



2021-2022 Policies and Procedures Handbook

****These policies are in effect as of May 1, 2021****

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 here in. Violations of policies will be handled according to the [Student Code of Conduct](#). 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.



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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, staff, or visiting scholar/researcher and those who have an OSU bursar account. 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 sophomore class standing or above OR are at least 21 years old who meet the above criteria may also be housed in FGSH (freshmen may be housed with older student-siblings).

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. Students who do not meet the above requirements, but want to be considered to live in FGSH, should contact the Housing and Residential Life Office in Iba Hall.

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. Any resident who has a child and wishes to have an unrelated person become a Secondary must meet with the designated FGSH administrator.

2. Email

Housing and Residential Life will periodically send important information to FGSH residents via email. Residents are highly encouraged to check their OSU email account (or the email account to which all @okstate.edu correspondence is forwarded). Email correspondence from the Housing and Residential Life Office will come from fgsh@okstate.edu or reslife@okstate.edu. Residents are responsible for reading the emails and responding accordingly.



3. Resident Photos

All FGSH residents (adults, children, and authorized pets) 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. Housing Application Fee

All primary residents must pay an application (processing) fee to contract for housing. No housing assignments will be made until the application fee has been received in full. Housing assignments will be prioritized based on the date the application fee is received. The application fee is \$200 for beginning contracts; there is no fee for contract renewals. The resident will receive a \$150 bursar credit after six months of residency has been completed. See terms below for further information regarding this fee.

5. Payment of Rent

Semester rent payments should be made at the Bursar's Office (113 Student Union) or at [Payments: Office at the Bursar](#) 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 [Office of the Bursar](#). Rent is charged on a semester basis for fall and spring, but residents are welcome to sign up for the Payment Option Plan available through Bursar which will enable monthly payments.

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), 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.

6. Contract Obligation

The contract period extends through May 31 each calendar year. Graduating residents and residents whose employment ends prior to May 31 will have their contract terminated as of the end of the month of graduation/employment. This means that FGSH residents graduating/ending employment in May or December will be charged for the full month of rent and they may stay in housing until December 31 or May 31, respectively. Even if a graduating/ending employment resident chooses to leave early they will be charged for the full month of rent. FGSH residents may only stay beyond their contract time if they receive approval from the FGSH Assistant Director. Approval must be sought at least a month prior to



the end of the final month of their contract. Visiting Scholars must present documentation when checking out to receive pro-rated rent.

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.

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 an 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 designated FGSH administrator 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

Customers that contract for housing will pay an initial application fee of \$200 only. The resident will receive a \$150 bursar credit after six months of residency has been completed. Cancellation of the contract prior to beginning occupancy is subject to the following conditions and deadlines:
Partial Refund Deadline

A \$150 credit/refund will be processed if written notice of cancellation is received by Housing and Residential Life within five (5) days of making the application payment or before May 1, (or January 5 for contracts commencing during the spring semester).

No Refund

There will be no refund of the application fee if written notice is not received by May 1 (January 5 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.

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 forego his/her housing application fee credit and will 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) and follow all check out procedures.

Termination of Contract

The Department of Housing and Residential Life may terminate a 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; or eligible to live in FGSH; 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 assessed 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 by clicking on the “Schedule Appointment for a Primary Lessee Change” link located at the [Family Resource Center](#). 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 a registered Secondary. To qualify for a Primary change, the new Primary must have lived in the apartment, in which they wish to become the primary, for at least one month. 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/immediate family, no meeting with the FGSH Assistant Director (or other designated FRC staff member) 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. A \$50 processing fee will be charged to the new primary.

- **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 the apartment for the last one month prior to the primary change. The new Primary will be required to pay a housing application fee. 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:
 - 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.
 - 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. FGSH staff cannot unlock mailboxes at any time. 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

The mailing address should include only the following:

- Resident's Name
- Building Number (North or South University Place)
- Apartment Number
- Stillwater, OK 74075

If you live North of McElroy Street, your address is North University Place: Apartments in



[Prosser](#), and [Williams](#) Neighborhoods use the address North University Place.

If you live South of McElroy Street, 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 Number
- Brumley Apartment Number
- 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 mailkeys should not be used on any correspondence.

Mailboxes should always be locked; the post office employ will not leave mail in unlocked boxes. For problems with the mailbox lock or lost mail keys, residents should contact the [Family Resource Center](#).

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.

Mailbox Keys

Residents will receive mailbox keys when the Room Occupancy Check (ROC) form is returned to the Family Resource Center. Resident keys cannot be mailed back to the Family Resource Center, all keys must be returned in person. 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 bright orange card they receive with their ROC at the time of move in. 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. Only current, registered occupants can access the mailbox and mailbox keys.

12. Apartment Transfers

Transferring apartments (moving from one apartment to another) is permitted in FGSH under the following conditions. 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.

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 “Schedule Appointment for Apartment Transfer” link located at the [Family Resource Center](#). 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. 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.

In order to ensure healthy living conditions, transfers will be allowed only after 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 decides 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 begin the process for another transfer request 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.), who are not planning to be at OSU for the duration of a full housing contract period, and who need housing for less than 3 months. 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/affiliated with Oklahoma State University.

Short-term guests who fill out a contract with FGSH will be required to pay an application fee and rental rate equivalent to at least 25% more than the regular rate for the available apartment. 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 in the current 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 fee equal to 60% of one month of rent. 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 take advantage of a summer storage arrangement must complete a Summer Storage contract during the FGSH contract renewal process in the spring semester each year or go to



the Iba office to submit a request in person. Upon leaving for Summer Storage, the Primary must turn in ALL DOOR keys to the apartment (mailbox keys should NOT be turned in). If the primary wants the secondary to pick up the keys, the primary must send an email to fgsh.cro2@okstate.edu from the Primary's okstate email account prior to the start of Summer Storage, giving the Secondary permission to pick up the keys. Failure to complete appropriate paperwork, return all door keys to the Family Resource Center (FRC), or follow Summer Storage processes 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. If anyone other than the Primary or the approved Secondary turns in keys, the Summer Storage contract will be terminated.

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 Primary may pick up his/her keys on or after the 43rd day. If the Primary wants the Secondary to turn in the keys, the Primary must send an email to fgsh.cro2@okstate.edu (from the Primary's okstate email account) giving the Secondary permission to pick up keys. 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 Primary will receive an additional door key and two (2) mailbox 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 a ROC is not 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. 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 advance 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. Schedule a checkout inspection via the online scheduler using the "Schedule a Checkout Inspection" link located at [Family Resource Center](#) (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 and 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 via the online scheduler found at [Family Resource Center](#). The Primary will be charged rent until his/her keys have been received at the FRC or by the staff member conducting the checkout inspection.

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

All residents must ensure their apartment is thoroughly cleaned before checking out, to avoid cleaning charges. The minimum cleaning charge is \$100. Please refer to the [move-out checklist](#) to ensure proper cleaning.

Once a resident has given his/her notice to vacate in the Housing and Residential Life Office in Iba Hall, the resident can schedule a check out inspection via the online scheduler found at [Family Resource Center](#). If a resident schedules an inspection the Primary **MUST** 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 Primary resident does not want to be present for the checkout inspection or if they are planning to vacate after 5pm or over the weekend, 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 mailbox must be either turned in to the apartment inspector at the time of the checkout OR turned into the Family Resource Center. Leaving keys in an apartment is not considered a proper checkout, 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. Keys may not be mailed to the FRC.

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 using the 'Petition for Adjustment of Charges' form found on the Housing and Residential Life website (reslife.okstate.edu) under 'Current Residents' in the 'Forms and Procedures' option.

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 in the appropriate manner. To claim abandoned property, residents should call the [Housing and Residential Life Facilities 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 \$100. 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 \$100 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 check out 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:

- 1st and 2nd lockouts: Free
- 3rd and 4th lockouts: \$10 5th 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. **No keys can be mailed to**



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 apartment 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 resident 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 family 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:

- 1st Illegal Roommate/Unregistered Occupant: \$100
- 2nd Illegal Roommate/Unregistered Occupant: \$300
- 3rd 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.

All drivers must abide by OSU Parking and Transit Services rules and regulations. To obtain a parking permit for FGSH parking lots, the vehicle must first be registered with [OSU Parking Services](#).

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 [OSU Parking Services](#).

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

Before arriving, the primary must indicate whether they would like their apartment to be furnished ([West Neighborhood](#)) or unfurnished ([Demaree](#), [Prosser](#), [Stevens](#), [West](#) or [Williams](#) Neighborhoods). Primary must also indicate the size (full or twin) and quantity of beds needed on the housing application. West Neighborhood is the only area with furniture, which cannot be moved or alternated at any given time of your contract. All other areas are unfurnished, with the option of installing a bed with a monthly charge fee of \$10 dollars per bed. Beds requested during the application before moving in will be installed with no charge.

After moving in, if a resident decides to have a bed removed from the apartment or change it to a different size bed, a handling fee per bed may be charged to the primary's bursar account.

25. Appliances

Major Appliances

All FGSH 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 FGSH. 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.

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 [Housing and Residential Life 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 [Housing and Residential Life 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 [Housing and Residential Life 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 [Housing and Residential Life](#)



[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 FGSH apartments. FGSH 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 FGSH:

- Water beds
- Window air conditioners
- Portable washing machines
- Portable dryers
- Portable dishwashers
- Ceiling fans

Pianos and organs are permitted if authorized by the FGSH 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 FGSH are supplied by the University. If a resident needs a fluorescent light, appliance bulb, or outside breezeway lights replaced, if a light bulb burns out in a regular light fixture (such as an overhead ceiling light), the resident should contact the [Housing and Residential Life Facilities Office](#) at (405)744-8510 and it will be replaced. 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. 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 windowsills 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 products. 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 [Housing and Residential Life Facilities Office](#) at (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 [Housing and Residential Life Facilities Office](#) at (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. Any time the alarm sounds, residents must leave the building. Participation in fire evacuations is 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:

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](#).

Grills may be used to cook food only. No other items (including trash) may be placed on/in the grill. Residents must clean the grill. 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-fueled 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 always be supervised by a parent/ guardian. 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 in 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 taking the initiative 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 Facilities Office](#) at (405)744-8510.

38. Bicycles

All bicycles (including children's bicycles) must be registered with [OSU Parking 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, flowerpots, 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 flowerpot 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. Flowerpots 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.

Trash may not be placed in the breezeway to be carried to the dumpster later; all trash must be placed in the dumpster. 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. Improper trash disposal may result in a charge of \$25 per bag or item as well as disciplinary action.

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.

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 [Housing and Residential Life Facilities Office](#) at (405)744-8510. FGSH reserves the right to treat apartments for pest control when considered necessary.



Residents must follow pest control preparation procedures in order to have a successful treatment. 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 \$100 rescheduling fee.

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 [Housing and Residential Life Facilities Office](#) at (405)744-8510, the resident should include his/her name, phone number, and apartment number in the notification. The Facilities 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 bed bugs, 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 bed bug 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 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. Repeat infestations 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 \$3000.00 (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 not prepared on day of treatment - \$300
- Resident not present on day of treatment - \$300 minimum
- Failure to report infestation – full cost of treating the apartment, plus replacement of mattresses/covers, plus administrative fine:
 - Twin-size mattress - \$200
 - Twin-size mattress cover - \$55
 - Full-size mattress - \$255
 - Full-size mattress cover - \$75

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.

42. Internet/Computer Support

The FRC, Laundry Mart, and all FGSH neighborhoods have wireless internet accessible with an OSU username/password. Every apartment has a physical Ethernet connection. 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. [See here](#) for IT policies and network and internet usage.

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:

- 1st time: \$50 2nd time: \$100 3rd 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.

43. Pets

Residents are not allowed to have or keep pets permanently or temporarily in any FGSH facility, with the



exception of:

- 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 (10 gallons or less in size; maximum total gallon per resident may not exceed 10 gallons) are permitted in FGSH.
- Feline/domestic cat (must be approved by Housing and Residential Life Office prior to having the pet living in the apartment, without any exception. Please refer to the FGSH Pet Policy for additional information regarding these types of pet).
- Canine/dog (must be approved by Housing and Residential Life Office prior to having the pet living in the apartment, without any exception. Please refer to the FGSH Pet Policy for additional information regarding these types of pet).

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. Not picking up after an approved animal's waste will result in an immediate minimum fine of \$500 and will be subject to disciplinary action.

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 (except for the dogs or cats approved by Housing and Residential Life to live in the Pet Friendly Community). This includes pets of guests—"Just Visiting" is not a valid excuse. Illegal pets are not allowed in FGSH at any time.

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, Emotional Support, or Assistance Animals Policy](#)

Service, Emotional Support, or Assistance Animals are welcome in FGSH provided all



necessary paperwork and authorization/evaluation from [Student Accessibility Services](#) has been completed prior to the animal's arrival in FGSH. The animal must be housebroken prior to entering FGSH property. When a Service, Emotional Support or Assistance animal is outside the private individual living accommodations, it must be in an animal carrier or controlled by a leash or harness. The Owner is required to clean up after and properly dispose of the animal's waste in a safe and sanitary manner.

Not picking up after an approved animal's waste will result in an immediate minimum fine of \$500 and will be subject to disciplinary action.

Reasonable behavior is expected from service, emotional support, or assistance 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, emotional support, or assistance 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, emotional support, or assistance animals must also be kept clean and well-groomed. Their food 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, emotional support, or assistance 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, emotional support, or assistance 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 Officer 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, tempera 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 [Weapons, Firearms, Ammunition, Fireworks, Explosives, and Dangerous Chemicals](#).

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).

50. Additional Services

Brumley Community Center

The Brumley Community Center (BCC) 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 FGSH residents. Reservations can be made up to two weeks in advance; reservations must be made in person at the FRC. Residents interested in reserving the Brumley Community Center should go to the FRC for more information regarding BCC Policies and Procedures please refer to the contract available at the FRC front desk.

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 Community Relations Office at (405)744-1296 for additional information.

Shopping Shuttle (temporarily closed until further notice)

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.

Adult & Children's Programs

The FRC offers classes and programs for adults, children, and families living in FGSH, for free of charge. Information about programs and events will be provided through monthly emails to FGSH residents and notices posted in neighborhoods. Ask your AA or FRC staff for more information: [Adult Programs & Youth & Family Programs](#).