Family Student Housing (FSH) is a family-centered community with services and programs that support undergraduate and graduate students balancing academic, family and social needs. We strive to provide programming that will strengthen community and create out-of-classroom learning experiences. We invite you and your family to participate in the many programs provided here at FSH.

This FSH Handbook is an extension of your housing contract and a quick reference for many FSH policies. Please share this information with your family and guests.

Family Student Housing office is open 8 to 12 and 1 to 5, Monday through Friday. FSH Resident Assistants (RA) are on-duty after hours, weekends and holidays. Community Safety Officers (CSO) are on-duty 7pm to 3am every day. (See last page of this Handbook for contact information).

The University of California, in accordance with applicable federal and state law, and university policy, does not discriminate on the basis of race, color, national origin, religion, sex, disability, age, medical condition (cancer related), ancestry, marital status, citizenship, sexual orientation or status as a covered veteran (Vietnam-era veteran, special disabled veteran, or any other veteran who served during a war or in a campaign for which a campaign badge has been authorized). The university also prohibits sexual harassment. The nondiscrimination policy covers admission, access and treatment in university programs and activities. If you need disability related accommodations call 459-2089 or email drc@ucsc.edu.
PRINCIPLES OF COMMUNITY

The University of California, Santa Cruz, is committed to promoting and protecting an environment that values and supports every person in an atmosphere of civility, honesty, cooperation, professionalism and fairness. UCSC expects that every campus member will practice these Principles of Community.

WE STRIVE TO BE:

DIVERSE: We embrace diversity in all its forms and we strive for an inclusive community that fosters an open, enlightened and productive environment.

OPEN: We believe free exchange of ideas requires mutual respect and consideration for our differences.

PURPOSEFUL: We are a participatory community united by shared commitments to: service to society; preservation and advancement of knowledge; and innovative teaching and learning.

CARING: We promote mutual respect, trust and support to foster bonds that strengthen the community.

JUST: We are committed to due process, respect for individual dignity and equitable access to resources, recognition and rewards.

DISCIPLINED: We seek to advance common goals through reasonable and realistic practices, procedures and expectations.

CELEBRATIVE: We celebrate the heritage, achievements and diversity of the community and the uniqueness and contributions of our members.

We accept the responsibility to pursue these principles in an atmosphere of personal and intellectual freedom, security, respect, civility and mutual support.
GENERAL POLICIES, GUIDELINES AND INFORMATION

AAO/Additional Adult Occupant
AAO is a FSH approved student/roommate living with an eligible family. The application process must be completed and approved prior to a roommate moving into your apartment. A family who is found to have an illegal roommate will lose the privilege for one year. Contact FSH Office for complete guidelines on this policy.

Alcohol
Alcohol use and consumption is allowed in accordance with university policy. Alcohol consumption and open containers are not permitted in FSH public areas.

Antennas and Satellite Dishes
Residents must obtain approval from Family Student Housing prior to the installation of any aerial antennas or other electrical connections to the unit. The equipment must be installed by an approved, licensed contractor.

Apartment Transfers
Transfers from one apartment to another will be granted only to those families with serious and compelling needs.

Apartment Alterations
Altering your apartment with painting, plumbing, appliances, construction, etc. is not allowed. Contact the FSH Office with specific apartment issues as needed.

Apartment Styles
All apartments at FSH are 2 bed/1 bath units. Most have two levels with bedrooms and bath on one floor and kitchen/living rooms on the other. A small number of one-story apartments are available.
Balconies and Backyards
Outdoor furniture, potted plants and items enclosed in plastic tubs with lids are allowed outside your apartment. All items must be 12” away from building walls and exterior doors. Items over 10 pounds may not be hung over decks without prior approval. Retractable clotheslines can be installed for you by entering a Fix-it Ticket online to FSH. Please do not store your personal items under external stairways.

Blue Note Café
The Blue Note Cafe is our community events room located next to the FSH administration building and is available for reservation by residents for family gatherings. It is open weekdays from 8 to 5 as a WiFi study lounge and self-serve breakfast bar. There are also soda and snack vending machines at The Sweet Spot room in the 700 Loop.

BBQ
Personal barbecues, fire pits and outdoor fireplaces are not allowed. There are BBQ Grills installed in each Loop for resident use. You may store charcoal and starter fluid inside your apartment.

Bicycles and Skateboards
Bicycles stored outside must be tagged with your apartment number and parked at a bicycle rack. We recommend you get a CA registration for your bicycle (available at OPERS on campus). See http://taps.ucsc.edu/commute-options/bikes/index.html for information about Bike Safety, Services and Programs at UCSC. Bicycles that appear abandoned or locked to buildings, trees, etc. will be removed by Facilities staff and held on-site for two weeks. Unclaimed bikes are donated to charity. Please note that skateboarding at FSH and on the UCSC campus is not allowed.

Cellular Service
The UCSC campus is built within a redwood forest on rolling land and this causes variable cellular reception. An antennae upgrade has improved cellular service but some areas here and on campus still receive poor reception.

Children
We strive to provide children with safe and enjoyable places to grow and learn. It is in a child’s nature to play, sometimes loudly, and we ask neighbors for their understanding. Children under the age of 6 must be supervised at all times by persons over the age of 16. When a child of any age demonstrates unsafe or unkind behavior, we will work with the parents to identify resources to support the family and child.

Childcare
Early Education Services including Childcare is located in the center of the FSH community and cares for children of UCS students. For detailed information, please call EES Programs at (831) 459-2967.

Community Safety Officers (CSOs)
CSOs work to support a safe and secure living environment for all residents. CSOs are trained in emergency response, first aid, CPR, and disaster response. They are available 8pm to 3am every day of the year by calling (831) 45-2100.

Counseling
FSH has on-site individual and family counseling. CAPS (Counseling and Psychological Services) has a designated counseling psychologist who offers services at the counseling office in the 712 Family Center. Call (831) 459-2628 for an appointment.
Drugs
Possession, use, or involvement with illegal drugs or controlled substances including marijuana and paraphernalia is a violation of UCSC housing policy and the UCSC Code of Student Conduct.

Email
Monitor your UCSC email address regularly as FSH and UCSC sends out important notices and community alerts. Email is the primary form of communication on campus.

Emergencies
The UCSC home page will have announcements and updates during emergent situations. For incidents specific to FSH, you will receive notices with information regarding support and services.

Family Center
The 712 Family Center, located in the 700 Loop, includes a family room with toys and TV, a patio with BBQ, bathroom, computer lab with a Mac, PCs and a printer and an on-site counseling office.

Food Pantry
On the first and third Wednesdays of the month, FSH hosts a community food pantry. Bring your sustainable bag and shop at no cost for fresh produce (much of it organic), canned goods, packaged food and basics like milk, bread and eggs.

Fix-its
For repair and maintenance requests, go online to: fixit.ucsc.edu. The FSH maintenance staff typically respond within 24 hours on weekdays. You do not need to be at home for maintenance issues to be addressed. Major issues such as flooding, broken window or sewer backup should be called in to FSH office immediately. Please see contacts on the last page of the Handbook.

Fire Safety
Brief use of birthday candles is fine but candles, incense and open fires are not allowed. Do not store gasoline or fuel. Call 911 if you see someone setting a fire or playing with matches. There are fire alarm poles in the parking areas.

Fire Alarms
Report malfunctioning fire alarms on a Fixit to FSH Maintenance immediately. Call 911 if you smell smoke or for any emergency. If your fire alarm goes off while cooking, open your windows and wave a towel at the alarm to disperse the smoke.

Flyers
Residents may post (dated and appropriate) flyers on the ten kiosk sites around the community. Door clips are for UCSC/FSH documents only. Signs and other items may not be attached to any building.

Garden
The FSH garden has 34 raised-bed garden plots located in the 600 Loop. Call FSH Office to sign up for a plot.

Guests
Guests who will stay longer than three days must be registered with the FSH office prior to their arrival, and may stay no longer than two weeks during the academic year or three weeks during the summer. No overnight guests are allowed April 19 through 21.
Internet
Internet service at FSH has different network capabilities than other areas of the UCSC campus. See http://its.ucsc.edu/security/bandwidth.html for details and limitations.

Kitchen Fires
Most residential fires begin on the kitchen stove. When cooking, especially with oil, always have the proper size lid to cover the container should a fire occur. Hot plates and portable burners are not allowed at FSH.

Laundry
There are four laundry rooms in the FSH community. The machines are card operated using laundry cards that can be bought and loaded at the 500 Loop laundry room. You can also buy credit online and load it to your card at any laundry room.

Lockouts
If you are locked out of your apartment, go to the FSH office for support or call for after-hours support. Apartment access will only be given to individuals on the housing contract and approved AAOs.

Loops
FSH apartments are organized in ‘Loops’ around parking lots. There are 8 Loops with 197 apartments.

Mail
There are USPS mailboxes and large parcel boxes at convenient locations for all apartments. Your apartment number is your address, for example: 999 Koshland Way, Santa Cruz, CA 95064. Only residents listed on the contract and approved AAOs may receive mail at FSH.

Notice Of Intent to Vacate
When you plan to move out of an apartment, you must follow the procedures outlined in your contract. You need to file an Intent-to-Vacate Notice thirty (30) days prior to vacating your apartment. If you move out before the thirty (30) days, you are still responsible for the rent.

Parking
Each apartment has one designated parking space at FSH. There are meter spaces for visitors and ‘A’ Permit spaces for staff. If your family has a second car, we recommend purchasing a Remote Permit from TAPS (Transportation and Parking Services) for the nearby West Remote parking lot. Residents and visitors at your apartment are never allowed to park in other apartment parking spaces. Ask them to use the metered spaces (free of charge after 5pm and on weekends).

Plants
Planting in containers and pots is allowed. Use saucers under pots to prevent damage to decks and patios. Please speak to the FSH grounds crew before planting in the ground.

Quiet Hours
FSH quiet hours are 10pm to 8am Sunday through Thursday, and Friday and Saturday 12am to 8am. Please be aware that noise travels easily in our community. Closing windows and doors are helpful and lowering TV and music volume will be appreciated.
Recycling
Recycling and garbage centers are located in each parking lot. Please support UCSC waste reduction efforts by recycling cardboard, clean paper and containers.

Residential Life
FSH Resident Assistants provide many events and activities throughout the year to support the academic goals and residential life experience for our families. A monthly event calendar is sent to all residents.

See Something, Say Something Do Something
Please do not ignore someone in need of help. Contact FSH staff or other appropriate resources.

Service and Support Animals
Service and support animals must be approved through the UCSC Disability Resource Center prior to its arrival at FSH. Specific UCSC Housing expectations regarding the animal are provided at FSH Office.

Student Conduct
Access the UCSC Dean of Students webpage http://deanofstudents.ucsc.edu for complete information on student conduct and reporting hate and bullying behavior. Students in FSH will be contacted via the Student Judicial process by FSH staff when a possible code of conduct violation has been reported or observed.

Smoking
UCSC is a smoke and tobacco free campus. No smoking of any kind is allowed. See http://tobaccofree.ucsc.edu

Subletting
Subletting is not permitted at FSH and may lead to the termination of your FSH contract.

Utilities
Residents are responsible for arrangement and payment of services for gas, electricity and telephone. Water, garbage, cable television, internet access and modem are included in your rent.

Weapons
Weapons of any kind are prohibited at UCSC and it is a felony to have a firearm on any university campus.
Family Student Housing Staff can answer your questions regarding policies, keys, maintenance, programs, events, mail and all other general information. The Family Student Housing Office is open Monday-Friday, 8 to 12 and 1 to 5. All staff can be contacted at the FSH main number (831-459-4080).

**Assistant Director for Graduate and Family Housing** is responsible for the housing and residential life program at Family Student Housing and supervises the residential and administrative staff.

**The Family Services Coordinator** is a live-in staff member who supervises the Resident Assistants and residential life programming. The Coordinator can connect residents to campus resources, address housing problems, and mediate neighbor conflicts. The Coordinator adjudicates university policy violations that occur at Family Student Housing.

**The Housing Coordinator** manages apartment assignments, assists with questions regarding rent and other payments, and eligibility requirements.

**The Office Coordinator** offers resident and staff assistance with: reporting repairs, lockouts, laundry room issues, keys, guest registration and facility reservations.

**Resident Assistants** are live-in student staff members. RAs focus on community-building, residential life programs and resident support to help you resolve problems or concerns. For social and educational programs, look for the monthly event calendar on your door clip and in your email.

We work closely with the UCSC Housing Facilities, Grounds and Custodial Staff who work at Family Student Housing.

**Facilities** staff perform all basic maintenance at FSH. Your prompt reporting of damages or items needing repair will help to keep your apartment in good condition. Please use the Fix It system at http://fixit.ucsc.edu as soon as you notice a problem in your apartment.

**Grounds** staff maintain all outdoor areas of our 22-acre complex, with the exception of back yards and patio/balcony areas, which are maintained by individual residents.

**Custodial** staff are responsible for helping you keep the common areas clean (Blue Note Café, 712 Family Center, laundry rooms, offices, etc.)
FAMILY STUDENT HOUSING CONTACTS

Monday-Friday from 8am to 5pm
(Closed for lunch 12-1pm)
Call or go to the Family Student Housing Office
831-459-4080
Email fsh@ucsc.edu

Every day from 7pm to 3am
Community Safety Officer (CSO)
831-459-2100

All other times
Call the RA Duty Phone
831-251-1365

For Emergencies: 911

Non-Emergency UCSC Dispatch: 459-4861
Parking Enforcement: 459-2231
Routine Maintenance: Fixit.ucsc.edu