Housing and Residential Life

Facilities Management Tool Kit

Residential Life Facilities Management
Monday – Friday, 8 am to 5 pm
(405) 744-8510
reslifefacilities@okstate.edu

OSU Facilities Management Work Control
Evenings, Weekends, and Holidays
(405) 744-7154
Facilities – by the Numbers

- 31 Residence Halls
  - 7 Traditional
  - 13 Suite
  - 11 Apartments
- 25 Elevators + 1 ADA lift (KD Mezzanine)
- 6 Family and Graduate Student Housing Neighborhoods
  - 584 FGSH Apartments
- Over 2.5 million square feet of space

Campus Partners

Facilities Management: Housing and Residential Life partners with OSU Facilities Management for the completion of most of the work orders needed in housing. This includes work requests made by residents, routine maintenance, preventative maintenance, minor renovations, and some disaster relief.

Other services provided by OSU Facilities Management includes: trash and recycling, pest control, paint, carpet/flooring, appliances, keys and hardware, energy management, grounds and landscaping, carpentry, signs, elevators, fire safety, and construction services.

Housing and Residential Life Facilities Crew: This student crew is led by the Warehouse Supervisor, and is responsible for moving furniture and small fix-its.

ABM Services: Housekeeping and janitorial services are provided by ABM Services, an independent contractor.

Long Range Facility Planning: If there are any large renovation, remodeling, or construction projects, they are all completed with the cooperation of Long Range Facility Planning. This ensures consistency throughout campus, and adherence to the design standards of OSU.
COVID-19 Updates

As of July 6, 2020, OSU and Housing and Residential Life is making modifications to the facilities to encourage social distancing, and proper use of the facilities. This is a situation that is constantly evolving, therefore protocols, means and methods are also constantly evolving. Housing and Residential Life Facilities Management will make every effort to update staff as needed and as the situation dictates.

This list includes, but is not limited to:

- Installing social distancing markers at all front desks
- Designating and installing signage for doors to be entrance or exit only
- Designating and installing signage for stairwells to be up or down only
- Installing elevator signage to limit the number of riders
- Installing signage above water fountains and water-bottle fillers to ask users not to touch their tongue or water-bottle to the fountain and to use at their own risk.
- Installing signage in bathrooms to encourage proper hand washing.
- Installing signage to ask residents to not leave personal cooking or eating utensils in the community kitchens.
- Locking all community lounges, study rooms, and other gathering spaces that can be secured.
- For areas that cannot be locked or open-spaced common areas, couches and some seating will be inaccessible to encourage social distancing.
- Installing and utilizing stanchions to provide directional traffic flow in high-traffic areas.
- Installing plexiglass shields on all service desks and most staff desks.
- Installation of hand sanitizer stations in high-traffic areas
- ABM Services will increase the cleaning frequencies:
  - Community Bathrooms: twice a day, Mon-Fri; once a day, Sat and Sun
  - Public Bathrooms: once a day, 7 days a week
  - High-Traffic Touch Points: several times a day
Cable TV Issues

OSU provides basic expanded cable in the residence halls and community spaces. It is provided by Apogee, and also offers streaming capabilities. To report issues, call 833-548-6849, or visit support@mycampusvideo.com or http://help.mystream2.com

Candles & Incense

Burning candles and incense, as well as kerosene lamps and other flammable liquid fueled devices, are prohibited in all University owned housing. Decorative candles must have non-burned, clipped wicks, or be wickless. Incense, as well as being a fire hazard, can also be an eye and respiratory irritant. To ensure the safety and comfort of our community, Housing and Residential Life prohibits these items.

Common Area Kitchens

Housing and Residential Life provides community kitchens in many halls. These are a convenience for the residents of the floor/hall. The residents are responsible for keeping the kitchen clean, including keeping the dishes done, and leaving no food out to attract pests and produce odors. Residents should put their names on any food items left in the refrigerator and/or kitchen area. ABM Services WILL NOT remove any food or personal items from the kitchen area, including pots, pans, silverware, etc. This is the responsibility of the community and hall staff to self-monitor. ABM Services WILL NOT clean the kitchen if any personal items are left in the open. They will clean if personal items are stored properly. ABM will empty trash receptacles on a regular basis.

COVID Update: Residents will not be allowed to store cooking items, eating utensils, etc. in the common kitchens. This is being done to lower the possible spread of COVID.

Decorating the Halls

Hanging Items on the Wall: The residents call our campus home, and we want them to feel safe and secure in their living environment. This includes decorating their spaces to provide a personal touch. To hang items on the walls, we encourage the correct use of 3M Command Strips. When used properly, they do not cause damage to walls. Please read the instructions provided and follow them directly. It has been found that the 3M branded products work best, as compared to off brands of the same type of product.
Please leave Command Strips in place when checking out. Facilities Management staff will remove all command strips during summer maintenance. Nails are not allowed. Residents may be charged damages for improper removal or unauthorized products being used.

**Postings in the Halls:** All posted materials require authorization from Housing and Residential Life or Campus Life prior to posting. Unauthorized postings will be removed. All posters, flyers, or other notices must be hung using **blue painters tape**. Magnets may also be used in areas with metal doors. No other adhesive is permitted. This includes duct tape, packing tape, clear tape, masking tape, etc.

**Elevators**

There are 25 elevators in use at any given time in Housing and Residential Life, and the ADA lift in the Kerr-Drummond Mezzanine. This does not include any freight elevators that may be used by University Dining Services.

**Elevator is not working and a person is stuck inside:** Persons stuck inside often use the call button to notify OSUPD. If you are made aware of someone trapped in an elevator, call OSUPD immediately! OSUPD will contact OTIS and Work Control. If Work Control receives a call about an entrapment from OSUPD, they will notify the duty phone so that staff are alerted to the situation.

**All other elevator issues:** Contact Facilities Management and report the issue. Work Control will call OTIS.

**Personal item dropped down the elevator shaft:** Between 4:30 pm and 8 am, Monday through Friday and over the weekend/holidays, items dropped down elevator shaft will not be collected until next business day. Most items will be returned to the Housing and Residential Life office in Iba Hall. Calls for dropped items may result in $100 charge on their bursar account.

*COVID Update: the number of passengers in an elevator is limited to 1 to 2 individuals.*

**Energy Management**

OSU and Housing and Residential Life is committed to a responsible use of resources. This includes taking part in an active energy reduction campaign. However, we do allow residents to have the ability to control the thermostat and temperatures of their living environments. This is their home, and we want them to be comfortable.
Energy Managers are assigned to each building/area and are routinely in the facilities taking readings and measurements. During holidays and breaks, the temperatures in common areas and unused public spaces may be adjusted to provide energy and cost savings.

Residents are encouraged to follow these guidelines to maximize energy savings:

- **When residents are not home:**
  - Unplug it. This includes unplugging unused appliances, charging cords, etc.
  - Turn it off. Turn off lights.
  - Close the blinds and tilt them upwards.
  - The recommended temperature setting is 68-75 degrees Fahrenheit, year-round. This is the best setting to avoid mold and mildew issues.

- **When a unit is unoccupied or vacant for long periods due to holidays or other breaks:**
  - Unplug it. This includes unplugging unused appliances, charging cords, etc.
  - Turn it off. Turn off lights.
  - Close the blinds and tilt them upwards.
  - Take out any trash and clean the refrigerator/kitchen of any food that might spoil.
  - Unoccupied setting is 68-75 degrees Fahrenheit, year-round.

To learn more, please visit [http://energy.okstate.edu/](http://energy.okstate.edu/).

**Extension Cords**

Any electrical extension cord that is used must be 14 gauge or heavier. Do not nail extension cords to walls, place them under rugs or beds, string them on pipes, etc. Periodically inspect all cords and appliances for cracks or other defects. Please be aware that overloading an electric circuit with too many appliances can cause problems.

**Fire Safety**

Each residence hall room and FGSH apartment is equipped with a smoke detector. Smoke detectors in rooms are inspected regularly by OSU Fire Safety staff.

**Sprinkler systems** have been installed for added safety in all residence halls. To make the sprinkler system as effective as possible:

- Sprinklers must never be painted
- Nothing may be hung for the sprinkler piping or sprinkler heads.
- Sprinkler heads may never be obstructed or altered.
- Nothing may be stored within 18 inches of the sprinkler head.
- Frisbees, footballs, baseballs, etc. are not to be thrown in rooms, hallways or other public areas.
- Please report any suspected damage to OSU Facilities immediately.

**Smoke Alarms** By a mandate of the State Fire Marshall, an action plan has been adopted by OSU and Housing 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 resident(s) being assessed a $500 fine (if the room is multiple occupancy, then each resident will be charged accordingly). The resident(s) will also go through the Departmental conduct process. A subsequent offense will result in a $500 fine, the resident(s) will be removed from Residential Life housing, and the housing contract(s) must be paid in full, an incident report will be forwarded to OSU Police 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 Conduct Education and Administration Office.

If at any time the smoke detector starts beeping periodically, it may mean that the battery is low. If this happens, please contact Residential Life Facilities at 405-744-8510, and they will send a crew member to replace the battery. Please do not replace the battery yourself.

**Fire Extinguishers** There are fire extinguisher units in all of the halls, and located in the breezeways in apartments and FGSH units. These are serviced regularly. If a unit is discharged for any reason, please report it to Residential Life Facilities so it can be recharged. If a unit is discharged as part of a prank or other non-fire related incident, the resident(s) found responsible may be assessed a fine, be responsible for clean-up and recharging expenses, and may be referred to the Departmental conduct process.

**Other Fire Safety Measures** SmartBurners have been installed on all stove tops in Kamm, Peterson and Friend Halls. These safety burners will not allow food or other material that comes in contact with the burner to catch fire. SafeTSensors have been installed on all common area microwaves. These sensors detect when smoke is present, and automatically shuts off the microwave before a fire can begin.

**Furniture**

All University owned furniture is designated for use in the space to which it is assigned. The removal of furniture from its designated location is prohibited. At no time may furniture be removed from the room-suite/apt or left outside the unit on a balcony or porch. If furniture pieces are missing or damaged, charges may be assessed.
The Department operates three warehouses to store furniture and other needed materials. If you are in need of furniture, please contact us to see what is available in our warehouses. We also coordinate with OSU Facilities Management to repair broken pieces to put them back into circulation.

The Department of Housing and Residential Life strongly discourages residents from purchasing used furniture and placing it in a hall, suite, or apartment. Residents who bring to campus furniture that contains pests will bear remediation costs to rid residential space of the pests.

The only approved loft for use in the halls can be rented from University Student Services. You can find more about them at: https://www.universityandstudentservices.com/140.html. Homemade lofts and other pre-made lofts are not permitted in Housing and Residential Life.

**COVID Update: We made some furniture inaccessible in the floor lounges, building lounges, study spaces and gathering areas. This is being done to encourage social distancing.**

**Garbage Disposals**

All apartments on campus come equipped with a garbage disposal. There are also disposals in the common areas kitchens of many halls. Please follow these simple guidelines for successful operations of a garbage disposal.

1. Make sure there are no other items in the garbage disposal before use (such as silverware or any of the items listed below).
2. Turn on the cold water and leave it running while using the disposal.
3. Please food in the disposal (right side of the sink).
4. Turn on the garbage disposal switch, and leave it on for 5 to 10 seconds. There will be a loud noise.
5. Turn off the disposal.
6. Turn off the water.

**Do not put these items in a garbage disposal:**

- Rice and pasta
- Animal bones
- Grease
- Egg Shells
- Any kind of stringy or tough-peeled vegetable. Such as: asparagus, lettuce, celery, potato peels.
- Any non-food item.
What to do if your disposal stops working?

There is a reset button on the bottom of the disposal unit, located under the sink. Push this reset button, and then try to turn on the disposal. If it still does not function properly, please contact Housing and Residential Life Facilities Office at 405-744-8510 to submit a work order.

Grilling

Charcoal and propane grills are not allowed to be used in any facility, including porches and balconies. Charcoal, lighter fluid, and pre-soaked charcoal cannot be stored in any residential facility. There are some permanently mounted grills located throughout campus that may be used for outdoor grilling. Grills themselves are also not to be stored inside any facility. Housing and Residential Life Facilities stores unused grills, and these can be requested for an event by submitting a work order.

Outdoor storage lockers are located at Village CASNR, Wentz Hall, Stout Hall, Griffith Community Center, Pattillo Community Center, and Bennett Hall. They are padlocked and the keys should be at the front desk locations. These are outdoor non-flammable/non-corrosive storage options where charcoal or lighter fluid can be stored year round.

Holiday Decorations

For the safety of the community, no live cut Christmas trees or greenery are permitted, lighting/wiring may not stretch across doorways or across common areas, and decorative lighting must be turned off when unattended. Decorations may not cover more than 1/3 (33%) of door and surface area, be three dimensional, nor obstruct the peep hole or the room number. Decorations deemed unsafe by Housing and Residential Life may be removed.

Homecoming

Homecoming is a special time on the OSU campus. The residents participate in a number of ways, including decorating in and around the halls/neighborhoods.

Lights: Orange lights are strung in rooms, in lobbies, and in the surrounding areas to celebrate Orange Reflections. Follow all manufacturer’s instructions! If it says no more than three strands in a row, follow these instructions so circuits aren’t overloaded and to avoid fire danger. Do not string extension cords across sidewalks or any other traffic path. Please contact the FMO at least two weeks prior to Homecoming to check all outdoor electrical outlets.
Sprinklers: If the grounds surrounding the hall/neighborhood has automatic sprinklers and you wish for them to be turned off during this time, please contact the FMO at least two weeks prior to arrange this.

Signs: Another part of Homecoming tradition are the spirit signs. These can be displayed in the hall or on the grounds. They are not to be placed on any roof, walkway, or other path of egress. If they are being staked in the ground, please be aware that there are underground electrical, gas, water, and telecom lines buried underground.

Painting Windows: If windows and doors are painted during Homecoming, they must be cleaned by the Tuesday following Homecoming Saturday. ABM Housekeeping will not clean these windows. It is the responsibility of the residents. Caution should be taken when cleaning windows. Do not allow window cleaner to drip onto the floors, concrete, bricks, stone, or stucco. This could permanently stain the finishes, and damage charges could ensue.

Painting, Glue, Glitter, Crafts: When painting elements for Homecoming (or any other special project) please do not paint on the ground/floor without using a proper drop cloth and allowing for ventilation. The picture to the right is an example of how NOT to paint. Please use caution when using glue, hot glue, or any adhesive product. Again, please use a proper drop cloth and in an area of proper ventilation. Glitter is not allowed!

Before committing time and resources to any special event or project, please contact the Facilities Management Office. We are happy to help you plan, and to coordinate any facility-related needs the project might entail. Fail to plan – then plan to fail.

Keys, Lock Changes, and Repairs

OSU Facilities Management Key Shop provides service for keys and locks on campus. Keys are rarely an emergency, but emergency lock changes may be needed to provide safety and security to our residents.

Laundry

Housing and Residential Life provides laundry facilities in all of the halls. In single student housing, the fees associated with the laundries are included in the room rate, so no coins are needed to operate the machines.
There are detailed instructions on each machine on how to report an issue. Please follow these instructions carefully to ensure the most efficient service possible.

Family and Graduate Student Housing has two laundry facilities available for use. They are the University Laundry, located at the corner of Walnut and McElroy Streets, and the Brumley Laundry, located in the Brumley neighborhood. Both are coin operated machines. There are large capacity washers available in the University Laundry. Both are open 24 hours a day, 7 days a week.

**Light Bulbs**

All OSU lighting fixtures were retrofitted with LED technology during Summer 2016. These bulbs have an average ten-year life span. However, there could still be issues with bad bulbs, etc. Please submit a work order for any lights that may be out or malfunctioning. OSU does not replace light bulbs in resident’s personal lamps or devices.

**Loss of Personal Property**

OSU Housing and Residential Life is not responsible for loss of personal property due to loss of utilities, natural events, and so on. If a resident would like to file a claim, they may do so by contacting the Oklahoma State Risk Management Office at 405-521-4999. They will provide information as to how to complete a claim. Some residents may also be covered under their parent or guardian’s home owner’s policy. We do encourage all residents to consider purchasing a renter’s insurance policy.

**Mold**

**What is mold?** Molds are fungi: simple, microscopic organisms, present virtually everywhere, indoors and outdoors. They can grow on virtually any substance, providing moisture is present. There are molds that can grow on wood, paper, carpet and foods. Molds are needed to break down dead material and recycle nutrients in the environment. Mold growth on surfaces can often be seen in the form of discoloration, frequently green, gray, brown, or black, but also white and other colors. Molds release countless tiny, lightweight spores, which travel through the air.

**How am I exposed to indoor mold?** It is common to find mold spores in the air inside buildings and on most indoor surfaces including clothes, walls, and furniture. Most of the time mold spores found indoors come from outdoor sources. Frequent cleaning of your room/unit and furnishings helps keep these levels low. Cleaning small areas of visible mold, such as mold that may occur around your shower, is necessary to prevent unsanitary conditions.
Where does mold grow? Molds are found in virtually every environment and can be detected, both indoors and outdoors, year round. For molds to grow and reproduce, they need only a food source (any organic material, such as leaves, wood, paper, or dirt) and moisture. Outdoors they can be found in shady, damp areas or places where leaves or other vegetation is decomposing. Indoors they can be found where humidity levels are high, such as basements or showers.

Molds will grow and multiply whenever conditions are right. Be on the lookout for common sources of indoor moisture that may lead to mold problems:

- Flooding
- Leaking roofs or windows
- Water sprinkler spraying onto buildings
- Plumbing leaks
- Overflow from sinks or toilets
- Moldy shower curtain
- Damp basement or crawl space
- Steam from shower or cooking
- Humidifiers or air diffusers
- Wet clothing drying indoors or clothes dryers exhausting indoors
- Discoloration of walls and ceilings can be an indication of moisture problems
- Weather conditions: heavy or flooding rains, large snowfall, high outdoor humidity

Can mold become a problem in my room? Yes, indoor mold contamination can be extensive and can cause high and persistent airborne spore exposures. Persons exposed to high levels can become sensitized and develop allergies to the mold or other health problems. Mold growth can damage your furnishings, carpets, and cabinets. Clothes and shoes in damp closets can become soiled.

Health Effects The vast majority of people are exposed to small amounts of mold or their spores on a daily basis without evident harm. However, mold growth inside a room is an unsanitary condition that may present potential health risks to any occupants. Therefore, it is always best to identify and correct high moisture conditions quickly before mold grows and possible health problems develop.

How can I tell if I have mold in my room? You may suspect that you have mold if you see discolored patches, cottony or speckled growth on walls or furniture, or if you smell an earthy or musty odor. Evidence of past or on-going water damage should also trigger a more thorough
inspection. You may find mold growth underneath water-damaged surfaces or on walls, floors, or ceilings. Mold can often be confused with dirt and dust build up. If any type of mold is suspected, please alert the appropriate Facilities Management Office and their trained staff will conduct and evaluation.

How can I prevent indoor mold problems in my living space?
Here are some suggestions:

• Report any water or moisture issues immediately. This includes any leaks behind a toilet or under sinks, dripping faucets, wet carpet, leak from a ceiling or air vent, moisture under tiles.
• If your bathroom is equipped with an exhaust fan, be sure to turn it on when taking a bath or showering, and leave it on until the bath/shower is over and all steam has left the room. Steam from a shower can also cause the fire alarm to activate.
• When you do use the shower, make sure to use a shower curtain and keep the curtain inside of the bath/shower to prevent water from collecting on the floor.
• After using the shower, it is best practice to pull the shower curtain across the tub/shower enclosure so that it has plenty of space to dry. Leaving the curtain bunched together does not allow it to dry properly, and encourages mold growth.
• If your room/unit is equipped with a ceiling fan, please leave it on LOW. This helps circulate the air, which in turn, helps to dehumidify the area.
• It is important to inspect your shower curtain for mold. If you do find mold on your shower curtain, please clean it with a shower cleaner, launder it if it can be washed and dried, or remove it and install a new one.
• Whether you are cooking in your apartment or in a community kitchen, please use the exhaust hood above the stove. This will assist in removing steam and moisture from the area.
• Set the thermostat in your room to AUTO. This allows the unit to circulate on and off and function properly.
• OSU Housing and Residential Life recommends a temperature range of 70-75 degrees year-round.
• If you wish to maximize energy savings, OSU Energy Guidelines recommend a temperature range of 74-78 degrees during times when cooling is needed, and 68-72 during times you need heating. You are encouraged to follow the OSU Energy Guidelines whenever possible, especially during times you are away from your room for class, work, weekends, and University holidays.
• Never open windows while heating and cooling units are in operation. This may cause condensation which could contribute to mold and mildew growth. It can also cause the units to break and not function properly or at all.
• Bathrooms need to be cleaned on a regular basis so that there is not an increase in the rate of mold growth.
• Clean your room/unit regularly including taking out the trash and cleaning the refrigerator.
• Pick up wet towels or clothing. Don’t put them on the floor.
• Clean up all liquid spills quickly and thoroughly.
• Inspect the room regularly for indications and sources of indoor moisture and mold, including closets, cabinets, under beds or desks, under sinks, or other areas with limited air circulation.
• Whenever possible, move wet items to a dry and well ventilated area or outside to expedite the drying process. If you come in from the rain, please don’t put your wet shoes on the carpet or in a dark closet or corner.
• Remove wet rugs as soon as possible.
• Limit live plants or have none at all, especially if you have allergies. If a plant dies remove it as soon as possible as dead/decomposing plants can cause air quality issues.
• Housing and Residential Life allows for a 20-gallon fish tank. However, since the additional water does contribute to humidity and moisture issues, we ask you to consider this impact if you opt to have a tank. (This amount is dropping to a 10-gallon tank beginning the Fall 2020 semester.)

University Housing and Residential Life Procedures
Upon reports of suspected mold, Housing and Residential Life will coordinate with OSU Facilities Management. The process includes:
• A visual assessment will be performed.
• If needed, Facilities Staff may perform the following steps:
  o Clean, repair, or replace the heating/air conditioning unit
  o Repair plumbing and stop leaks
  o Seal any leaking doors or windows
  o Clean and disinfect the area
  o Train residents on proper cleaning techniques or how to properly operate the thermostat and HVAC system
• Moisture and humidity levels may be tested. If signs of abnormally high humidity or moisture are encountered a more thorough assessment may be performed.
• A dehumidifier and/or a fan may be provided for resident use to accelerate the drying time. If one is installed in your room, it is important to leave it running at all times.

Notification
OSU Housing and Residential Life will make every attempt to notify residents of any scheduled maintenance, planned outages, or other inconvenience. The primary source of communication is email, and messages will be sent to the resident’s OSU O-Key email address. Please check this
often for the latest information. Due to unforeseen circumstances including storms, natural disasters, or other unplanned outages, notification may not always be possible. However, every attempt will be made.

If you submit a work order request for your residence, occupants do not have to be present for maintenance personnel to perform their work. If maintenance personnel enter a resident’s unit when they are not home, they will leave behind a card detailing the work performed and any necessary next steps.

**Pest Control**

**General Pest Control:** OSU Facilities Management Pest Control is able to assist in the extermination of many types of insects and small animals. Some common ones are: roaches, crickets, termites, wasps, snakes, mice, bats, and skunks. The treatment varies for the type of pest. Common house flies are not considered pests unless there is an over-abundance in a particular area/unit; in that case, another issue may be causing the presence of insects/pests.

Any signs of pests should be reported immediately. Pest Control is not considered an emergency by Facilities Management Work Control, unless there is a small child present (as in Family and Graduate Student Housing). Then it is handled on a case by case basis.

It is important to note: frequently emptying the trash, not allowing used drink or food containers to sit for periods of time, keeping the dishes cleaned, and keeping food in sealed containers will go a long way in preventing infestations.

Regularly scheduled pest control sprays are done throughout the year around building exteriors and entrance areas to help bolster barriers to keep pests away. Residents will be notified if this is done during occupied periods and/or if entry or treatment inside resident rooms is needed.

**Bed Bugs**

**Are bed bugs in Stillwater?** Bed bugs have seen a resurgence in the last few years. They are commonly found throughout the globe in residence halls, motels, movie theaters, offices, and private housing. OSU has been extremely proactive in its treatment program, and as a result we have a very low occurrence and reoccurrence rate.

**Can I get them?** The answer is we don’t know, but EVERYONE is at risk. They do not discriminate, and they are not related to an individual’s cleanliness, hygiene,
nationality, social status, etc. Bed bugs are an unfortunate reality in the same way flies, mosquitoes, and spiders are an unfortunate reality.

What do bed bugs look like? They are small, only about 1/4 of an inch in length. Their color is usually reddish-brown, though they are sometimes a much lighter straw color. They are similar in size to an apple seed or a lady bug. They generally feed when people are sitting calmly or sleeping, and they particularly enjoy feeding at night. They tend to be found around places where people recline or sleep, and they generally don’t venture too far away from such areas.

Can bed bugs hurt me? When a bed bug bites, it releases a salivary fluid that can irritate the skin and cause itching or an allergic reaction. They are not known to transmit any blood-borne illnesses or disease.

How can I prevent getting bed bugs?

• **Traveling**: When you travel, check luggage, clothing, and bedding both on the trip, and upon your return home. While you are traveling, be sure to check mattress seams for signs of the bugs or small dark spots on the mattress. When you return home, put all of your clothes in the dryer for 20-30 minutes right out of your suitcase. The heat will kill any bugs that may be alive.

• **Living Space**: Keep your living space clean and reduce clutter to eliminate any bed bug hiding spots. Regularly vacuum crevices and upholstery. Pull your bed away from the wall or other furniture and tuck in sheets and blankets to avoid contact with the floor or walls. Do not bring infested items into your living space. Be extremely cautious and thoroughly inspect any used, second hand, or freebie furniture and clothing. If the mattress does not already have a mattress cover, be sure to use a mattress cover that encases the entire mattress.

• **Guests**: Be cautious when inviting friends over to sleep or visit in your living space. Also, be cautious about where you spend your time.

How do I know if I have bed bugs? If you suspect you have bed bugs, the first thing to do is call the Housing and Residential Life Facilities Management Office at 405-744-8510 or OSU Facilities Management Work Control (405) 744-7154 and report it. Be sure to include your room number, hall/building, name, cell phone number, and date/time available to be present for room inspection. You should also notify your hall staff member (Community Mentor, Assistant Residential Community Educator, or Residential Community Educator). OSU Pest Control will contact you directly and set up an inspection.

OSU Housing and Residential Life provides a temporary living space during the inspection and treatment if a unit is found to be positive for bed bugs. Residents may also elect to remain in
their unit during the inspection and treatment process. Until the unit can be inspected and treated, residents should limit their movement to other living spaces, lounges, off campus housing, etc. It is important to try and contain the situation as much as possible.

**Treatment:** If a resident is found to have the bugs, Pest Control will schedule a thermal treatment as soon as possible. They will also treat the unit/room with a chemical spray prior to heat treatment. There are very specific instructions for all residents of the living space to follow EXACTLY for the treatment to be successful.

**Additional Protocol:**

- We will offer the resident a **temporary relocation**. They can elect to stay in their room, but we will offer them another room until treatment can take place.
- Relocation rooms are 37-9 and 40-7 in FGSH (Demaree Neighborhood).
- Keys will be at the Brumley Office.
- They must take the fewest items with them possible.
- Will have a portable heat unit for them to place their items in and heat them before they use them to prevent spreading.
- Inspection will take place within 24 hours of reporting.
- Treatment is expected to take place within 24 hours of a positive identification. OSU Facilities Management has several companies on call in case of multiple treatments for the same day.
- Chemical spray will be done upon initial discovery.
- Heat treatment will be completed. This is the industry best practice.
- Climb-Ups will be left on the bed after treatment.
- Mattresses will be removed and new mattresses and mattress covers will be installed.
- Resident(s) can return to their unit.
- Temporary housing area will be treated.

**Telecom/IT Issues**

OSU provides Ethernet and wireless internet service. Each unit has at least one Ethernet port to allow residents to connect to the OSU system. Wireless is available in all of the residence halls and neighborhoods. Service may be limited in North Monroe depending on how many devices are trying to connect to each wireless node.
Housing and Residential Life provides a limited number of land line phones in public/common areas as well as offices. If a resident wishes to establish their own land line in their living unit, they must contact Telecommunications at 405-744-4351 (HELP) to arrange for this service.

- Break an Ethernet port? Call Facilities Office at 405-744-8510 to submit a work order.
- Break in service? Call IT Help Desk at 405-744-4351 (744-HELP) to report outage.
- Break the outlet cover? Call Facilities Office at 405-744-8510 to submit a work order.

**Thermostats**

**HVAC Systems** In Wentz, Parker, and Iba the temperature is controlled by a single unit that serves the entire floor. The temperatures are controlled by Zone Management and the Energy Managers. Windows are not to be open in these halls, as it could cause the HVAC system to freeze.

All other halls have individual thermostats to control individual room comfort.

*COVID Update: all air filters were replaced as part of summer maintenance, and will be changed every three months as part of regular preventative maintenance.*

**Digital thermostats are located in University Commons and Bennett Hall.**

OSU Housing and Residential Life is committed to the green mission of the University, which includes implementing energy savings measures. As part of that mission, your room has been equipped with an electronic thermostat. Please follow these easy tips to operate your system.

When you first enter your unit, it may be warm or cold depending on the time of year. This is because the thermostat has been set to unoccupied mode. The temperature will adjust accordingly to save energy. The thermostat will come on automatically when it senses motion. If it does not, simply touch the image of Pistol Pete. Please be very gentle! Touching the thermostat with too much force can cause irreparable damage to the device, and you may be charged $500 to replace it. The thermostat has a temperature range of a low of 68°F and a high of 75°F. You can set your comfort level anywhere between these two temperatures. The thermostat automatically changes from air conditioning to heating depending on the temperature setting. It can take a minute or two for your unit to adjust once the temperature is set, so please wait a few minutes. You should hear your unit's motor running, and the
temperature will begin to change. Depending on the starting temperature of the room, it could take an hour for the temperature to reach your desired setting. There are motion detectors in your room, which will sense when the unit should come on and off depending on the occupancy of the room. The unit will shift to Standby immediately after the last occupant leaves the room. After 16 more hours in Standby, the thermostat will go into Unoccupied Mode, and the temperature will be set automatically depending on the time of year. Simply adjust the thermostat to your desired temperature and the unit will respond. This is important to note when your unit is vacant over a weekend, holiday, or university break period. Please do not prop open your front door or open the window! This will cause the thermostat to go into Standby mode. If you have questions or need to report any maintenance item, please contact Housing and Residential Life Facilities at (405) 744-8510, Monday-Friday, 8am - 5 pm. For after-hours, weekends, and University breaks, please contact OSU Facilities Management at (405) 744-7154.

**Trash and Recycling**

It is the responsibility of residents to keep the living space in their community clean and free from waste. Trash, food containers, and unsanitary situations can attract pests as well as create unpleasant living situations for all. Residents and their guests are required to keep trash inside their apartments, suites, or rooms. Any trash in the breezeway or hallway is prohibited. Trash left in breezeways, balconies, lobbies, lounges, and outside rooms will be assessed a $25 per bag damage charge. Residents are required to transport personal trash to nearest dumpster.
**Recycling:** The OSU Recycles program is available for campus residences and offices. For a complete list of acceptable items follow this link [http://fm.okstate.edu/accepted-materials](http://fm.okstate.edu/accepted-materials). Recycling bins and dumpsters are located near each residence hall and neighborhood. Please visit [http://sustainability.okstate.edu/RLR](http://sustainability.okstate.edu/RLR) for more information about recycling on campus. Below is information on what is and isn’t accepted as part of the Res Life Recycles campaign.

**Use of Grounds and Facilities Building Security**

For the safety of the community, residents are not permitted to prop open exterior doors or allow unauthorized access to individuals. Roofs: Residents are not allowed on any roofs due to potential structural damage and safety concerns. Screens: Screens are not to be removed from the window due to potential pest control issues and resident safety.

Grounds around the facilities are maintained by OSU Facilities Management. This includes, but is not limited to, cutting the grass, trimming, edging, and plant maintenance. It also includes the maintenance and upkeep of the sports courts such as volleyball courts, basketball courts, putting greens, and playground equipment. To make a request related to grounds, please submit a work order in StarRez.

**Windows/Air Vent Blockage**

In Iba, Parker, and Wentz Halls the windows need to remain closed and air vents unobstructed. No items should be hung outside the windows, placed on the ledges, or on balcony or patio railings. All of the windows should be screwed shut so that residents cannot open them.

**Vandalism and Damage Charges**

If a resident cause damage to their unit, they can be charged for damages. Common area damages are recorded and tracked throughout the year. If the charges add up to more than $5 per person on the floor, then common area damages will be charged to each resident.