

UTA HOUSING HANDBOOK

The Heights on Pecan, Arbor Oaks, Timber Brook, and Lofts 2- bedroom Apartments 2026-2027

(Not Applicable to other University-Owned Apartments)

UTA HOUSING HANDBOOK – By the Bed Apartments

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WELCOME

Welcome to Residence Life at the University of Texas at Arlington! To ensure that your stay in our apartments is a positive experience, we have put together this handbook to inform you of the opportunities available to you in your community and the responsibilities you have as a resident and community member.

The most enjoyable thing about living on campus is the variety of people you will meet. We hope you will become engaged in the many activities that are offered throughout the year so you can benefit from the many cultures that are represented in our apartment communities. While we hope you have fun and get the most out of your time living on campus, please remember that as your community staff, we promote academic excellence as a first priority! If you have any questions, the staff will be happy to assist you. Please read this handbook thoroughly. You are responsible for the information in this book and any written updates to the handbook issued during the year.

DEPARTMENT OF RESIDENCE LIFE

Mission Statement

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

Residence Life is a department in the Division of Student Affairs. The mission of the Division of Student Affairs is to foster student success and lifelong learning through inclusive programs, services, traditions, and events that engage students in the University community and support their academic goals.

Staff

Director and Associate Director

The Director and Associate Director of Residence Life provides all direction for RL, which includes staffing, programming, budget, conduct, and student development. The Director of Residence Life reports to the Executive Director of Residence Life.

Assistant Directors

The Assistant Director of Residence Life (AD) is a full-time, professional staff member and is responsible for supervising Residence Directors in their respective communities throughout the campus. The AD has a substantial role in the administrative operations of the Residence Life program, including policy development, campus committee work, and staff and student development. This individual is responsible for the smooth and efficient operation of all 1033 apartments which house more than 1800 students. Furthermore, the AD counsel students on personal and academic issues, works closely with Housing Operations, and Facilities Management. The AD works closely with the Office of Community Standards to track and maintain records related to student conduct issues for students living on campus. The AD reports to the Associate Director of Residence Life.

Residence Directors

Residence Directors (RD) are full-time, professional staff members who live in our apartment communities. These individuals are responsible for the overall smooth and efficient operation

of a specific area of communities, supervising Resident Assistants, counseling students on personal and academic issues, coordinating community activities, and utilizing the conduct process when necessary. They oversee facilities issues and concerns. The RD reports to an Assistant Director of Residence Life.

Community Directors

The Community Director (CD) is a full-time professional staff member that lives in or near the residence hall in which they work. This individual is responsible for assisting with or overseeing the smooth and efficient operation of a residence hall, supervising Resident Assistants and Office Assistants, counseling students on personal and academic issues, coordinating hall activities, and processing residential conduct when necessary. They also oversee facilities issues and concerns. CD report to a RD.

Community Coordinators

The Community Coordinator is a student staff member who plays a vital role in the daily operations and overall success of a residential community. This individual is responsible for supervising and supporting Office Assistants, overseeing front desk operations, and providing guidance to Resident Assistants. Community Coordinators assist students in navigating the college experience, promote educational and developmental initiatives, and help maintain community standards through advising and disciplinary processes. They are expected to be visible and accessible within their communities, offering support and mediation when needed. Community Coordinators report to a RD.

Resident Assistants

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

Office Assistants

Office Assistants (OAs) are student leaders who are responsible for various administrative tasks and front office operations within the apartment community. Office Assistants are responsible for conducting move in and move out inspections, maintaining files for each apartment and providing administrative support to the Residence Director. OAs also assist with community events and programs. Office Assistants report to a Residence Director.

Website

The Department of Residence Life's website contains valuable information about your experience living on campus. Residents are encouraged to visit the Residence Life website for important information about your community, a calendar of events, and links to housing information. The website is www.uta.edu/housing.

IMPORTANT NUMBERS

Professional Staff

Position	Office Location	Phone Number
The Heights on Pecan and Lofts Residence Director	The Heights Clubhouse	817-272-6647
Residence Director for Timber Brook and Arbor Oaks	Arbor Oaks Clubhouse	817-272-3981
Assistant Director of Apartment Life	Arlington Hall Suite 100	817-272-1677

Arbor Oaks – RA's

RA Residence	Responsible for Apartment #'s
Arbor Oaks #106	X01-X08
Arbor Oaks #114	X09-X14
Arbor Oaks #116	X15-X20
Arbor Oaks #125	X21-X28
Arbor Oaks #134	X29-X34
Arbor Oaks #136	X35-X40
Arbor Oaks RA ON CALL PHONE: 817-600-0382	

The Heights on Pecan Apartments – RA's

RA Residence	Responsible for Apartment #'s
The Heights #145	101-117; 130-146
The Heights #245	201-217; 230-246
The Heights #222	118-129; 218-229
The Heights #345	300-317; 330-347
The Heights #445	400-417; 430-447
The Heights #422	318-329; 418-429
The Heights RA ON CALL PHONE: 817-690-9346	

The Lofts – RA's

RA Residence	Responsible for Apartment #'s
The Lofts #205	1 st & 2 nd floors
The Lofts #405	3 rd & 4 th floors
The Lofts RA ON CALL PHONE: 817-690-9346	

Timber Brook Apartments – RA's

Responsible for Apartment #'s	RA Residence
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#101-108, 201-208, 301-308	Timber Brook #104
#109-116, 209-216, 309-316	Timber Brook #112
#117-124, 217-224, 317-324	Timber Brook #122
#125-132, 225-232, 325-332	Timber Brook #129
#133-140, 233-240, 333-340	Timber Brook #138
Timber Brook RA ON CALL PHONE: (682)261-6872	

Other Numbers

Facilities Management Call Center (Fix-It Line)	817-272-2000
University Housing (Leasing Questions)	817-272-2791
UTA Police Emergency 817-272-3003	Non-Emergency 817-272-3381

YOUR APARTMENT HOME and COMMUNITY

Alterations or Improvements to Property

No alterations, improvements, or additions to the interior or exterior of the premises, furniture, or equipment are permitted without the written consent of the Executive Director of Housing Operations. You must submit a detailed request to housing@uta.edu and receive written approval before making any changes. If approved, you may be responsible for the cost of such alterations, changes, or additions. In most cases, the improvements will become part of the premises and the property of the University and will remain upon termination of the Lease Agreement. Failure to get advanced approval may result in a referral to Student Conduct and/or applicable fines being applied to the responsible party

Antennas or Satellite Dishes – Apartments

Antennas or satellite dishes may not be installed on the apartment building or house or placed outside of the apartment.

Bicycles

Bicycles are not permitted on outside balconies or walkways and may only be chained to university provided bicycle racks or kept inside the apartment. Residents should use care when storing bicycles inside the apartment to protect the flooring from grease and soiling. Bicycles kept on-site are done so at resident's sole risk of loss or damage. Bicycles that appear to be abandoned or damages (EX: flat tires, rusted) will be removed from bike racks.

It is strongly recommended that each resident register their bicycle with the UTA Police. It is recommended to use a unique number such as your driver's license number or record the serial number of your bicycle and keep it with the sales receipt and a photo of the bike. When registering your bike with the police please provide make, model, and serial number on the bike. UTA Police recommend utilizing at least one "U-bar" of one inch thickness to

secure the bike to the bike rack. If a bicycle is left after move-out, it will be removed and disposed of by the University. Bicycles and related equipment only may be secured to bicycle racks. An unsecured bicycle will be seized for safekeeping. Securing a bicycle or related equipment to handrails, trees, buildings, etc. is not permitted and will result in it being confiscated by UTA Police. Contact UTA Police to recover your bicycle or to report it missing.

Bulletin Boards

Each apartment community has a notice board. This allows us to communicate with you through general notices. The notice board is for apartment use only. You should read the board frequently for such things as extermination schedules, upcoming community events, University activities, as well as University Housing and RA Notices. If you wish to post any notice, please obtain permission from your RA first.

Cleaning Expectations

Residents are expected to maintain good housekeeping at all times. Inspections are done once per semester, but could be done at any time if cleaning issues are identified by the Residence Life staff, Facilities Management staff, or contractors. Failure to maintain your residence in the appropriate manner may result in cleaning fees and/or referrals to the office of community standards.

Semi-Annual Cleaning and Sanitation Inspections

The primary purpose of this inspection is to review your residence for any cleaning or sanitation conditions which may require remedy. Unsafe conditions, maintenance problems, or lease violations may also be noted. Residents are responsible for maintaining their residence in a clean, sanitary, and safe condition. Below is a list of items that are reviewed during the time of inspection.

Inspection Items
Discard aluminum foil or other materials that are covered with grease.
Degrease and clean oven inside and out.
Clean stove top, including drip pans.
Clean under stovetop.
Degrease and clean vent-a-hood and grease screen.
Degrease and clean refrigerator inside and out. Remove any mold or mildew.
Clean dishwasher. Remove any mold or mildew.
Degrease and clean kitchen walls.
Degrease and clean cabinet exteriors.
Remove all newspaper or non-contact paper item being used as shelf paper in cabinets. (Only Contact Paper Allowed)
Degrease and clean countertops.
Degrease and clean sink and faucet.
Scrub tile floors thoroughly with degreaser.
Store all food in sealed containers.
Remove trash to the dumpster.

BATHS
Remove dirt, soap residue, mold and mildew from bathtub, shower, tile, and grout with suitable bathroom/tile cleaner.
Disinfect and clean toilet with suitable bathroom/tile cleaner.
Clean sink, countertop, and mirror with suitable bathroom/glass cleaner.
Scrub tile floors thoroughly with degreaser.
GENERAL INTERIOR
Organize personal property and perform general housekeeping to ensure safety of occupants.
Remove trash to the dumpster.
Vacuum/Sweep flooring thoroughly to remove excessive debris.

The cleaning and sanitation inspection process is outlined below.

1. Cleaning and sanitation inspections of all university-owned apartments will be done on a semi-annual basis and at other times through the year if sanitation issues are noted by university personnel or university-approved contractors.
2. Routine cleaning and sanitation inspections of all apartments and houses will be conducted once a semester. Residents will be notified by email of the time range when cleaning inspections will be conducted. Residents will be provided a copy of the inspection form which explains their cleaning responsibilities. Residents are encouraged to complete a self-inspection prior to the RA's inspection.
3. Residents are required to pass the RA's inspection. Failure to pass the RA's inspection will result in a \$20.00 re-inspection charge per lessee.
4. If the residence does not pass the RA's inspection, the apartment will be re-inspected by the Residence Director within the week following the RA's inspection. The \$20.00 re-inspection charge will be billed to each leaseholder's MyMav account.
5. If the residence fails the Residence Director's re-inspection, it will be cleaned by a UTA approved contractor and the lessee(s) will be charged the required cleaning fees. Contracted cleaning service fees for an occupied residence are \$50 plus an additional \$10 for every item cleaned. In addition, the resident(s) will be referred to the university conduct process.
6. Contracted cleaning services are not optional. Should a residence require contracted cleaning and the cleaning is refused, the leaseholder will be subject to a conduct referral for failure to comply with a university official. In addition, additional re-inspections charges may be charged to the lessee's account.

Clubhouses

Clubhouses are for use by residents of the apartment community and their guests. Clubhouses are also used for Residence Life staff to host programs and activities for members of the community. Depending on availability of the facility, leaseholders and registered occupants may be able to reserve the Clubhouses for activities and purposes which do not disrupt the apartment community or maintenance of the facility. Clubhouse reservations must be made at least 7 days in advance of the event. For more information about Clubhouse reservations, please contact your Residence Director. Outside groups are not allowed to reserve the clubhouse unless they are sponsored by a Residence Life staff member.

Damage and Repairs Costs

The lessee (resident) will keep the dwelling in good repair and condition. The lessee will be

responsible for cleaning, damages, and repair costs except for those caused by normal wear and tear. This shall apply to furnishings, appliances, and fixtures as well as the structure.

Decorating

All decorations should be of a temporary nature so as not to permanently deface or damage the unit's finishes. Residents should not hang any item nor place stickers on or about windows or the exterior of their residence. Painting of apartment units is prohibited.

Leaseholders are responsible for the cost of repairs if needed.

Entrance into your Apartment

For your protection, only authorized University personnel, University approved contractors, government inspectors, or law enforcement officers will be allowed into your residence without your written consent to the Residence Director or University Housing. Any person requesting admittance to your residence must also show a valid ID. This includes friends, relatives, phone company, TV repair, etc. Authorized University personnel, University approved contractors, government inspectors, or law enforcement officers may enter the premises for the purpose of inspection, repair, maintenance, investigation of lease violations, and/or delivery of notices under reasonable and restrained conditions.

Events and Programs

The staff in your community will coordinate events and programs for your enjoyment and enrichment. Community events are a great way to meet other residents and students and learn new things to help you succeed here at UTA. A calendar of events will be delivered to each unit at the beginning of the month to inform residents of upcoming events.

Exterior Apartment Areas

Exterior apartment areas are common areas, available for use by all residents; therefore, the University may restrict the use or location of personal property in these areas. Residents may place a door mat at their apartment entry and may keep up to three potted plants (planter shall not exceed 12" in diameter) outside their apartment. Residents may not plant any materials in the ground outside their apartment. Empty planters or those with dead plant material cannot be stored outside the apartment and may be removed as abandoned property.

For safety reasons, all walkways, stairs, and balconies must allow at least 42" of unobstructed passage at all times. Children's toys, bikes, boxes, furniture, shoes, garbage, and other resident-owned items cannot be left outside the apartment. No drying of clothing or linens is permitted outside the apartment at any time. Seating, except as placed and provided by the University, may not be kept outside the resident's apartment. The University reserves the right to remove any items which might create unsafe conditions and/or are unsightly in the sole judgment of the University Housing. (See Also "TRASH and COMMON AREAS")

Flooring Care

Flooring is evaluated during the make ready process prior to resident move in. Flooring showing significant evidence of damage, wear, and permanent stains will be replaced. Flooring with minimal wear or other imperfections, but are in otherwise serviceable condition, will be cleaned. In either case, it is expected that the flooring will not require cleaning or replacement prior to the termination of the lease.

Residents should properly care for the flooring in their residence by doing the following.

- Sweeping on a regular basis (at least once per week).
- Immediately address any spills by drying the area immediately

At the time of move out, the flooring is inspected by Facilities Management and if the flooring was not properly cared for during occupancy, it may be determined that the flooring must be replaced at the leaseholder's expense.

Furniture

In furnished apartment units residents are not allowed to provide their own mattress (or alternative bed) or bed frame. Residents that feel that they need to provide their own bed for medical reasons must attain approval through The Student Access & Resource Center. All furniture provided in the apartment must remain in the unit throughout the duration of the lease.

Neighbors

One of the many benefits of living on campus is meeting a variety of different people. Residents are encouraged to develop positive, healthy relationships with their neighbors and other members of the community. Taking initiative and meeting your neighbors may result in life-long friendships and a feeling of connectedness to your community and the University.

Neighbors and Noise – Suggestions for a Quiet Community

Unfortunately, community living may result in situations where you are disturbed by (or are disturbing) your neighbors. In this section we hope to provide you with some helpful suggestions for addressing noise disturbances.

If you are concerned about a neighbor creating unreasonable noise, these suggestions may reduce or eliminate the disturbances.

1. Determine if the noise is an unreasonable disturbance. A certain level of routine noise is common to all community living situations. It may be helpful to speak with other neighbors or a third party to confirm your complaint. The individual responsible for the noise will be more responsive knowing others have verified the disturbances and you are not being too sensitive.
2. Approach your neighbor in a positive manner. Generally, neighbors appreciate you informing them when a problem occurs and giving them opportunity to respond before involving the Apartment Life staff or UTA Police. In meeting with your neighbor, you should take the following actions.
 - a) Introduce yourself and state how the noise is disturbing you.
 - b) Affirm with your neighbor your desire to solve the problem without involving the Resident Assistant or UTA Police.
 - c) Discuss what noises create a disturbance and when they are unreasonable.
 - d) Invite your neighbor to listen to how loud the noise is in your apartment.
 - e) Exchange phone numbers so you can notify your neighbor if a future problem occurs.
3. Contact your Resident Assistant. Residents should first attempt to resolve conflicts themselves before involving the RA. However, many persistent conflicts often

require staff intervention. Your RA can work directly with individuals in conflict to encourage an atmosphere of respect and quiet living. If notified promptly, your RA will verify the disturbance, request the behavior cease, and document the incident. Documentation will be sent to the Residence Director for possible disciplinary action.

4. Contact the RA on Call if your RA is not available. On call RAs are available after 5:00pm and on weekends to assist when your specific RA is unavailable.
5. Contact the UTA Police if the Resident Assistant is not available. The primary function of the UTA Police is to address crime-related issues. The Police prefer noise disturbances be resolved between the residents and an RA but will respond to complaints if needed and as soon as possible. Police may issue a city citation which could result in a minimum \$50.00 fine. Police will also notify the Residence Director for possible disciplinary action.

If Neighbors have complained about noise at your apartment, these suggestions may reduce or eliminate the disturbances.

1. Meet with your neighbors. Neighbors may have contacted your Resident Assistant or the UTA Police before discussing their complaint with you. By meeting with fellow residents and affirming your desire to live in harmony, you encourage communication, which may alleviate future complaints. In meeting with your neighbor, you should take the following action.
 - a) Introduce yourself and affirm your desire to solve any noise problems.
 - b) Determine what noises create a disturbance and when they are unreasonable.
 - c) Ask to listen in the neighbor's apartment to observe how loud the noise is.
 - d) Attempt to reach an agreement with your neighbor.
 - e) Exchange phone numbers or encourage your neighbor to come to your door if a future problem occurs.
2. Restrict certain activities to reasonable hours. Many activities such as dishwashing, lifting weights, and listening to music are not perceived as disturbances during the day. However, these same noises can be very disturbing during the evening, late night, and early morning hours when most residents are studying or sleeping. Courtesy should be extended at all times and noise should be contained within your apartment.
3. Place speakers on foam blocks and away from walls to reduce vibration through the building.
4. Turn down the bass level. It is often bass tones that are most noticeable by neighbors.
5. Use headphones for listening to music.
6. Keep windows and doors closed.
7. Request assistance from your Resident Assistant. Your RA can meet with you and your neighbor to help mediate conflicts and clarify expectations.
8. Purchase an area rug to decrease noise traveling between floors.

Eliminating noise disturbances requires cooperation and respect. Your RA will do his/her best to mediate noise disturbances but will only be effective if both parties are willing to cooperate to resolve the issue.

Roommates

Sharing an apartment can be a rewarding and amazing experience. However, because conflict is a natural part of the human experience, even the best roommates can encounter awkward or troublesome situations. Roommate relationships are complex because they often involve personal and shared responsibilities, and respect for other's rights and feelings. Residents at Timber Brook and Arbor Oaks who live in a shared bedroom and have a vacancy should keep all personal items on one side of the bedroom as a new roommate may move in at any time without prior notice. Residents are assigned a specific room upon move in and are not allowed to switch spaces or have belongings in a space that is not leased to them. If students switch rooms without approval they will be required to move back to the space originally assigned to them.

Roommate Agreements

A written Roommate Agreement can help roommates establish appropriate expectations of each other and reduce the potential for future conflict. Roommate agreements are available at the time of move in from your RA, and online at www.uta.edu/housing. It is recommended that all residents who are sharing an apartment with one or more roommates initiate a roommate agreement. Your RA may also help you and your roommate(s) facilitate the roommate agreement process. A copy of the roommate agreement will be kept on file in the on-site office and will be referred to should roommate conflicts arise.

Roommate Bill of Rights

Basic rights of a roommate/apartment mate include the right to:

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

Roommate Conflicts

The following strategies are suggested as possible methods to resolving roommate conflicts. These strategies should be adopted in the sequence noted. If the first strategy is not effective, you may need to escalate the response to the next level.

Conflict Prevention

An important step to preventing conflict is to negotiate a written Roommate Agreement as soon as you begin your roommate relationship. Defining the roommate relationship early will assist you in predicting areas of conflict and creating solutions to that potential conflict. The Roommate Agreement will also assist in establishing a written plan to guide the relationship if any roommate fails to meet their responsibilities.

Personal Confrontation

Honesty and open communication help resolve problems before they become serious. Listed below are confrontation skills which may assist you in discussing concerns with your roommate.

- Express your concerns early and often, before tension builds to the point where personal communication is strained.
- In any conflict it is generally best to examine yourself first and acknowledge where you may have fault in the relationship. Asking your roommate if there is anything you can do to improve the roommate relationship shows that you are willing to work with the roommate in a spirit of cooperation. Listen first, then talk.
- After acknowledging any faults on your part, it is important to discuss your concerns with the other person in private. While it may be wise to seek counsel before talking to the other person, talking inappropriately about another person to others can be very destructive to the relationship.
- Suggest positive things you may appreciate about your roommate. People are generally less defensive and more receptive when they know that you care about the relationship.
- Express your thoughts with language that does not immediately put the other person on the defensive. Use, "I messages." "I messages" are statements about the communicator's feelings, thoughts, observations, perceptions, and reactions. When confronting someone, talk in terms of yourself. For example, "I think," "I feel," "In my experience," "for myself," "I need," "I've observed."
- Use your speech and body posture to deescalate the situation. Remaining calm and open will always accomplish more than raising your voice or trying to intimidate.
- Focus on the offending behavior involved, not in making judgments about the other person.
- Do not engage in name calling or other behavior which would be disturbing to others. If tempers begin to flare, consider moving the discussion to an alternate location or time.
- Be specific in your description of the behavior and the effect it has on you.
- State your request clearly. Be honest and direct. Do not explain or apologize unnecessarily.
- Use appropriate non-verbal behaviors. Show the intensity of your feelings. Look the other person in the eye. Speak clearly, without hesitation, and lean toward the listener while still respecting their personal space.
- Thank the other person for their consideration of the matter and their future cooperation.
- Document any changes to your prior agreements.
- It may be important to remember that you don't have to like the person you're

- living with as long as you can effectively communicate with each other.
- If you are not satisfied with the results of your discussion, consider the other strategies noted below.

Mediation

If your roommate will not respond as necessary after personal and private confrontation, you may need the assistance of a mediator. Mediation is a voluntary way to resolve disputes without giving the decision-making power to someone else. It involves sitting down with the other side in the dispute and a third-party who is neutral and impartial (the mediator). The mediator helps the parties identify the important issues in the dispute and decide how they can resolve it themselves. The mediator doesn't tell each person what to do or make a judgment about who's right and who's wrong. Control over the outcome of the situation stays with the parties. Your RA or RD can serve as a mediator.

Empty Room/Bed Spaces

If at any time a resident is living in a room/apartment without a roommate, they are responsible for keeping belongings out of the empty space and may not utilize that vacant space in any way. This policy exists because an incoming resident may be assigned and/or moved into an empty space at any time throughout the semester. This resident has the right to move in without prior notice and therefore no belongings may be stored in or under additional furniture or closets, bathroom spaces, and the bed may not be used for storage or for hosting guests. Students with a vacant bed space may be asked to move to another room by the Housing Office. Failure to move may result in being charged a single room rental rate and improper check-out fees in addition to disciplinary actions.

Swimming Pools

We encourage you to read the posted "Pool Rules" at the swimming pool and become familiar with them. Remember, there are no lifeguards; therefore, you and your guests will swim at your own risk. Residents should be particularly mindful of the following pool rules.

- ❖ Pool Hours are Sunday through Thursday, 10:00am – 10:00pm and Friday and Saturday from 10:00am – midnight.
- ❖ Warning-No Lifeguard on Duty. Swim at your own risk at all times
- ❖ Proper swim attire only.
- ❖ Residents may bring a maximum of two guests to the pool. Guests must be accompanied by the leaseholder at all times.
- ❖ No children under 14 years of age unless accompanied by an adult
- ❖ Residents should maintain noise levels that do not disrupt neighbors living near the pool.
- ❖ No glass containers or alcohol in the pool or pool area.
- ❖ Pets are not allowed in the pool or in the pool area.
- ❖ No diving, jumping, running, or rough play in the pool area.
- ❖ Clean up all belongings and trash prior to departure.
- ❖ Safety equipment is for emergency use only. Residents are prohibited from using the safety equipment for any other purpose.

Residents found responsible for leaving food, trash, or other items in the pools area may be responsible for paying cleaning charges assessed by the Facilities Management Staff. Students should be mindful not to get food into the pool water as it may cause the water to be contaminated which could result in the pool being closed.

Window Coverings and Screens

Residents may install additional window coverings other than those, which may be present at the time of leasing. University installed mini-blinds, if any, do provide some light control yet may not provide complete privacy. Resident installed window coverings must show white to the outside. The application of aluminum foil, paper, lights, stickers or other decorations to windows is not allowed. Displays in the windowsill shall not be seen from the outside of the unit.

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

YOUR LEASE

Eviction for Non-Payment of Rent

If a leaseholder is delinquent in rent by two months or over \$1000, whichever is sooner, an eviction notice may be delivered to the leaseholder. If rent is not paid within three (3) days after receipt of the eviction notice, the Lease Agreement will be terminated by University Housing and legal eviction procedures will commence. The leaseholder may also be responsible for paying a late fee for rent payments not made by the 5th of the month. See section 10 titled "Default in Payment" of the Apartment Lease Agreement.

Faculty Housing

University faculty members are eligible to lease one-bedroom or two-bedroom apartments only and are restricted to an occupancy period that does not exceed two years. Faculty members need not be enrolled as students at the University of Texas at Arlington. University staff employees are not eligible to lease a university apartment.

Family Housing and Children

Parents or guardians are responsible for monitoring the safety and behavior of their children. Residents should exercise due care at all times to inspect windows, screens, locks, and latches to make sure they are in good working order and are being utilized properly to protect children visiting or living in the apartment. Children cannot be left unattended in apartments or apartment common areas. Children under the age of 14 are not allowed to be in community pools except under the direct supervision of an adult.

Keys

One key will be issued to each individual leaseholder. It is the responsibility of the individual key holder to maintain possession of the key for their duration of their occupancy and for the return of the key to the University Housing upon move out. Leaseholders and/or occupants will be charged \$80.00 for failure to return a key at the time of move out. Duplication of keys is prohibited. Additional key procedures are outlined below.

A single temporary loaner key can be checked out from the on-site office for a 24-hour period if a key is temporarily misplaced. In this instance, the lessee must fill out a Request for Temporary Loaner Key Form. Leaseholders and Occupants are charged \$25.00 per lockout. If the key is not returned within 24 hours or if the key is lost or stolen, the leaseholder will be charged \$80 for a lock change.

The apartment lessee will also receive a mailbox key. Additional mailbox keys may be purchased for \$17.00 each. In this instance, the lessee must fill out a Key Request Form. This form is available under the Forms menu in the Housing Application.

Residents are not allowed to share their University ID card or keys with another individual or leave them unattended where another individual could access them. Possession of a University ID or keys by someone other than the resident is a violation of handbook policy.

Mav Express Cards are considered keys. When issued key(s) and/or a Mav Express Card, residents should be aware of the policy violations listed below:

- ✓ Giving key(s)/card to any individual who is not an employee of the Housing Office for any reason (i.e., parents, friends, relatives, etc.).
- ✓ Having unauthorized possession of someone else's key(s)/card for any reason.
- ✓ Failure to report losing or misplacing key(s)/card. (Lost keys and cards can give the wrong person access to the building and endanger everyone.)
- ✓ Providing access to a non-resident who does not have an escort. Residents are responsible for any guest who violates any state, University, or Apartment and Residence Life policy once in the apartment community, including unknown non-residents if a resident grants them access to the building.
- ✓ Tampering with any access system, locks, or doors, which includes, but is not limited to, taping over a lock or propping open a door.
- ✓ Excessive requests for temporary keys and/or cards.
- ✓ Leaving the apartment unlocked when not inside.

Lost Key

If your apartment key has been lost or stolen, the lessee should notify the University Housing. In this instance, the lessee will be charged a \$80.00 fee, the locks will be changed, and a new key will be issued to the leaseholder and each properly registered additional occupant. All apartment mailbox keys reported lost or stolen will be replaced for a seventeen (\$17.00) dollar charge.

Meningitis Vaccination Requirements

A state law that became effective January 1, 2010 requires that any first-time students who plan to move into University housing show proof that they have been immunized against bacterial meningitis or meet certain criteria for declining such a vaccination before they can live on campus. The law applies to transfer students and any student enrolled at UT Arlington for the first time. If

you are offered on campus housing accommodations before or during your first semester of enrollment at UT Arlington, you must fully comply with the meningitis law and related university policies within 10 days from housing contract offer or 10 days prior to move in, whichever date is earliest. Individuals who do not comply with the law and related University policies will not be allowed to move into on campus housing and may experience financial penalties for failure to comply with their contractual obligations. For more information, please visit the Housing website at www.uta.edu/housing.

Occupancy Limits

Occupancy limits vary by community and are established as follows. Exceptions for approved special occupants of the leaseholder are noted below.

Housing Type	Houses	Timber Brook	The Heights on Pecan
1 Bedroom	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 3 residents per unit).	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 3 residents per unit).	One person per bedroom. (Exception allowed for spouse and/ or a child under 5 years old – maximum 3 residents per unit).
2 Bedroom	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 5 residents per unit).	Two persons per bedroom. (Exception allowed for spouse and a child under 5 years old only if leasing the whole unit).	One person per bedroom. (Exception allowed for spouse and a child under 5 years old only if leasing the whole unit).
3 Bedroom	Two persons per bedroom. (Exception allowed for a child under 5 years old – maximum 7 residents per unit).	N/A	N/A
4 Bedroom	N/A	N/A	One person per bedroom

No individual other than Lessee and Lessee's spouse, child or other person approved in writing by UTA in its sole discretion ("Special Occupant") may occupy the premises. The right of a Special Occupant to occupy the premises are governed by the terms of this Agreement and shall expire or terminate at the same time as Lessee's rights expire or terminate hereunder. UTA may assign an additional lessee(s) to any bedroom in the Premises not rented by Lessee unless Lessee agrees to pay, as part of Lessee's Rent, the total Rent due for such unoccupied Premises.

Personal Information Accuracy

Each Lessee and Occupant is required to maintain accurate information on the following:

Name

University ID

Date of Birth

Emergency Contact Information

Email Address which may be used for housing-related communications.

Property Disasters

High winds, floods, fire, and loss of utility services can result in serious consequences for residents and the property. In the event of such an occurrence, the University shall attempt to restore the premises or services as soon as is reasonably possible. However, the University is not obligated to provide or pay for alternate housing in the event the premises are temporarily or permanently uninhabitable. Should the University determine a property to be uninhabitable, either permanently or for an extended time, the University may terminate the lease agreement. Residents should purchase appropriate insurance coverage as the University is not responsible for damage to a resident's possessions.

Rent Payments

Rent payments are due and payable in advance on the first day of each month at the Student Accounts Office in the University Administrative Building. Payments can also be made online. **A late payment fee of \$25.00 will be charged if payment is not received by the due date.** Your rent will be posted to your MyMav account each month. Residents are responsible for checking their MyMav account on a regular basis to view charges due. You will not be sent a bill in the mail. Failure to see the monthly rent posted to your MyMav account does not excuse you from your responsibility to make scheduled payments. Lessee is responsible to contact the University Housing if monthly rent does not appear in MyMav. In addition, failure to receive a salary, loan, grant, or scholarship from the University will not excuse you from rent payments.

If a leaseholder is delinquent in rent by two months or over \$1000, whichever is sooner, an eviction notice may be delivered to the leaseholder. If rent is not paid within three (3) days after receipt of the eviction notice, the Lease Agreement will be terminated by University Housing and legal eviction procedures will commence. The leaseholder may also be responsible for paying a late fee for rent payments not made by the 5th of the month. See section 10 titled "Default in Payment" of the Apartment Lease Agreement.

Right to Re-Rent

If you violate any of the conditions of the Lease Agreement, Senior Director of Housing Operations may, in the future, decline to lease any University housing to you. Also, if you have been subjected to eviction (except for taking the unit out of service), you may be prohibited from leasing University owned property. If you have a delinquent debt obligation of any nature owing the University, you may be prohibited from entering into a Lease Agreement with University Housing until such time as the debt is satisfied.

Solicitation

Per the terms and conditions of the apartment lease: No solicitation or door-to-door sales of goods and services are allowed in the Premises or UTA housing. Occasional sales or offers of sales of goods or services that otherwise comply with state law and municipal ordinances and that are conducted in the privacy of the Premises when Lessee or the Occupants have given specific invitation in advance for sales persons to come to the Premises for that purpose are not considered to be solicitation. No sales or offers of sales of goods or services within the Premises or UTA housing by Lessee or Occupants on a continuing or scheduled basis is permitted. Residents are prohibited from running a business from their apartment unit.

Student Status

The term "student," as used in all publications provided by the Office of Housing, shall be defined as any individual currently enrolled at The University of Texas at Arlington for a minimum of six credit hours. Residents need not attend classes during the summer to be eligible to remain in student housing, provided they will be a student during the following fall and spring semesters.

Students with Disabilities – Requests for Property Modifications

Students requesting modifications or accommodations should contact The Student Access & Resource Center to inquire about the process for requesting modifications or accommodations within University Housing properties.

Termination of Lease

Residents should be familiar with the lease terms and conditions regarding termination of the lease agreement. Please see item #41, "Early Termination By Lessee." The Lessee is responsible for the full rental amount of the lease term unless granted a written approval for early termination of the lease.

Academic and Military exceptions are the only exceptions allowed for early termination of the lease. Academic and military exceptions include:

- Lessee is scheduled to graduate during the lease term
- Lessee is enrolled in a UTA Study Abroad Program during the term
- Lessee is enrolled in a for-credit internship which requires daily travel further than 45 miles from the Premises during the term
- Lessee has received official orders requiring military deployment for more than 30 continuous days during the term.

In these instances, the Lessee must provide written documentation of the exception no less than 60 days in advance of the requested early termination date. Requests will be reviewed by University Housing.

Move Out Procedure

Lessee is required to move out of the Premises on or before 5:00 p.m. on the Lease Termination Date (For lease's terminating on 7/31 the lessee is required to vacate the Premises by noon). Lessee shall provide a written notice to UTA at least five (5) days in advance of Lessee's desired move-out date by scheduling a move out inspection with the Apartment Life staff. Such notice will not release the Lessee from liability to pay rent for the full Term of the Lease, except in accordance with Paragraph 41 of the lease terms and conditions. During certain times of the year Express Check Out may be an option for residents. Residents using Express Check Out are required to follow all instructions to properly check out or may be charged improper check out fees.

Prior to moving out of the Premises, Lessee must thoroughly clean the Premises, including but not limited to doors, windows, furniture, bathrooms and kitchen appliances. Lessee must follow the UTA Move-Out Cleaning Guide, which may be accessed at www.uta.edu/housing. If Premises are not cleaned adequately, Lessee will be responsible for required cleaning charges.

Lessee must meet with an Apartment Life Staff member for a move-out inspection. Any statements or estimates at time of inspection are subject to correction, modification, or disapproval before final accounting or refunding.

Upon move-out, Lessee will be liable for the following charges, including but not limited to: unpaid rent; unpaid utilities; repairs, damages, or loss caused by negligence, carelessness, accident or abuse; and missing or unreturned keys. The final determination of damage and cleaning charges will be made by Facilities Management Staff whom may not inspect the Premises until after Lessee has completely moved out. Charges for cleaning and damages in shared and common areas will be divided equally between all Lessees who have use of the shared and common areas.

Leaseholders will be responsible for paying improper check-out charges if the move out process is not completed as outlined in the lease terms and conditions. A breakdown of improper-check out charges is provided below.

During busy move out periods during December and July, residents may have the opportunity to use Express Check Out instead of checking out with a staff member. Express Check Out information will be distributed to eligible residents along with guidelines to properly check out. Failure to abide by the guidelines will result in improper checkout charges.

Improper Move Out Charges	Cost
Failure to schedule Appointment five Days in Advance of Move Out	\$20
Failure to Arrive on Time for Scheduled Appointment with the RA	\$20
Resident not prepared for scheduled move out inspection	\$20
Failure to use express envelope/fill out information	\$20
Failure to return envelope on scheduled move out date	\$20
Failure to vacate by contract end time <i>(may also be responsible for Holdover Penalties)</i>	\$50
Failure to Check Out with staff	\$50

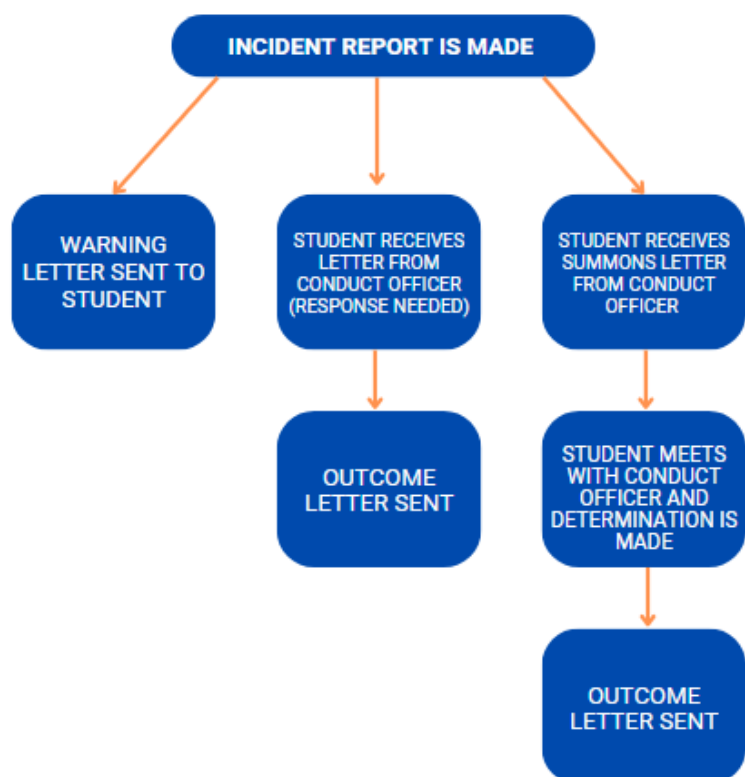
Utilities

Utilities in the apartments will be furnished and paid for by the resident unless specifically stated otherwise in the Lease Agreement.

YOUR CONDUCT

CONDUCT PROCESS

Once an incident report is filed, one of the following will occur, depending on the nature of the allegations



Leaseholders, occupants, and their guests should conduct themselves in such fashion as is fitting of community living and show due consideration to neighbors and are responsible for adhering to the policies outlined in this handbook as well as all university policies. Disturbances or otherwise disorderly conduct may result in disciplinary action, termination of the lease, and other disciplinary remedies available. Leaseholders are responsible for the behavior of their registered additional occupants and guests. Students are required to provide their UTA ID card to staff members when asked for it. Student agrees to abide by the policies established by University for each community. Violations of these policies may also be referred to the Office of Community Standards and/or result in disciplinary action being taken against the Student. Student agrees that personal property possessed by Student in University Housing in violation of law and/or University housing policies may be seized and disposed of by University at University's sole option and discretion in accordance with its policies on disposal of surplus property or other applicable policies.

When a violation is believed to have occurred, it is reported to the Residence Director. The reported violation can be handled in a variety of ways; a conference with the Resident Assistant, Residence Director, Assistant Director, or the Assistant Director for Residential Student Conduct..

Conduct Appeal Process (for housing cases ONLY)

Residents who are found responsible for a violation of Residence Life policy have the right to appeal the decision when it results in a reportable record (i.e. housing probation, housing suspension/removal, or removal of a right or privilege). An appeal must be based on an error in the disciplinary process that substantially impacted the outcome, as outlined below in the grounds for appeal. If grounds for appeal exist, the appeal will be heard by an appeal officer. In cases where an RL staff member renders the original case decision, the appeal officer will be the Assistant Director for Residential Conduct. In cases where the Assistant Director for Residential Conduct renders the original decision, the appeal will be heard by an Assistant Director of Residence Life. Decisions may be appealed by submitting a written narrative, through the online appeal form found in the student's outcome letter outlining the basis for their appeal, within five (5) business days of the date which the outcome letter was sent. The appeal officer will review the information and provide a decision within fourteen (14) business days. The appeal decision will be communicated to the student via letter and/or email. The appeal officer's decision is final. Appeals that are not based on one of the grounds for appeal articulated below or that are received after the appeal deadline will be denied.

The following will be allowed as ground(s) for appeal:

1. New evidence not reasonably available at the time of the conduct meeting,
2. Evidence of a procedural error in the student disciplinary process that substantially impacted the outcome
3. Evidence that the sanction is excessively severe. Residents who are found responsible for a violation of the University's Handbook of Operating Procedures and issued an official warning are not eligible to appeal.
4. Bias of the conduct officer and/or hearing officer.

Alcohol

Residents of legal age in the State of Texas and their guests of legal age in the State of Texas may possess and consume alcoholic beverages in the privacy of their residence. Possession or consumption of alcohol in public areas is prohibited. Public areas include any area outside of your apartment such as courtyards, walkways, balcony areas, pool areas, etc. Disciplinary action will also result if you or your guests become disorderly or if you are found to have alcohol in the presence of minors. Apartment residents of legal drinking age may store alcohol in kitchen cabinets or fridge however are not allowed to consume alcohol in the same room of roommates or guests under the legal age. Excessive amounts of alcohol are prohibited. Excessive amounts include kegs.

Campus Carry Housing Policy

Only License to Carry (LTC) Individuals who are licensed by the State of Texas to carry a concealed handgun may be in possession of a handgun in university owned housing in accordance with State law and UTA policy. A licensed holder in university owned housing must have their handgun(s) on or about their person or safely secured or stored to prevent tampering or theft. When the handgun is not on or about their person, the handgun must be stored in a combination or electronic locking steel safe. The safe must be securely attached to a bed frame or other furniture with a steel tethering cable, to minimize the possibility of theft. This policy applies to university owned housing residents and their guests. Violation of this policy will be a breach of the Contract/Lease and the University may terminate the Contract/Lease and right of occupancy and exercise all rights and remedies under the Contract/Lease. For more information regarding weapons on campus and the carrying of concealed handguns, visit UTA's [Weapons on Campus and Concealed Carry Policy](#) and UTAPD's website on [Campus Carry](#). Roommates in University owned

housing may select a preference for a roommate who agrees not to possess a handgun on the University Campus; however, the University makes no guarantee to fulfill any request. If a student is not satisfied with their assigned roommate or room, they may request a change.

Disruptive Behavior

Disruptive behavior in or around the Residence Halls/University Apartments is not permitted. Disruptive behavior includes any of the following:

Behavior that unreasonably interferes with the normal functioning of a residential facility or unreasonably impedes the rights of students or staff is prohibited. This includes but is not limited to:

- Behavior where the safety of participants, other students, staff, or property is compromised; lewd or indecent behavior; or where the actions of a person or group require the response of a housing staff member or other university employee.
- Threatening, intimidating, or endangering the health, safety, or welfare of yourself or a member of the University community; and/or
- Engaging in inappropriate behavior that necessitates an additional response from campus or city personnel.

Drones

Residents are not allowed to possess or operate drones on campus.

Fire and Life Safety

All residents should be aware of and concerned about fire and safety hazards and the very real dangers to life and property and protect themselves accordingly. Life safety inspections of apartments and houses will be conducted at any reasonable time to ensure life safety devices are working properly. Life safety inspections also serve to identify violations of the Life Safety Code or University policy. Such inspections are unannounced and may be performed in conjunction with other building services. University staff and/or the State Fire Marshal shall perform life safety inspections. Housing may impose sanctions and/or fines of Violations found during Life Safety Inspections.

Residents who are found responsible for causing a fire or who contribute to the spread of a fire due to tampering with fire safety equipment are financially liable for the following damages:

- Injuries or death caused to self or others
- Damages to personal property owned by self or others
- Damages to property owned by the University

The University assumes no liability for damages to personal property, injury, or loss of life. Personal property or renter's insurance, health, and life insurance are the responsibility of the resident. Residents are encouraged to be conscious of fire safety risks and protect themselves against such losses. Residents should purchase appropriate insurance coverage, avoid unsafe practices, and promptly report any fire safety concerns.

Fire Safety Policy Violations	Minimum Sanction for Violation
Causing a fire through intention or negligence	\$100 Fine + Costs for Actual Damages and/or Injuries (Subject to criminal prosecution and arrest- State Jail Felony)
Causing a fire alarm through negligence, or non-negligence after 2 nd alarm incident	\$50 fine
Contributing to the spread of a fire through tampering with fire safety equipment	\$100 fine + cost of Repairs (Subject to criminal prosecution and arrest- State Jail Felony)
Disabling a smoke detector, tampering with fire safety equipment, or intentionally pulling an alarm	\$100 fine + cost of Repairs (Subject to criminal prosecution and arrest- State Jail Felony)
Damage to fire sprinkler equipment	\$100 fine + Cost of Repairs
Hanging items from fire protection equipment	\$100 Fine + Costs for Repairs or Actual Damages
Unhooking a door closure or tampering with/disabling a lock	\$50 fine
Unapproved or unauthorized space heater	\$50 fine
Possession or use of candles or other open flame lighting	\$50 fine
Possession or use of incense or wax warmer	\$50 fine
Possession of a Micro Transportation Device (e.g. Bikes, electric scooters, skateboards)	\$50 fine
Possession or use of explosives/fireworks/weapons (including live, spent, play or look alike weapons of any kind)	\$50 fine
Possession or use of fuels (gasoline and other flammable liquids or gas)	\$50 fine
Possession or use of halogen lighting or any lamp exceeding 120 watts including lava lamps, neon signs and/or 3D printers	\$50 fine
Failure to evacuate for a general fire alarm	\$50 fine
Unhooking a door closure or tampering with/disabling a lock	\$50 fine
Propping open a door	\$50 fine
Obstructing a route of fire egress	\$50 fine
Improper disposal of cigarette butts in the apartment commons areas	\$50 fine
Barbecuing within 20 feet of any combustible surface or under any walkway, balcony, or overhang	\$50 fine
Possession of non-approved appliance	\$50 fine
Covering vents	\$50 fine
Smoking in building or evidence of smoking in building.	\$50 fine
Smoking near apartment, except in personal vehicle with windows rolled up.	\$50 fine
Personal items located within 18 inches of any sprinkler head.	1 st offense warning, 2 nd offense \$50 fine

Having or using an extension cord (Heavy-duty, three-prong, UL listed power strips with surge protection are required)	1 st offense warning, 2 nd offense \$50 fine
Not plugging microwave/refrigerator directly into the wall.	1 st offense warning, 2 nd offense \$50 fine
Possession or use of plug-in string lights (only battery-operated UL Listed LED string lights are allowed)	1 st offense warning, 2 nd offense \$50 fine
Overloaded electrical outlet/use of multi-outlet adapter	1 st offense warning, 2 nd offense \$50 fine
Power strip not plugged directly into outlet	1 st offense warning, 2 nd offense \$50 fine
Exposed wiring	1 st offense warning, 2 nd offense \$50 fine
Excessive paper or trash	1 st offense warning, 2 nd offense \$50 fine
Combustible materials hanging from ceiling	1 st offense warning, 2 nd offense \$50 fine
At the discretion of the housing management staff, a substitute sanction may be issued in lieu of a fine for the first offense.	

Barbeques

Barbecue grills, charcoal, and lighter fluid are prohibited in individual apartments and may not be stored (even temporarily) in a unit. A common area grill is located near the pool for public use. When the barbecue is in use it must be tended to at all times. Coals must be extinguished immediately after use to prevent fire hazards or injury to children. To extinguish, coals should be doused with water. Do not dispose of hot coals in the dumpster. Contact Environmental Health and Safety (EH&S) at 817-272-2185 or ehsafety@uta.edu to obtain a hot coals bucket. Electric grills are permitted in apartments.

Candles and Incense Prohibited

Candles: Candles may not be burned and are not allowed in apartments as decoration. Possession and/or use of a candle will result in disciplinary action, and a \$50 fine.

Incense: Use or possession of incense is not allowed. Possession and/or use will result in disciplinary action, and a \$50 fine.

Wax Warmers: Use or possession of wax warmers is not allowed. Possession and/or use will result in disciplinary action, and a \$50 fine.

In the event of a power outage, flashlights or other battery-operated lights should be used; the use of candles, kerosene lanterns, and other open-flame lighting is prohibited.

Extension Cords and Power Strips

Residents may not use extension cords in apartments and houses. Residents may only use heavy duty, three-prong, and UL listed power strips with surge protection. The wire size selected must be sufficient to carry the expected load, plus an additional 50% overload. Suggested wire sizes for given loads are as follows:

Wire Size Load

- #16 to 13 AMPS (1520 watts)

- #14 to 15 AMPS (1750 watts)
- #12 to 20 AMPS (2340 watts)

Power strips should be kept to the minimum length possible and should never be run under rugs nor have curtains or drapes hung from them. Cords that show signs of wear shall be replaced. High wattage appliances such as air conditioners or electric grills should be plugged directly into a wall outlet. Power strips shall be plugged directly into the outlet and may not be plugged into another power strip. Multi outlet adapters are not allowed.

Extermination Products

Extermination services are provided by the University. Students are prohibited from using their own personal extermination products (ex; Bug Bombs and bug spray) the only exception is residents may use pest bait stations. If your residence is in need of extermination services, please call Facilities Management at 817- 272-2000. Failure to report pest control issues immediately will result referral to the Office of Community Standards and a monetary fine of \$75.00.

Fire Drills

Unannounced fire drills are conducted every fall and spring semester in each apartment community. At any time the fire alarm is sounded, residents should evacuate the building immediately in a calm and collected manner. Residents should take their keys and lock the residence upon exiting. Failure to evacuate for a fire alarm, whether during a fire drill or an actual emergency, may result in a \$50 fine and a referral to the Office of Community Standards.

Fire Extinguishers

For your safety, fire extinguishers may be found in various places throughout the apartment communities. Please be aware of their locations.

Fire Sprinkler Systems

Units at The Heights on Pecan, the Lofts, and Timber Brook are constructed with fire sprinkler systems in each apartment. Residents must be careful not to damage the sprinkler heads or an accidental discharge of water may result. In addition, residents may not store personal items within 18" of any sprinkler head. Residents shall not hang anything from sprinkler heads.

Flammable Storage

Flammable liquids may not be stored in University Housing. Gasoline, petroleum-based solvents, paint thinners and similar flammable materials should be kept in metal containers and stored well clear of living areas. Such containers should be stored in a secure area away from excessive heat or flames. Flammables should never be stored in automobiles.

Halogen Lamps & 3D Printers Prohibited

Because of the serious fire safety concerns associated with these appliances, halogen lamps and 3D Printers are not allowed in University owned residences.

Holiday Decorations

Decorating your home to help the spirit of the holidays is encouraged. However, some

guidelines should be followed. Never use faulty electrical equipment of overload circuits. Live Christmas trees are prohibited, but artificial, fireproof trees are allowed. Holiday lights that plug into an outlet are prohibited, only battery operated, UL listed LED string lights are allowed. No fabric or cardboard shall be mounted on walls and doors.

Outdoor Burning

Residents are prohibited from having, attempting to create, or creating a fire outdoors in the apartment community. This includes the use of fire pits (with the exception of the fire pit provided by the University at The Lofts). Fire use is limited to barbeque equipment provided by the university (see FIRE SAFETY – BARBEQUES).

Micro Transportation Devices

Charging, storage, and possession of “micro transportation devices” within university-owned housing facilities is prohibited due to posing a fire hazard. “micro transportation devices” includes any kind of self-balancing device which is powered by a lithium-ion battery.

Room Decorations

Everyone likes to add a little of their personality to their home. Decorating makes a residence more livable and is certainly not discouraged. However, be sure your ingenuity does not lead to disaster. Cloth hangings from the ceiling (you have probably seen a parachute canopy used for ceiling decoration) and paper posters covering the walls are another danger. Residents are not allowed to cover more than 20% of their wall with decorations. Examples of items that quickly violate the 20% are tapestries, multiple posters, vines, etc. Imagine the situation if anything were to ignite a room with you in it, asleep. Give yourself a chance. Do not overload your room with combustibles.

Smoke Detectors

Hardwired smoke detectors are installed in all university apartments. Smoke detectors in university apartments do not require any resident maintenance or battery replacement.

Notice: Tenant shall not disconnect or intentionally damage a smoke detector. Contact EH&S @ 817-272-2185 or ehsafety@uta.edu if a smoke detector battery need to be changed (Heights on Pecan Residents Only). Tenant may be subject to damages, civil penalties, and attorney's fees under Section 92.2611 of the Texas Property Code for not complying with the foregoing notice.

Please be aware, if you disable any smoke detector rendering it inoperable, fail to report malfunctions to our office in writing, or violate any fire safety policy, you will be liable for damages and subject to applicable criminal and civil penalties and University sanctions.

Space Heaters

Space heaters are prohibited at The Heights on Pecan, The Lofts, and Timber Brook.

Guests

There will be times when you may have overnight guests visiting throughout your stay with us. All guests must be registered and approved to be a guest prior to their stay. A guest must be registered no matter the length of the stay.

To register a guest please fill out the online form on the Housing website at

<https://www.uta.edu/housing/forms/guest-policies-and-occupancy-limits.php>

Guest requests are processed during the work week, so it is encouraged to fill out the request form in advance to receive approval. If the guest is approved to stay, the maximum time allowed will be three nights a month. Guests cannot have consecutive stays from one month to the next.

Residents must have their roommate's/suitemate's consent to have any overnight guest(s), as well as any frequent day and evening visitors. Guests are considered overnight guests after 2:00am and will need approval to stay past that. Guests are also considered overnight guests if they are sleeping in the resident's room. Guests who are disruptive to the community or who abuse these privileges may be asked to leave by apartment staff or roommates/suitemates.

University reserves the right to ban guest(s) if resident(s) and/or guest(s) is found to be adversely affecting other members of the residence hall(s) and/or University.

All residents must escort their guests at all times and are responsible for their behavior at all times. This requirement dictates that guests must be under the direct supervision of their host at all times while visiting. Failure to do so will result in disciplinary action and the resident may lose the privilege of inviting guests to the apartment. Before requesting approval for an overnight guest residents should speak to their roommate(s) about the request and obtain their permission to allow a guest in the apartment. Before requesting approval for an overnight guest residents should speak to their roommate(s) about the request and obtain their permission to allow a guest in the apartment. Violation of the guest policy may result in a \$50 fine.

To ensure the safety and comfort of individuals living and visiting our apartment communities, units have the following capacity (guests and visitors included):

Heights on Pecan	Maximum Number of people allowed in unit
1 Bedroom	4
2 Bedroom	6
4 bedroom	11

The Lofts	Maximum Number of people allowed in unit
1 Bedroom	5
2 Bedroom	6

	Unit Type	Maximum Number of people allowed in unit		Maximum Number of people allowed in unit
Timber Brook	1 Bedroom	5	2 Bedroom	9

Guest: Caretaker/Babysitter

A Leaseholder or Occupant may register a caretaker/babysitter for an occupant 13 years and under to assist in the daily care of the child. The caretaker/babysitter must be at least 14 years old or older. To register a caretaker/babysitter, the Leaseholder must submit a "Guest Request" online and select the "Caretaker" option. This must be completed 5 days in advance. There is no limit to how many days a caretaker may watch the occupant, however if the caretaker/babysitter intends on staying overnight, they may only stay overnight a maximum of 3 times per calendar month. This must be indicated when submitting the guest request form. All guest that are not registered will be asked to leave.

Micro Transportation Devices

Charging, storage, and possession of "micro transportation devices" within university-owned housing facilities is prohibited due to posing a fire hazard. "micro transportation devices" includes any kind of self-balancing scooter which is powered by a lithium-ion battery.

Incident Reports

The Incident Report is a form used by the Residence Life staff to communicate information to other staff members and to the Office of Community Standards. This form is used to communicate violations of policies, medical emergencies, and all other unusual occurrences that staff members address while performing their jobs in the residential community. Incident Reports are not disciplinary actions in themselves - they are communication devices. A report can result in a range of consequences depending upon the frequency or severity of violations. It is a confidential Residence Life record that is shared only with the individuals involved in the incident, staff, and the Office of Community Standards or UTA police when necessary unless the student gives written permission to share it with others.

All staff members are required to file an Incident Report whenever they encounter a potential violation of policy. Staff members may take photographs during an incident and include the photos to the incident report. If cited in a report, residents will be provided with a copy of the report to review prior to their adjudication. Residents do not have to agree with the details provided by a staff member in an incident report and have the opportunity to convey their information about the event in a conduct meeting.

Internet and Phone Service Prohibited Conduct

Student must abide by the terms and conditions contained in the University of Texas at Arlington's Guide for Residential Internet and Phone Services. Students shall not violate federal copyright laws. It is against policy to use a router that is not property of the University.

Noise Disturbances

According to the UTA Apartment Lease Agreement, property shall at all times be used and occupied in such a manner as will not disturb, interfere with, or affect the comfort, peace and quiet enjoyment of neighboring property. The University will not condone disturbances and

other disorderly conduct. Playing of instruments, such as drums and electrical instruments, on the premises of the University apartments is prohibited.

To discourage noise disturbances on campus, the UTA police may issue citations for loud or excessive noise violations. The associated fine is \$50 per violation. The UTA Police regulation is noted below.

Residence – A violation consists of but is not limited to the playing, using or operating, or permitting the playing, using or operating, of any television or radio receiving set, musical instrument, or other machine or device for producing, reproducing or amplifying sound, in such a manner as to create a noise disturbance. If the noise can be heard distinctly from 25 feet it shall be evidence for violation of the regulation.

Vehicle – A violation consists of but is not limited to the playing, using or operating, or permitting the playing, using or operating, of any radio receiving set, or other machine or device for producing, reproducing or amplifying sound, in such a manner as to create a noise disturbance. If the noise can be heard distinctly from 50 ft it shall be prima facie evidence for a violation of the regulation. The mere sound of the engine is not a violation.

In addition to the fines noted above, disturbances or otherwise disorderly conduct may result in disciplinary action, termination of the lease, and other disciplinary remedies.

Quiet Hours

All Community living requires reasonable compromises to maintain a peaceful and quiet environment that is conducive to academic success. Residents should not make or permit noise which may be objectionable to other residents. Simple behaviors can help to reduce unnecessary noise. Residents should take off boots or heavy shoes when in the apartment; and keep the volume on the stereo, TV, or radio at a reasonable level.

While noise can be a problem, it is important to realize a certain amount of noise is to be expected in a community living environment and under normal circumstances. Residents should be tolerant of individual differences in lifestyles and routines. (See also “Neighbors”)

Residents must respect the rights of others in regard to noise levels and adhere to the designated quiet hours outlined below.

Sunday through Thursday, 10 p.m.-9 a.m.
Friday and Saturday, midnight to 9 a.m.

Courtesy hours are in effect 24 hours a day, seven days a week. If a resident requests a neighbor be quiet, the neighbor should be respectful of their request. Failure to abide by these guidelines will result in intervention by an Apartment Life staff member and possible disciplinary action.

Over-Occupancy

Violation of the occupancy limits and guest policies have a negative effect on residents of the community. Problems resulting from these violations include:

- Increased rents and operating expenses as a result of excessive utility consumption and excessive wear and tear on the property
- Shortage of hot water
- Increased sanitation and pest control concerns
- Shortage of parking spaces
- Increased noise
- Increased risk of fire safety hazards
- Reduced internet speeds

The following conditions may be considered as evidence of an occupancy limit and/or guest policy violation:

- Failure to register overnight guests prior to their stay as is described in the Guest Policy.
- Excessive number of people using a UTA housing address as a mailing address. Only authorized occupants may receive mail at the residence.
- Excessive number of people observed sleeping in the residence.
- Excessive amounts of bedding materials or sleeping items observed in the residence.
- Evidence of a person using a residence as if that person were an occupant, but not actually being registered as an occupant or guest. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the residence, sleeping overnight in the residence on a regular basis, and using the bathroom and shower facilities as if they lived in the residence.
- Statements from a registered occupant that their ability to study or sleep is hindered by the frequent presence of an unregistered occupant or guest.

Occupancy limits violations will result in a \$250 fine and housing probation and other disciplinary sanctions may be imposed which could include termination of the lease. Each leaseholder in a unit may be found responsible for over occupancy violations and sanctioned accordingly.

Pets

Except for service animals (in the presence of the human in which they are trained to provide the service for), or animals approved by the Student Access and Resource Center, no animals are allowed (even temporarily) anywhere in the apartment, or apartment community. Residents approved to have an animal by the Student Access and Resource Center must complete a housing addendum in the Housing Office before the animal is allowed in the resident's apartment. Fish in aquariums less than 10 gallons are allowed in student apartments. Residents are not allowed to possess any animal care items such as food, toys, litter, etc. Care and feeding of stray or unauthorized pets is prohibited. **Residents found to be in possession of any**



prohibited pet(s) or possession of animal care items will be referred to the conduct process and will be charged a minimum fee ranging from \$200-\$375 per incident, in addition to any cleaning and sanitation fees, and be asked to remove the pet from the property immediately. Repeat violations or violations of the housing addendum for approved animals may result in disciplinary action, on of the lease and/or immediate removal of animal.

Note: A small number of Residence Life professional staff (Residence and Community

Directors) are approved to have one pet living in their apartment.

Privacy

A student will be in violation of the Student Code of Conduct when they engage in surveillance or recording of any type without the subject's knowledge or consent in areas where there is a reasonable expectation of privacy and/or the broadcasting or distribution of such material. (This includes the installation of ring type doorbells).

Smoking

In effect as of September 1, 2019, a Texas law makes it illegal for anyone under 21 to use or possess tobacco and nicotine products—with the exception of military members. The law raises the age from 18 and makes it a class C misdemeanor to possess, purchase, consume or receive cigarettes, e-cigarettes or tobacco products. UTA is a tobacco-free campus—and has been since 2011. The use and possession of all tobacco products—including cigarettes, cigars, pipes, smokeless tobacco, electronic cigarettes, vaping devices, and other tobacco products—is prohibited everywhere on campus. The ban encompasses all outside property and grounds on UTA and its affiliated campuses. Smoking devices such as hookah are not allowed to be used or stored on campus.

NOTE: Smoking legal herbs, such as salvia, K2 herb, or any variation or substance that is similar in effects or smell to marijuana, or that requires the use of drug paraphernalia is prohibited in all apartments and the property surrounding or considered part of the apartment community or house. The use of drug paraphernalia (pipes, bongs, roach clips, or similar devices) will be treated as a violation of the University policy related to use and/or possession of illegal drugs.

Trash and Common Area Expectations

All residents benefit from clean and attractive grounds and common areas. To achieve a neat, safe, and health conscious community exterior, residents are expected to cooperate with the following regulations.

For safety reasons, all walkways, stairs, and balconies must allow at least 42" of unobstructed passage at all times. This regulation means that with the exception of a few plants (only decorative planters with live foliage are allowed outside your apartment) and a door mat, other resident-owned items are generally not allowed to be placed outside the apartment.

1. Do not place trash outside your residence or anywhere in the community other than the designated community dumpsters or trash bins. Trash should remain in your residence or be taken immediately to the dumpster or trash bin. Trash must be placed inside the dumpster or trash bin and not left beside it.
2. Bikes may be kept only in a bike rack or inside your residence. They may not be attached to the railings or stairs.
3. Do not store barbecues and supplies outside your residence. Community barbecues are available for resident use, and personal barbecues and supplies may not be stored outside. Also, propane may not be stored inside of your residence as this is a fire hazard.
4. Personal Items such as shoes, clothes, or cleaning supplies cannot be kept outside your residence. Wet items (clothes, mops, etc) can dry in your bathroom and shoes can be

placed on a rack inside your residence.

5. Do not place seating outside your residence. Only seating placed and provided by the University may be kept outside the residence.
6. Do not feed or care for animals outside your residence. Animals need responsible owners for proper care. Encouraging stray animals also invites fleas and other pests into the community. In addition, strays frequently create noise disturbances as they cry for food and attention.
7. Window coverings may only show white to the outside. All residences are furnished with blinds. Applying aluminum foil, screening films, or paper to windows is not allowed.
8. Remove all personal items from laundry facilities. Any personal items that remain in the laundry facility unattended will be considered abandoned and removed at the owner's expense.
9. Properly dispose of mail. Unwanted mail should be placed in a nearby recycling can or taken to your residence. The recycling cans by the mailboxes are only for paper.
10. Residents are prohibited from throwing food items at each other in public areas, including the clubhouses, pool decks, and parking lots. Residents found throwing food items will be assessed a minimum \$50 charge.

The University may remove and dispose of any item that may create an unsafe condition or is unsightly in the sole judgment of the Department of Residence Life. Apartment Life staff conduct outdoor aesthetic checks for all apartments on a continuous basis. If a residence has a violation, notification is left indicating the date of the occurrence and concerns noted. Residents found in violation of the trash and common area expectations will be charged \$50.00 per incident and will be entered into the student conduct process.

Record of these violations will be maintained in the Residence Life office. If a resident wishes to contest the evaluation of their exterior aesthetics or any violations they may submit a written appeal to their Residence Director within 24 hours of receiving notice.

Trespassing

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

If anyone is found trespassing in a residence hall, the UTA Police may issue a Criminal Trespass Warning (CTW) and/or arrest the person. Anyone who has been issued a CTW and is found trespassing again in the future may be arrested.

Seizing Property

Student agrees that personal property possessed by Student in University Housing in violation of law and/or University housing policies may be seized and disposed of by University at

University's sole option and discretion in accordance with its policies on disposal of surplus property or other applicable policies.

Unauthorized Locks

Residents may not install key or combination operated locking devices on individual bedroom or bathroom doors. Residents who are concerned about losses to personal property should purchase adequate insurance coverage or consider purchase of a residential safe. Residents found in violation of this policy will be required to remove any resident installed lock(s) and reinstall the University provided hardware to its original condition. Failure to cooperate with this request within 24 hours of delivery of notice may result in you being charged for labor and material costs to restore the door hardware to its original condition.

A resident may not remove, change, re-key, replace or alter a security device or have it removed, changed, re-keyed, replaced or altered without the written permission of the Interim Director of Housing Operations.

Vandalism

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

Weapons and Fireworks

The use or possession of firearms (excluding those that fall under the Weapons on Campus and Concealed Carry policy, i.e. a handgun), fireworks, illegal or lethal weapons in University owned residential premises, or elsewhere on the University campus, is prohibited. Weapons prohibited in the University owned residential premises or elsewhere on the campus are defined by Texas Penal Code, Title 10, Chapter 46 and include, but are not limited to, any firearm (except a legally possessed handgun), location-restricted knife, club, explosive weapon, machine gun, short-barrel firearm, armor-piercing ammunition, chemical dispensing device (other than a small chemical dispenser sold commercially for personal protection), zip gun, tire deflation device, or improvised explosive device. According to Texas Penal Code, Title 10, Chapter 46, these weapons are prohibited on the premises of a school or educational institution, unless written authorization has been granted by the institution. Additional items prohibited in University owned residential premises or elsewhere on the campus include nooses, firearm silencers, switchblade knives, swords, hoax bombs, stun guns, illegal knives, knuckles, fireworks, play look-alike guns, paintball guns, pellet or BB guns, and decorative firearms (working or non-working), or any other object that would not be considered a weapon in its intended use, but that has been modified in a way to make that object usable as a weapon (i.e. a homemade Morgenstern bat).

Other Types of Policy Violations

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

YOUR SAFETY

Insurance Coverage

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

Building Evacuation

In the event of a continuous sounding of the fire alarm in the apartment, residents must proceed as follows:

1. Evacuate the building immediately according to the posted evacuation route.
2. Stop what you are doing and walk, not run, to the primary or alternate stairwell or exit.
3. Take your keys with you.
4. Close and lock all doors behind you.
5. Once evacuated, remain at sufficient distance to ensure:
 - a) Personal safety
 - b) Safe performance of emergency operations
 - c) Treatment and removal of the injured
6. Do not re-enter the building until the alarm is silenced and the “all clear” announcement is given by the emergency response team.

EMERGENCY RESPONSE PROCEDURE

Actions you should take in emergency situations



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

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

UNIVERSITY OF TEXAS  ARLINGTON

Fire Safety – What to do in the Event of a Fire

Each year, countless lives are lost and property destroyed due to residential fires. Sadly, many of these tragedies could be avoided by taking necessary precautions and being prepared to respond in the event of a fire emergency. The following steps should be taken in the event of a fire.

Sound the alarm

If you are the one to discover a fire, you should first sound the alarm. Call out as loudly as possible "Fire, Fire" and pull a general alarm station. activate the fire alarm pull station.

Evacuate to a place of safety

Residents should always evacuate to a place of safety when the alarm is sounded – even if they do not see any flames or smoke.

Escape from fire and smoke

Are you aware of exactly what you should do if there is a fire in your residence?

Are you aware that the toxic and noxious gasses given off by burning furnishings and structures, particularly with the new exotic synthetic materials, are known to deaden the normal senses and even in some cases to act as mind-altering drugs?

Only a few breaths of smoke from some burning plastics are enough to cost you your life. This is why you should never go back in a burning building. Advise the professional, properly equipped fire fighters about people or pets needing to be rescued. Don't return for valuables. Remember, no material item is worth your life.

As you leave a burning building, close room doors to limit the spread of fire and smoke. Do not be too hasty in jumping from upper levels.

The message is loud and clear. Stay out of the smoke and do not enter or reenter a burning building unless you are properly equipped or are certain you will not breathe the smoke. Only a couple of breaths can incapacitate you. A wet towel can reduce the potential for searing your lungs, but it won't filter out toxic gasses.

Before opening your door, place your hand on it to test for heat. If the door is hot, do not open it. If the door is not hot to the touch, brace yourself and open it slowly. If there is a heavy pressure and a rush of hot air and smoke, close it immediately and use your alternate escape method.

If you are on an upper level and cannot leave by a window, use towels or bed linen to stuff the opening around the door to keep the smoke and gasses out. Wetting them improves their sealing quality. Move to the window and open it slightly. If it is a double hung window, open it a few inches at the top to let smoke and gasses out. Then open it a little at the bottom to let in fresh air to breathe.

Use the small opening at the bottom to slip out a towel or some light colored material to attract attention. The first action by the Fire Department will be to rescue those trapped. Hanging a towel, a pillowcase or a sheet out the window will alert them to your plight. When help arrives, move the item from side to side so that it will be observed that someone is still in the room.

If you cannot get the windows open, use a shoe or book to break small openings at the top and bottom. Getting fresh air to breathe is essential if rescue is delayed at all.

STOP, DROP, AND ROLL if your clothing catches fire.

DO NOT RUN!! Drop to the floor or ground and ROLL. This does two things. It smothers the fire, but more importantly, it gets your head out of the flames. If your clothing is on fire, and you inhale, you breathe in fire and hot gasses. Just a few breaths and your chances of survival are greatly reduced. When you drop to the floor you are immediately able to breathe fresh air. Your tender facial skin and lungs are not exposed to the searing flames and by rolling, you have the best chance of putting out the fire in your clothing. Remember this. Think about it. Tell your friends and particularly any children you might influence.

Clothing on Fire – STOP, DROP, AND ROLL.

Call or have someone else call the Fire Department by dialing 911.

Be sure residents are evacuated.

If possible, use a fire extinguisher to put out the fire.

Remember, the most important action is to save lives. The next most important action is to call 911 or the UTA Police emergency line (817)272-3003. A rule of thumb states that the size of a fire doubles every minute. Do not delay in calling for help.

Obviously, there are many possibilities as to the size and spread of a fire. If you know you can put it out, then by all means do so. If you think it is too big - evacuate.

Personal Safety

Though we do our best to provide a safe living environment, safety is a personal responsibility as well. Here are some guidelines and easy to follow recommendations for keeping yourself and your residence safe.

Inside your apartment:

- **Always lock your doors.** Most thefts in our communities are the result of unlocked doors.
- Lock your doors and windows, even when you are at home.
- Use the deadbolt to secure your apartment when you are inside.
- When someone comes to your door, see who is there by looking through the peephole. Ask for identification if the person is a Facilities Management staff member or contractor. If in doubt, do not open the door and call the UTA police at 817-272-3003.
- Never give your apartment key to another individual. If you lose your key, report the loss to University Housing immediately.
- Keep a list of serial numbers for your electronics and other items of value. This will greatly aid in recovering stolen goods.
- Keep valuables out of sign by closing blinds and storing items away from windows.
- Never leave a note on your door, or on social media sites sharing that you are out of town.

Be prepared as necessary for any power outages:

1. Have extra food and bottled water on hand.
2. Have flashlights and batteries.
3. Charge and prepare portable chargers/batteries for electronic devices.
4. Have portable chargers/batteries and electronic devices fully charged.
5. Read your UTA email and website for information.

Outside your apartment:

- Do not walk alone at night.
- Tell your roommates or a friend where you are going and when you plan to return.
- Do not hide your apartment key above your door or under a door mat. These are the first places a thief will look.
- **Always lock your apartment/house door when you leave. Failure to lock your apartment door when you are not inside will result in a referral to the Office of Community Standards.**

EMERGENCY RESPONSE PROCEDURE

Actions you should take in emergency situations



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

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

UNIVERSITY OF TEXAS  ARLINGTON

Freezing Weather Precautions

Icy temperatures can freeze water pipes, causing them to swell and burst. Once the ice thaws, water flows unrestricted. Water soaked carpets, ceilings, walls, and personal property are the result.

Residents are cautioned that all costs associated with necessary repairs to the premises will be the resident's responsibility if the resident does not take all due care to protect plumbing from weather damage. Residents are also responsible if their failure to take necessary precautions results in damage to their own and neighbors' personal property.

All residents are responsible to take the following precautions to protect their property from freezing weather:

1. Set your thermostat on HEAT at 65 degrees or warmer and place the fan on AUTO.
2. Close your windows completely (you may also wish to close your blinds for added insulation).
3. If you are away from campus/your apartment and are unable to perform the above bullet points, PLEASE submit a work order as soon as possible to www.uta.edu/fixit or call 817-272-2000 and submit a work order stating, "Please winterize my unit. I am away."

If you have any questions about your specific situation, please contact the Office of Facilities Management at 272-2000.

By following these simple recommendations, you may avoid suffering a loss. However, even these precautions offer no guarantee. All residents are strongly encouraged to secure their own renter's insurance policy to protect their property against these and other losses.

Tornado and Severe Weather Precautions

In the event of a tornado or other threatening, severe weather, the following steps should be taken:

- 1) Stay tuned to television or radio broadcasts that track the storm's progress.
- 2) Keep a flashlight and portable radio with batteries nearby in case you lose electric service.
- 3) Listen for the following:
 - a) Tornado Watch: Severe weather conditions exist that make a tornado possible. Prepare to Take Shelter.
 - b) Tornado Warning: A tornado has been sighted in the area. Take Shelter
 - c) Tornado Siren: A tornado is in the immediate area. Take Shelter Immediately
- 4) Do **not** look out the window.
- 5) Do **not** activate the fire alarm system.
- 6) If a tornado is in the area, stay at the lowest possible level inside your residence and away from exterior walls and windows if possible.

Bathtub areas, strengthened by plumbing fixtures and pipes, and interior closets, designed without windows, are generally safer than other areas. Cover yourself with a mattress or blankets to lessen the chance of injury from falling and flying debris.

- 7) Kneel facing the wall and protect the back of your head and neck with your hands and forearms until the danger has passed.

Renter's Insurance Recommendations

Residents are strongly urged to secure their own personal property or renter's insurance, health, life, and any other insurance to protect against damages or losses to persons or property.

Vacation or Absence from Unit

The University Housing recommends that if you will be on vacation or temporarily absent from the residence during the term of the lease that the Resident Assistant and Facilities Management (x22000) be notified. We also suggest that you make arrangements for the suspension of mail and newspaper delivery.

MAINTENANCE and SERVICES

Extermination

As always, it is important you maintain good housekeeping habits in order to reduce the likelihood for pest infestation. Your living area should be clean and free of obstacles such as clothes and books on the floor. Food should be in sealed containers. Residents are encouraged to maintain good housekeeping. If you are experiencing an infestation problem, remove belongings from cabinets and drawers to achieve the most thorough treatment.

All apartments are professionally exterminated for ants and roaches. Our extermination contractor uses an Integrated Pest Management (I.P.M.) system for pest control. I.P.M. is an approach to solving pest issues that applies knowledge about specific pests to prevent infestations. I.P.M. means responding to pest problems with the most effective, least risk options. The first step of I.P.M. is inspection. A visual inspection will be performed of each residence hall room, suite or apartment. Upon completion of inspection, the Technician will determine the second step; treatment of a specific pest, exclusion to help prevent entry of specific pest into given unit, and/or recommendation that a sanitation issue needs resolution. A room entry notice will be left in the unit after inspection is complete. Chemicals will only be applied if there appears to be an infestation issue upon the inspection. When treatment is necessary, in most cases it will be in the form of bait or crack and crevice treatment. This will ensure that in most cases pesticides will not be airborne. This approach is very un-intrusive to residents. In the event that a residence requires treatment where airborne

materials are needed, the contractor will notify UTA.

If you are in need of extra extermination services at any time, please contact Facilities Management at 817-272-2000. **Do not treat your apartment yourself**, submit a work order to allow the pest control service company to properly inspect and treat the unit.

Effective August 2016 residents who fail to report pest control issues immediately to Facilities Management will receive a monetary fine of \$75.00 and referred to the student conduct process. Residents that are found to have pest control issues are not eligible for a lease assumption.

Residents who need to refuse professional extermination service because of a medical condition must keep a note continuously posted on the entry door of the apartment which states, "Do Not Exterminate For Medical Reasons." In addition, residents who refuse professional extermination service must allow access to their apartment for inspection purposes so the effectiveness of their own pest control may be evaluated.

BED BUGS

As you may have seen in recent media reports, bed bugs have resurfaced in the United States in the past five years. They have been found in buses, ships, movie theaters, apartments, residence halls, and high-end hotels. Bed bugs travel from place-to-place in suitcases, bedding, used furniture, and other transient items. For this reason they have been dubbed "the great hitchhikers."

Bed bugs were common household pests in the United States before World War II. But with the widespread use of DDT during the 1940s and '50s, the bugs all but vanished. The pests remained prevalent, though, in other regions of the world including Asia, Africa, Central/South America and Europe. In recent years, bed bugs have also made a comeback in the U.S.

Bed bugs have not been proven to transmit disease, but they are an irritant which may cause a local reaction. Bed bugs usually bite people at night while they are sleeping. The person seldom knows they are being bitten. Symptoms thereafter vary with the individual. Some people develop an itchy welt or localized swelling, while others have little or no reaction. The medical significance of a bed bug bite is mainly limited to the itching and inflammation from their bites.

The usual treatment prescribed is topical application of antiseptic or antibiotic creams or lotions to prevent infection.

I think I might have bed bugs. What should I do?

If you believe your apartment may be infested with bedbugs, please do the following.

1. Contact Facilities Management at 817-272-2000 immediately.
2. Our contracted extermination service provider will perform a bed bug inspection to verify the presence of bed bugs in your unit.
3. If bed bugs are confirmed during the inspection, a treatment date will be scheduled. The contractor will leave a preparation booklet in your apartment along with a treatment date. A staff member will come by your unit the day before the scheduled treatment to complete an inspection of the apartment.
4. Before 8:00am on the scheduled treatment date, please complete the following preparations.
 - Move clothing, books, and personal belongings from each of the affected rooms, areas and/or closets. Place items in the common area or in the middle of the bedroom.
 - Remove all belongings from luggage or backpacks. Put your belongings in a clear plastic bag and leave the luggage or backpack open and readily available. Empty and leave all luggage open and in the center of the room.
 - Move furniture, belongings, etc. at least two feet away from the walls in the affected room(s) (unless furniture is built in).
 - Wash all bed linens, clothing, towels, and other linens and place the clean items inside plastic bins or plastic garbage bags. Store them in the middle of the living room or in the middle of the bedroom until after treatment. (Carry all items to and from laundry facilities in a plastic bag.)
 - Vacuum mattresses, floors, furniture and inside closets, dresser drawers and bed frames.**Please make sure the vacuum cleaner bag is disposed of in a dumpster away from the building. If not, the bed bugs will crawl back out of the bag.
 - Ensure there are no animals or people in the unit during the bed bug treatment and for two hours after the treatment is performed. If you have fish, please cover the tank or bowl with a damp cloth.

Appropriate and thorough resident preparation is the only way the treatment will be effective.
5. The treatment is done at the university's expense as long as the resident completes all required preparations.
6. If preparations are not complete properly by the time the contractor arrives at the residents, the resident will be charged a \$25.00 rescheduling fee and the service will be rescheduled.
7. If preparations are still not complete by the second scheduled date:
 - The resident will be responsible for paying the full cost of the treatment.
 - The resident will be referred to the Office of

Community Standards for failure to comply with a university official.

The treatment date will be rescheduled again and the resident **MUST** complete all preparations accordingly to avoid further charges and conduct referrals

Internet Services

High-speed internet service is provided at no additional charge at Timber Brook and Arbor Oaks Apartments. Two Ethernet connections are provided in each bedroom and living room. High-speed internet services at Timber Brook can be upgraded for an additional fee. Internet service to the Premises, internet service levels and/or providers may be changed during the contract period if such changes apply uniformly to all residents of the building containing the Premises. Residents residing in units that provide internet service are not allowed to use additional routers.

Internet services in The Heights on Pecan and the Lofts apartment units are provided with fully wireless UTA internet.

Lock Outs for Heights on Pecan Residents

Lockout services are only available to leaseholders. Leaseholders are not charged for the first two lock outs of a lease term. On the third lock out the resident will be charged a \$5.00. Each subsequent lockout increases by \$5.00 per lock out.

Procedures for lock out services are as follows:

1. If locked out during regular office hours at The Heights, a temporary key can be obtained at the on-site office.
2. If locked out after hours, contact your Resident Assistant.
3. If your RA is unavailable, call the On-Call RA for your community.

The Heights on Call RA Phone Number 817-690-9346

Lock Outs for Arbor Oaks, Timber Brook and Lofts Residents

Emergency lockout services are only available to leaseholders and registered additional occupants authorized on the lease. Unregistered roommates or unregistered family members are not eligible for lock out services. The lessee is required to update the lease information as necessary to accurately record all occupants currently occupying the property. Leaseholders and occupants utilizing lock out services will be charged a \$25.00 lock out fee. Procedures for emergency lock out services are as follows:

1. If locked out between 8:00am and 5:00pm on weekdays, go to the University Housing in the University Center. A temporary key will be issued for you to access your residence.
2. If locked out after hours, Timber Brook residents call the On-Call RA at (682)261-6872 and Lofts residents call 817-690-9346.

Mail

The United States Postal Service provides mail delivery to all UTA apartments but at The Heights on Pecan is sorted and distributed by The Heights on Pecan staff. Mailbox locations are given below.

Apartment Community	Mailing Address	Zip Code	Mailbox Location
The Heights on Pecan	1225 S. Pecan, # _____	76010	Parking Garage 2
Timber Brook	400-410 Kerby # _____	76013	East of Timber Brook
The Lofts	500 S Center St. # _____	76010	1 st floor

Residents are expected to properly dispose of any unwanted mail in an appropriate receptacle and may be subject to a fine for littering. Heights on Pecan residents should use the Post Office in the University Center for outgoing mail as there is no out-going mail service at The Heights. Residents are not allowed to have non-residents use their address.

It is the responsibility of each UTA Housing resident to see that their correct street address and apartment number (if applicable), city, state, and zip code are given to those from whom they might receive mail. Residents must ensure that any mail delivered to The Heights on Pecan has the leaseholder or registered occupants name or it may be returned to sender. Residents should also file a mail forwarding card with the post office upon vacating University Housing. Depending on staffing, mail delivery may be limited to specific hours as determined by the office staff.

Packages

The Heights on Pecan will accept deliver of packages at the on-site office. You will be notified by email to your UTA student email account that a package is available for pick up in the office. You will be required to show your student ID and to sign a Package Log indicating the date and time the package was picked up. We will not accept delivery on any items that must be placed inside your apartment (i.e. furniture or COD deliveries). We accept no responsibility or liability for any packages, including perishable items or those that are lost or damaged. Please pick up your packages in a prompt and timely manner. Depending on staffing, package pickup may be limited to specific hours as determined by the office staff. All packages are logged for accountability purposes, if the package log system is down there may be a delay in receiving packages. Heights on Pecan Staff will not accept perishable groceries or receive any food delivery order.

Packages for residents of Arbor Oaks, Timber Brook or Lofts are not accepted at the Clubhouse or by staff members. Packages ordered will either be placed at your door or if delivered by the US Postal Service, in your mailbox or parcel box depending on the size of the delivery. UTA is not responsible for lost or stolen packages.

Maintenance and Repairs

The Office of Facilities Management is located in the JD Wetsel Services Building on the corner of Mitchell and Davis Streets. Residents are

requested to cooperate with University Housing in the care and maintenance of all the premises, including the grounds, and to report promptly to the University Housing any damages or unsafe conditions. Residents must not adjust, modify, or tamper with any mechanical, electrical, or gas operated equipment that is furnished by University Housing. Utility rooms and closets should not be used for storage.

Routine problems of maintenance and repair should be reported promptly to the Office of Facilities Management Fix-It Line by calling 817-272-2000. Residents may also submit routine work requests online by going www.uta.edu/fixit.

When you phone in a maintenance request, a work order will be completed and Facilities Management will respond as soon as possible. The Office of Facilities Management endeavors to complete routine service requests within twenty-four (24) hours; however, there are times when it is not possible.

The Office of Facilities Management replaces air conditioning filters in apartments approximately every 90 days.

Maintenance Emergencies

Facilities Management personnel are on call for emergencies after 4:30pm on weekdays, during weekends, and holidays. An Emergency is defined as a situation that endangers health, safety, or property and **not** a condition of temporary inconvenience. Residents of UTA Housing units are encouraged to follow the steps defined below when reporting maintenance emergencies.

1. Resident should telephone the emergency request to 817-272-2000; this phone is answered twenty-four (24) hours per day, seven (7) days per week including holidays. After hours calls may be answered by voice mail.
2. Resident must provide the following:
 - a. Name of resident
 - b. Address including apartment number
 - c. Telephone number where resident can be reached
 - d. Description of problem resident is experiencing.
3. Resident must remain at the location of the telephone number given. A Facilities Management technician on call will telephone the resident to determine the nature of the emergency request. The technician will decide whether an immediate response is necessary or if repairs should be scheduled the next scheduled workday.

Mold

It is important to recognize that molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. There are many types of mold, and none of them will grow without water or moisture.

Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing in significant concentrations.

It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in household dust. Mold growth can and should be prevented or controlled by controlling moisture indoors. **If there is mold growth in your residence, you must clean up the mold and fix the water problem.** If you clean up the mold, but don't fix the water problem, then, most likely, the mold problem will come back.

Moisture control is the key to mold control. The following suggestions will assist you in preventing or controlling mold growth in your home.

1. When water leaks, or spills occur indoors - **ACT QUICKLY**. In most cases mold will not grow if wet or damp materials or areas are dried 24-48 hours after a leak or spill happens.
2. If you see condensation or moisture collecting on windows, walls or pipes **ACT QUICKLY** to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.
3. Keep indoor humidity and condensation low by following the steps outlined below:
 - a) If humidity levels are high, use air conditioning. On your thermostat, do not set the fan to "on", having the fan run continually can increase the chance of mold.
 - b) If condensation is high, increase ventilation, air movement, and temperature. Use fans as needed.
 - c) Run the bathroom fan when showering.
 - d) Keep apartment windows closed while running the a/c unit.
4. Clean your bathroom and kitchen frequently. Scrub mold off hard surfaces with detergent and water, and dry completely.
5. If you discover a plumbing, roof or other leak in your residence or you suspect mold growth, you are required to promptly report the concern to Facilities Management at 817- 272-2000. If you do not report leaks or mold growth immediately, the situation may worsen. **Residents who fail to promptly report any of the conditions noted above or fail to properly maintain and clean their residence may be held**

liable for associated damages, repairs, and cleaning costs.

Parking

Residents living in University Apartments who own vehicle(s), must have a valid University Housing apartment permit, if the vehicle(s) will be parked on the apartment parking lot. Residents are required to follow all parking rules and regulations established by the University Parking Office.

If you own and operate a motorcycle, scooter, motor bike, etc., these must be parked in the parking lots and may not be kept inside apartments. If you live in an apartment, you will not be able to "hook-up" any type of electricity line to a vehicle.

On occasion the University of Texas at Arlington may host events on campus that may require residents to temporarily relocate vehicles to alternate parking facilities than for that in which the permit is for. Residents should obey all parking signs, printed notices, and emails regarding parking updates and information.

Please refer to the parking website as to parking locations for guests.

Due to the risk of injury to students and damage to vehicles, residents are not allowed to use residential parking lots for sporting activities unless prior permission for a sanctioned event has been given by the Office of Parking and Transportation Services.

Phone Service

Residents may purchase VOIP phone service through the university-approved internet service provider (Apogee) for an additional fee.

Water Heaters

Water heaters are electric. Temperature settings should be approximately 120 degrees Fahrenheit to economize on energy. Pop-off valves are on all heaters to release pressure. Gas water heaters have automatic controls to stop the flow of gas if the pilot light goes out. If a water leak occurs in the tank, call the Office of Facilities Management at 272-2000 to prevent damage to floors and carpets