inspections), any future infestations are attributed directly to the resident. Reinfestations are considered to be caused by the resident not following the necessary steps to eradicate the problem and/or visitors bringing in bedbugs.

#### Third Inspection/Treatment

The cost of the third inspection and/or treatment is a minimum of \$300.00 (or the actual cost of inspection/treatment, whichever is less), plus the cost of replacing mattresses/covers. Additionally, the resident housing contract is terminated, and the resident is given 30 days to vacate the apartment. Any appeal to rescind the notice to vacate must be made within 15 days of notice of contract termination.

#### Other Applicable Costs

Other costs associated with bed bug treatment are as follows:

--Resident unprepared on day of treatment - \$300.00

- Resident not present on day of treatment - \$300.00 minimum
- Failure to report infestation – full cost of treating the apartment, plus replacement of mattresses/covers, plus administrative fine
- Twin-size mattress - \$200.00
- Twin-size mattress cover - \$55.00
- Full-size mattress - \$255.00
- Full-size mattress cover - \$75.00

If a resident knowingly allows roommates, visitors, and/or family members to come into the apartments, the resident will be charged the full cost for inspecting and/or treating the unit for bed bugs regardless of the number of previous instances in the unit.

### 43. Pets

Only small, healthy, well-cared-for pets that live in cages (two cubic feet or less) or legal fish, small crustaceans, mollusks, turtles, and small amphibians in aquariums (20 gallons or less in size; maximum total gallon per resident may not exceed 20 gallons) are permitted in FGS. Fish or other crustaceans that are dangerous or harmful to humans or creatures and are prohibited by state or federal laws are prohibited. No dogs, cats, reptiles, or exotic animals are allowed. This includes pets of guests—"Just Visiting" is not a valid excuse. Illegal pets are not allowed in FGS at any time.

All legal pets must be reported to the Housing and Residential Life Office in Iba Hall; a record of all legal pets will be kept in the resident's file. Legal pets must remain in their cages/aquariums at all times. Legal pets found to cause a community disturbance must be removed. Residents are responsible for any damage caused by a legal pet and/or its habitat. Anytime a resident leaves campus for any length of time, he/she must take into consideration the care of his/her pets. Pets should be properly cared for at all times.

Illegal pets must be removed immediately and may be removed by University staff or other officials. Residential Life and Oklahoma State University are not responsible for what happens to any pet when it is removed or while it is living on OSU property.

Residents found with an illegal pet will face an immediate minimum fine of \$500, with additional billing as needed to restore the unit to an occupiable state (determined by Housing and Residential Life) which may include (but is not limited to) carpet and/or furniture replacement and repainting. Additional disciplinary sanctions may be applied, including termination of the housing contract. Second time violators of the pet policy will be evicted from on-campus housing. The only exception to this policy is that of service animals for students or their guests with such a need. All current occupants of apartments found with an illegal pet or related pet paraphernalia (food and water dishes, toys, litter boxes, etc) will be held

responsible for the illegal pet. Residents are responsible for settling "ownership" and pet responsibility issues between themselves. Residential Life will not decide where the pet has been and where it has not the entire unit will be deep cleaned (at a minimum) at the resident's expense. All residents are responsible for what occurs in their living space. Any pet "reappearances" will be subject to additional charges and possible contract revocation.

### Service Animal Policy

Service animals are welcome in FGSH provided all necessary paperwork and authorization/evaluation from Student Disability Services has been completed prior to the animal's arrival in FGSH, and the animal must be housebroken prior to entering FGSH property. Service animals must wear their service animal identification vest when the animal is working. Dogs must be kept on a leash except in the resident's apartment with the door shut. When dogs are walked, waste must be immediately picked up and disposed of in an exterior trash can or dumpster.

Reasonable behavior is expected from service animals while in FGSH and surrounding grounds. If the animal displays unacceptable behavior, the owner is expected to utilize necessary training techniques and support to rectify the situation. Disturbing or disruptive noise by the service animal must be kept to an absolute minimum. Any disruptions or concerns about the service animal must be reported to an Apartment Assistant immediately.

All shots must be kept current and service animals must wear their current rabies vaccination tag at all times. Current and up-to-date medical care for the animal should be provided as requested. Service animals must also be kept clean and well-groomed. The food for the service animal must be kept in a covered storage container. Plastic and/or paper bags are not sufficient at keeping out pests.

Flea/tick control is essential and adequate preventative measures must be taken. If a flea/tick problem develops, the owner of the service animal must notify FGSH staff immediately and take immediate and appropriate steps to deal with the problem.

Residents are financially responsible for any and all damages resulting from the service animal.

Violations of this policy may result in the required removal of the service animal from FGSH.

### 44. Alcohol

In addition to the Student Code of Conduct, residents are required to comply with state and local laws regarding the use of alcohol. Possession or consumption of alcoholic beverages by residents age 21 and older is permitted in FGSH apartments. Alcohol is only allowed inside the apartment but not in public areas (including balconies, breezeways, grounds, and parking lots).

When alcohol is being consumed, the front door to the apartment must remain closed. Further, no one under the age of 21 may be present when alcohol is being consumed in the apartment. If persons under the age of 21 are present when alcohol is being consumed, those over 21 may be charged with providing and could face suspension from OSU.

If minors (persons under the age of 21) reside or are present in an apartment, no alcohol is permitted in the apartment unless it is the property of the parent(s)/guardian(s) of the minors. In the case where one resident is over the age of 21 and another resident is under the age of 21 and no parent/guardian is listed on the contract (such as in a Primary /Secondary arrangement), no alcohol is permitted in the apartment.

Alcohol consumption is governed by State and Federal laws. All residents are responsible for being aware of social host liability and especially the liability of supplying minors with alcohol. If anyone under the age of 21 is in possession of alcohol, they will be directed by Residential Life Staff and/or an OSU Police Office to pour it out. The police may be called, and disciplinary action will be taken. Further, in accordance with Federal Law, if a resident under the age of 21 is documented for an alcohol violation, his/her parents may be notified.

Alcohol is for individual consumption only; therefore, no common source containers (i.e. kegs, trash cans, bathtubs, punch bowls, etc.) are permitted. FGSH staff may question those in possession of large quantities of alcohol and investigate instances when it is suspected that large consumption of alcoholic beverages is occurring. FGSH staff will confront residents and/or their guests who are being disruptive.

Individuals in violation of these policies will be subject to disciplinary action. Individuals who violate any laws will also be subject to legal action.

The use of alcohol within campus housing by those over the age of 21 is a privilege; this privilege can be suspended if it is abused.

#### 45. Smoke/Tobacco Free Environments

Oklahoma State University is a tobacco-free campus, per University policy and the Student Code of Conduct. Tobacco products include but are not limited to cigarettes, cigars, chewing tobacco, smokeless tobacco (such as snuff), hookahs, electronic cigarettes, vapor devices, and clove cigarettes. Residents found to be in violation of this policy in and around any University-owned housing facility will face disciplinary charges and may be removed from the community. In order to return the unit to Residential Life standards, residents will be charged cleaning/damage costs to remove odors, stains, burns, or other damages caused by tobacco products. Residents in FGSH will face housing contract termination following a third violation of the tobacco-free policy. A fourth violation will result in adjudication by Student Judicial Services

for possible suspension from the University. Students may also be cited by OSUPD for violating the smoke/tobacco free policy.

#### 46. Drugs/Drug Paraphernalia

Residents and their guests are expected to comply with the Student Code of Conduct and all local, state, and federal laws regarding the use and possession of drugs. The use or possession of all types of narcotics, barbiturates, amphetamines, and other depressants, stimulants, or hallucinogenic drugs, other than those prescribed by a doctor, is prohibited on University property, including the campus living units. Drug paraphernalia containing residue from past use of illegal drugs is also prohibited. The OSU Police Department is typically involved in all drug-related issues. Violations will be considered the most serious of matters, and may lead to equally serious consequences, including University suspension.

#### 47. Vandalism, Restitution, and Damage

Vandalism is defined as the deliberate or unintentional destruction, theft, damage, or defacement of public property belonging to Oklahoma State University. If vandalism is found to have occurred, the OSU Police will be contacted, and the responsible person(s) will be subject to both FGSH and University sanctions. Residents may be asked to make restitution for their damaging actions if deemed necessary by FGSH staff and administration. Examples of destructive behavior that may result in a resident making restitution include damages to property, stolen items, disruption in services, etc.

Further, no writing or markings of any kind is permitted on Housing and Residential Life buildings, unless it is approved University signage. Mediums may include but are not limited to: chalk, spray paint, temper paint, markers, colored pencils, etc. Any markings found may be seen as graffiti and considered defacing public property, and disciplinary actions may be taken upon those found responsible.

Residents are expected to maintain their apartment in the condition it was in at the beginning of occupancy. Maintenance charges to restore the apartment to that condition will be the responsibility of the resident. **The resident may also be liable for any time the apartment is vacant due to extensive repairs.** Failure to report faulty conditions and/or maintenance issues to the Facilities Maintenance Office in a timely manner may also result in damage charges to the resident. Such charges will be assessed on the residents' bursar account in accordance with department practices.

#### 48. Weapons

According to the Student Code of Conduct, possessing, using, or storing firearms, explosives (including firecrackers), weapons, or dangerous chemicals is prohibited in FGSH. This includes, but is not limited to BB guns, paintball guns, knives, swords, handguns, and rifles (see OSU Policy and Procedures Letter 1.1301.1).

Guns are not allowed in any FGSH facility. If a resident owns a gun, he/she can store it with OSU Police free of charge. FGSH, OSU Police, and state authorities can determine what qualifies as a

weapon, including a common item that is used in a threatening manner, and can ask that it be removed from the premises. Disciplinary action may also be taken.

Any type of recreational targeting equipment (including, but not limited to: paintball guns, pellet guns, AirSoft guns, BB guns, martial arts weaponry, etc.) and associated components (including ammunition) found on FGSH property may be immediately confiscated.

FGSH permits residents to store bows and archery equipment in their apartment if transported and stored in an appropriate case. While in an apartment, the bow must remain in its storage case at all times. Arrows and arrow tips may not be stored in an apartment.

#### 49. Solicitors

Soliciting is defined as the act of going door-to-door selling goods and/or services, requesting information, distributing information (including but not limited to business cards, fliers, door hangers, and pamphlets), seeking business, extending an invitation to participate in an event, and/or extending an invitation to join a club, group, agency, or other organization. Soliciting is not permitted in the OSU FGSH area except with special written permission from the FGSH Assistant Director. Residents are requested to ask all solicitors to show their permits, which must be signed by the FGSH Assistant Director. If the solicitor is unable or unwilling to show this permit, please report the solicitor to the FRC (405-744-6539), or if after office hours, the OSU Police Department (405-744-6523).



# Family & Graduate Student Housing

## Resident Handbook

### Procedures, Tips, and Guidelines

#### Air Conditioning Service

##### Adjusting Thermostats

To conserve energy in vacant apartments, FGSH staff adjust the furnace and refrigerator. When a new resident moves in, he/she will need to do the following:

1. Set the furnace thermostat to a comfortable setting
2. Turn the refrigerator thermostat to approximately halfway between the warmest and coldest setting.

##### Clean Filter

Please make sure that the air filter in your exterior ('window unit') air conditioning unit is cleaned regularly (about every two months). This keeps the unit running efficiently. Interior air conditioning unit filters are changed by FGSH at least twice per year.

#### Cold Weather Procedures

Often during the winter months, the temperatures can drop below freezing (32° F or 0° C). At these low temperatures, pipes can freeze and burst causing damage. When the temperatures drop below freezing, please make sure the thermostat in your apartment is turned to heat and is set on at least 65° F. Residents should also open the cabinets under the sink to expose the pipes to the warmer air in the apartment. These simple measures can make all the difference in preventing pipes freezing/bursting.

#### Internet/Computer Support

Every apartment has a physical Ethernet connection. The FRC, Laundry Mart, and all FGSH neighborhoods have wireless internet accessible with an OSU username/password. Due to University policy, residents may not connect a personal wireless router to the network in order to get wireless internet access in the apartment/room. For other policies concerning the University network and internet usage, please visit <http://it.okstate.edu/policies>.

Tampering with network equipment provided by the University is prohibited in FGSH. Removing or tampering with the wireless access point in your apartment may cause outages and reliability

issues to the network. If a Primary is found to have tampered with OSU network equipment he/she will be fined according to the following:

1<sup>st</sup> time: \$50

2<sup>nd</sup> time: \$100

3<sup>rd</sup> time: \$150

In addition to the charge schedule above, the Primary is subject to immediate contract termination and/or any other charges deemed necessary by Housing and Residential Life.

### Cable TV

All apartments are equipped to receive cable television. Basic cable charges are included in the rental rate. Residents should report any service interruptions or outages using the form found at [www.reslife.okstate.edu/cable](http://www.reslife.okstate.edu/cable).

If a resident would like to subscribe to Premium channels such as HBO, Starz, etc., he/she should contact Suddenlink Cable at (405)377-7785, as these channels are billed directly to the resident by Suddenlink Cable. When corresponding with Suddenlink, the resident must be sure to give them the name of the neighborhood in which he/she lives.

Most televisions manufactured in recent years are equipped to receive digital cable. For televisions that are cable-ready, a single coax cable is all that is needed to connect the wall outlet to the back of the television. If a resident has a television that is not equipped to receive digital cable, the resident can contact Suddenlink Cable to rent a digital cable converter box.

### Telephones

Optional digital telephones are available in every apartment by request. Residents are responsible for paying any fees for the services they request. For more information about pricing and services, visit <http://www.telecom.okstate.edu>.

### Garbage Collection

Garbage is collected in the FGSH area two times per week. Large dumpsters are provided near each apartment. Residents should frequently empty garbage into the dumpster to reduce the chance of drawing insects into their apartment. All garbage placed in dumpsters should be in bags to prevent attracting flies. Trash may not be placed in the breezeway to be carried to the dumpster later; all trash must be placed in the dumpster.

### Maintenance Requests

All maintenance requests for apartments and/or university-owned furnishings/appliances should be called in to the ResLife Facilities Office at (405)744-8510 between 8am and 5pm,



Monday thru Friday. Calls received after normal business hours will be directed to voicemail; residents should leave a voice message, and a staff person will attend to all after-hours requests the next business day. All service requests will be prioritized and repairs made accordingly.

For after-hour-emergency repairs, residents should call the Physical Plant Work Control Desk (405-744-7154) or their neighborhood Apartment Assistant. Emergencies are situations where there is immediate threat to life, health, or property. When calling the Work Control Desk after hours, residents will hear a series of voicemail prompts; after leaving the information the prompt asks for, press '#' on the phone to move to the next prompt.

### Energy Conservation

Oklahoma State University is doing all it can to keep costs down by updating equipment, performing conservation-related maintenance, and by supporting energy conservation as a long-range goal. FGSH residents are expected to do their part in cutting energy consumption whenever possible. FGSH recommends thermostats should be set to no more than 68°F in the winter and no less than 78°F in the summer. Further, residents should report any energy wastes in their apartment, such as leaky faucets and drafts around doors and windows, to the ResLife Facilities Office at (405)744-8510 so they can be corrected.

### Speed Limits

For safety reasons, posted speed limits must be strictly observed. In the FGSH area and on the OSU campus, the street speed limit is 20mph unless otherwise designated. The speed limit in all parking lots is 10mph. The FGSH area is a residential neighborhood, and vehicle speeds must be reduced to posted limits. Drivers should be aware that there are children playing in the area, and adults frequently travel to class and home across streets at many points.

### Car Maintenance

Space to conduct car maintenance is limited in the FGSH area. Vehicles raised on jacks or ramps must be safe and attended at all times. It is against OSU and Environmental Protection Agency regulations to dispose of vehicle fluids except through authorized disposal means. Car washing is conveniently available through many outlets in the Stillwater community.

### Laundry Facilities

FGSH has two laundries for residents' use. The first is the Laundry Mart, located at the corner of Walnut and McElroy. Card swipe access is required to enter the building. All FGSH residents can get card swipe access to the building. The Laundry Mart is air conditioned and is equipped with 56 regular washers, 4 triple capacity washers, 34 thirty-pound capacity dryers, two currency and coin changers, and a detergent/bleach machine. There are folding tables and rolling laundry baskets available for residents' convenience. The Laundry Mart has free WiFi. The

Laundry Mart cannot provide change to customers except through the change machines located in the building.

The second laundry facility is the Brumley Laundry, located at the west end of the Brumley Complex (Building 123). The Brumley Laundry is open 24 hours a day and has eight regular capacity washers including one front loader, six stacked regular capacity dryers, folding tables, and a clothes rack.

For service of machines or to report any concerns at either laundry facility, please inform the Laundry Mart attendant on duty or call the ResLife Facilities Office at (405)744-8510.

### Washing Hints

Laundry must be removed from the machines as soon as it is finished.

### Damages

Any cost of damages resulting from overloading of machines will be charged directly to the person involved. Users are responsible for all clothing stains as a result of using any FGSH washers or dryers.

## Safety Issues

### Safety Tips for Residents

The OSU Department of Environmental Health Services (EHS) wishes to welcome to you to the campus and your life in FGSH. EHS offers the following safety tips to all FGSH residents:

- As life sometimes goes, emergencies may occur. The emergency number for fire, police, or ambulance is 911.
- The names and contact information for local doctors can be found in the Yellow Pages of your telephone book. Once residents have established a local doctor, they should keep the doctor's telephone number in a handy place.
- To prevent falls, it is recommended that residents do not stand on chairs to hang draperies or reach items in cabinets. Residents should use a small stepladder, step stool, or other device designed for climbing.
- When washing dishes, residents should be sure that knives and other sharp objects are not placed in the sink. Sharp objects should be washed separately, as many injuries occur every year due to sharp objects being touched in the sink while washing dishes.
- If you place your own carpet in your apartment, carpet edges should be anchored down with anything that will not damage the tile and small rugs should be fixed with anti-skid backing to prevent falls.

For additional information on safety tips, please visit the Department of Environmental Health Services website at [www.pp.okstate.edu/ehs](http://www.pp.okstate.edu/ehs).

### Natural Gas Leaks

Natural gas has an odor much like that of rotten eggs. If a resident smells natural gas in or around any FGSH facility, he/she should immediately call the ResLife Facilities Office at (405)744-8510. After hours, during holidays, and on weekends, residents should call the OSU Police Department at (405)744-6523. Further, the resident should take the following precautions:

- Do not turn electrical switches on or off.
- Do not smoke or light matches.
- If the odor of gas is exceedingly strong, open the doors and windows and get out of the building. Place your phone call from a friend's apartment or house.

### Severe Weather

Oklahoma is well-known for its unpredictable and sometimes severe weather. Severe thunderstorms can produce tornadoes, strong winds, hail, and substantial rain. While the spring is the most common time for severe thunderstorms, they can occur at any time during the year. It is important that residents understand what to do in advance of severe weather instances. **It is the responsibility of each resident to be aware of the possibility of severe weather.** Check <http://reslife.okstate.edu/fgsh> for detailed information about what to do during severe weather.

Residents should not call the Stillwater Emergency Management Office or the OSU Police Department unless the resident has an emergency—the Stillwater Emergency Management Office and Police Department phone lines are needed for emergency information purposes during these times. In a severe weather emergency, as in most emergency situations, prior training and preparation can well mean the difference between injury and non-injury for all residents.

In case of storm activity, the OSU Police Department opens some on-campus buildings for use as a storm shelter by the general public. These buildings are open to anyone in the community who needs shelter, and they fill up very quickly. Please check <http://safety.okstate.edu/severe-weather> for a list of current public storm shelters.

## Family & Graduate Student Housing / University Services

### FGSH Resident's Advisory Council

The FGSH Resident's Council is a group of FGSH residents who serve as representatives of the individuals, families, students, staff, faculty, and other residents who live in FGSH at OSU. The Council is not a governing board but rather is *advisory* in nature, which means that the Council helps give suggestions and input to FGSH and ResLife staff. Council members' names and contact information are listed online at <http://reslife.okstate.edu/fgsh> and in the Newline newsletter. Residents are encouraged to contact the Council with any questions, issues, comments, or suggestions in regard to living in FGSH.

### Student Academic Services

There are a number of academic services available to OSU students; students should check with the Learning and Student Success Opportunity (LASSO) Center (<https://lasso.okstate.edu/>) or contact their college's student services center for help with any academic issues.

### Counseling Services

University Counseling Services is composed of the ADA Compliance Office, Alcohol and Substance Abuse Center, Career Resource Center, Student Counseling Center, Student Disability Services, and Student Conduct Education and Administration. Efforts are made to maximize opportunities for students to benefit from academic experiences both in and out of the classroom. It is a goal of these offices to help make the environment beneficial to the intellectual, emotional, and physical development of students. University Counseling Services supports the OSU mission through efforts to assist students in improving the quality of life so that personal and intellectual growth can be fostered, values can be clarified, and knowledge can be interrelated for use in improving the campus and larger environments for future generations. For more information about University Counseling Services, visit <http://okstate.edu/ucs/>, go to 316 Student Union, or call (405)744-5458.

### Blue Light Emergency Phones

Over 60 Blue Light Emergency Phones are located at various locations throughout the main campus with an additional ten in the Greek Life community. These phones provide immediate, 24-hour contact with University Police dispatch in case of an emergency.

### Family Resource Center

The Family Resource Center (FRC), located at 719 North Walnut, offers assistance to families and campus residents as they get settled on campus in the Stillwater Area. A portion of FGSH rent monies pays for the FRC; the FRC uses this money to purchase supplies, including food, for FRC and FGSH programs. The FRC is open to ALL FGSH residents, including single students, graduate students, couples, and families. The FRC offers programs for adults and children,

including academic programming, after school programs for children, lending programs, English classes, and referral services. The FRC also has a pool table, foosball table, ping pong table, big screen TV, and a 24-hour computer lab and printer for residents to use. Further, the FRC offers a Shopping Shuttle service with front door drop-offs to local grocery stores. More information about the FRC, including information about programming schedules, can be found at <http://www.reslife.okstate.edu/frc> and at [www.frc.okstate.edu](http://www.frc.okstate.edu).

All FRC programs are free to FGSH residents. The FRC is open Monday thru Friday from 8am-12am; and Saturday thru Sunday from 2pm-12am. During June and July the FRC will be open 4pm-12am on Saturdays and Sundays.

### Apartment Assistants

Each of the six FGSH neighborhoods has an Apartment Assistant, or AA. AA's are responsible for providing services to help all FGSH residents adjust to a new environment, enhance their academic experiences, and encourage residents to take advantage of the cultural diversity that exists at OSU. Each AA is a liaison between the FGSH residents and the FGSH and Family Resource Center (FRC) administration. AA's are responsible for handling a variety of concerns, including enforcing policies, helping residents negotiate loud neighbors, or giving simple directions to the grocery store. AA's also organize monthly neighborhood gatherings to help all residents get to know their neighbors and adjust to academic life. Residents can expect a FRC bimonthly publication, known as the *Newsline*, on their door every two months. The *Newsline* provides information about upcoming events at the FRC, highlights things going on in the neighborhoods, provides contact information for the AA's and other useful information. The FRC website also provides useful information and a way to contact AA's ([www.frc.okstate.edu](http://www.frc.okstate.edu)).

The names and contact information for each of the six AA's can be found in the FRC *Newsline* and online ([www.frc.okstate.edu](http://www.frc.okstate.edu)).

### Assistant Residence Directors, Assistant Residential Community Educators, and Housing Coordinators

There are two Assistant Residence Directors (ARDs), two Assistant Residential Community Educators (ARCEs), and two Housing Coordinator (HCs) in the FGSH area. All FGSH ARDs, ARCEs, and HCs reside in FGSH and have an office at the FRC. ARDs are responsible for supervising the Apartment Assistant program. ARCEs and HCs are responsible for assisting the FGSH Assistant Director in overseeing all residents, staff, facilities, and programs, and marketing in the FGSH community. Further, each ARCE and HC is assigned a specific area for which they are responsible. Following is a description of each ARCE/HC area:

Youth and Family Programs Assistant Residential Community Educator: The YFP ARCE

coordinates programming for children, adolescents, and families at the FRC, including after school programs, preschool programs and teen events.

Community Development Assistant Residential Community Educator: The CD ARCE coordinates programming for adults at the FRC, including language programs, social programs (such as craft classes, cooking demonstrations, etc.), and demographic-specific programs (such as Women's Night, Men's Night, and Couples' Night).

Housing Coordinator: The HC is primarily responsible for addressing policy issues, student conduct situations, and supervising the ARDs who oversee the Apartment Assistant (AA) program. The HC is also responsible for assisting with apartment inspections and facility checks as needed.

Programs Housing Coordinator: The Programs HC is responsible for overseeing all YFP and CD programming at the FRC and supervising the YFP ARCE and the CD ARCE. The FRC Programs HC also provides information to families regarding resources and services in the surrounding community (including schools, childcare, etc.) and parent education programs.

### Garden Plots

For the convenience of residents, 10'x10' garden plots are available for rent. The garden plots are located on the north side of the Williams Apartments. Each spring, residents have an opportunity to sign up for one or more garden plots. Plots are assigned and renewed each year. Residents are asked to pay a small fee per plot to help offset the cost of plot maintenance. Contact the Family Resource Center at (405)744-6539 for additional information.

### Shopping Shuttle

The FRC offers a Shopping Shuttle service with front door drop-offs to local grocery and international food stores. The Shopping Shuttle is free for all FGSH residents and runs three days per week. For more information about the Shopping Shuttle, contact the FRC at (405)744-6539.

### Bus Service

The BUS is the campus and community transit service operated by the Department of Parking and Transit Services at OSU. Currently, a number of transit routes are serving locations on the OSU campus and throughout the Stillwater community. Daytime routes run from 6:30am to 7pm and nighttime routes run from 7pm to 10:30pm. The BUS operates Monday thru Friday, and all BUS routes are FREE to OSU students, faculty, and staff. For more information about The BUS, please visit the Parking and Transit Services website at [www.parking.okstate.edu](http://www.parking.okstate.edu).

### Brumley Community Center

The Brumley Community Center is available for all FGSH residents to use for holding small

functions (50 people and under). It is primarily intended for personal gatherings such as birthday parties, wedding showers, or graduation parties. Use of the Brumley Community Center is free of charge for all FGSB residents. Reservations can be made up to two weeks in advance; reservations must be made in person at the FRC. Residents interested in renting the Brumley Community Center should go to the FRC for more information.

### University Dining Services

University Dining Services (UDS) provides students and FGSB residents with meal services in over 30 on-campus dining options. UDS offers a special variety of meals from around the world as well as traditional American meals. For more information regarding meal plans, please call (405)744-4424. Learn more about on-campus dining locations by visiting <http://dining.okstate.edu/>.

### Colvin Recreation Center

Students and faculty have access to the Colvin Recreation Center, located on the OSU Campus. The \$23 million, 240,000 square-foot Colvin Center offers activities for students, faculty, and staff and is one of the best facilities for sport, recreation, and fitness in the nation. For more information about the Colvin Center, visit <http://campusrec.okstate.edu/>.

### Medical Care

Medical care for students is available at University Health Services (UHS), located on Farm Road next to Iba Hall. Contact UHS for information regarding health care services available for spouses and dependents. For more information about UHS, call (405)744-7665 or visit <http://www.okstate.edu/UHS/>.

## **Stillwater Services**

### Driver's Licenses/Training

Being able to drive is important for many, even when living on campus. All drivers must have an Oklahoma Driver's License in order to drive in the State of Oklahoma. Contact the OSU Police Department (405-744-6523), the Family Resource Center (405-744-6539), or the Housing and Residential Life Office (405-744-5353) for additional information on Oklahoma travel or vehicle use.

### Vehicle Insurance

Oklahoma State Law requires that all drivers must have car insurance; this provides a financial safety net in the case of personal injury or property damage. The penalties for driving without car insurance are serious. For more information about car insurance, contact an insurance agent (see the Yellow Pages of the phone book for contact information).

### Taxi Service

Taxi service is limited in the city of Stillwater. Check the Yellow Pages of the phone book for contact information for taxi services.

### Dining Out

Stillwater offers a wide variety of fast-food and full-service restaurants. Visit <http://www.stillwaterchamber.org> or <http://www.visitstillwater.org/> for more information about local restaurants.

### Family Recreation

Excellent facilities exist in the Stillwater area for family sports and recreation.

- Lake Carl Blackwell, managed by OSU, is located 10 miles west of the city on State Highway 51. It is a popular center for boating, fishing, swimming, water skiing, picnicking, and camping. For more information, visit <http://www.lcb.okstate.edu/>.
- Boomer Lake Park is a City of Stillwater recreation area. Located three miles north of the OSU campus, it is also a favorite spot for sun tanning, jogging, walking, frisbee tossing, picnicking, and other sports.
- Stillwater boasts 10 parks, located throughout the municipal area. The largest of these, Couch Memorial Park, is located in the southeast section of the city and has facilities to make family outings a real pleasure. To learn more about city recreation facilities, go to <http://stillwater.org/parksandrec.php>.
- Stillwater also has a local YMCA, located at 204 South Duck St. The YMCA has programs for families and groups of all ages. There is a fee involved to participate in these activities. For more information about the facilities and fees, go to <http://www.stillwaterymca.org/>.

### Hospital Care

Stillwater Medical Center is located at 1323 West 6th Street and offers full emergency room and hospital facilities. For more information, call (405)372-1480 or visit <http://www.stillwater-medical.org/>.

### Child Care

There are many privately owned day care centers and home day care centers in Stillwater. Please consult the Yellow Pages of your phone directory or the local Department of Human Services Office for contact information.

### Public Schools

Children in FGSH attend Stillwater Public Schools. School bus transportation is provided from the FGSH area to Will Rogers Elementary school as well as to the middle school, junior high, and senior high schools. Contact Stillwater Public Schools at (405)533-6300 or visit



<http://www.stillwater.k12.ok.us> for information about how and where school-age children should register for school.

### Shopping

Stillwater has many shopping centers available for area residents. The Student Union also has shops located on the first floor near the food court. The FRC Shopping Shuttle offers regular stops to major Stillwater shopping centers three times per week.

### Voting

The Payne County Election Board is located in the County Courthouse on 6th Street between Husband St. and Duncan St. For information concerning voter registration in Oklahoma, call (405)624-9300. Residents may register to vote on the OSU campus at the following locations:

- 201 Whitehurst Hall, Office of the Vice-President for Student Services
- Student Union, Office of Student Affairs Reception Area
- Student Union, Student Government Association Office

### Wellness Center

The OSU Seretean Wellness Center, located at 1514 W. Hall of Fame St., provides a great opportunity to assist Stillwater resident and OSU students, faculty, and staff in maintaining good physical and mental health. Personal assessment and screenings are available at the center for a nominal fee. Contact the Seretean Wellness Center at (405)744-9355 or visit <http://wellness.okstate.edu/>.



# Family & Graduate Student Housing

## Policies and Procedures / Resident Handbook

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