Family Student Housing (FSH, pronounced “FiSH”) 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.

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

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

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.

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

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

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

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

ucsc.edu/principles
Residential Programs & Services

24-Hour Family Center
- Computer Lab
- Counseling Center
- Give and Take Book Library

Community Garden

Community Room
- Available for private event reservations
- Basketball Court
- Daily Self-Serve Continental Breakfast Available
- Handball Court

Facility and Equipment Check-Out
Food Pantry on the 1st and 3rd Wednesday from 4-6pm Every Month

Goodwill Bin Onsite

Indoor and Outdoor Gathering Spaces
- BBQ Pits
- Playing Field
- Sandboxes

Regular Events (See Provided Monthly Program Calendar)
Second Friday Community Potluck
Vending Machines Located in The Sweet Spot

92.6 % Resident Satisfaction Rate
Findings from the Spring 2017 Community Survey
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 an apartment. The contract holder may not charge an approved AAO more than 50% of the total rent charged by FSH. A family who is found to have an unapproved roommate will lose the privilege for one year. Contact the 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 Alterations
Altering your apartment with painting, plumbing, appliances, construction, etc. is not allowed. Contact the FSH Office with specific apartment concerns and requests.
Apartment Exterior: Front, Stairs, Landing, Deck, Balcony, and Backyard
These areas should not be used for storage and be kept clear to provide safe egress in the event of a fire, earthquake, or any other disaster. Outdoor furniture, potted plants, and items enclosed in plastic tubs with lids are allowed outside your apartment. Planting must be pre-approved by our Grounds Staff. 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, simply purchase it and enter a Fix-it ticket online.

Apartment Styles
All apartments at FSH are 2 beds and 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 single story apartments are available.

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

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

Bicycles and Skateboards
Bicycles stored outside must be tagged (year and 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](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.
Childcare
Early Education Services including Childcare is located in the center of the FSH community and cares for children of UCSC students. For detailed information, please call the EES Programs at (831) 459-2967.

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 we are made aware that 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.

Community Room
The Community Room is our community events center located next to the FSH administration building and is available for reservation by residents for family gatherings. It is open weekdays from 8am to 5pm as a Wi-Fi study lounge and self-serve breakfast bar. In evenings, it also serves as a reserved community program space (see provided monthly program calendar).

Counseling
FSH has on-site individual, family, and group 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 information and appointments.

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. A contract holder may request for an adult household member to be included on FSH community communication by contacting the FSH Office.

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 is located in the 700 Loop. It includes a family room with toys and TV, a patio with BBQ, bathroom, computer lab with a Mac, PCs, and a printer, as well as an on-site counseling office.

Fire Alarms
Report malfunctioning fire alarms on a Fix-it to FSH Maintenance immediately. Call 911 if you smell smoke, your carbon monoxide alarm is sounding, 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.

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 pull stations in the parking areas.

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 or after-hours staff immediately. Please see contacts on the last page of the Handbook.

Flyers
Residents may post (dated and community 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.

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

Garden
The FSH garden has 34 raised-bed garden plots located in the 600 Loop. Contact the 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
Family Student Housing has four available laundry rooms in the community. The laundry machines are serviced and operated by CSC Service Works. The laundry machines accept payment with AMEX, Discover, Visa, MasterCard. You can also use an Apple, Samsung, or Droid payment device.

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).

Pets
No pets (except fish in a 10-gallon or smaller aquarium) are allowed in the residential community. Service and support animals must be approved through the UCSC Disability Resource Center prior to arrival at FSH. Specific UCSC Housing expectations regarding the animal are provided at the FSH Office.

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. We recommend closing windows and doors, as well as lowering TV and music volume.

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 program calendar is provided 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: https://deanofstudents.ucsc.edu/slug-support/see-say-do/
Student Conduct
Access the UCSC Dean of Students webpage [http://deanofstudents.ucsc.edu](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](http://tobaccofree.ucsc.edu)

Subletting
Subletting is not permitted at FSH and may lead to the termination of your FSH contract. To request an academic exception, please contact the FSH Housing Office.

The Sweet Spot
Drinks and snacks are available for purchase in the vending machines located in the 700 Loop.

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.

*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.*
FAMILY STUDENT HOUSING STAFF

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, 8am to 12pm and 1pm to 5pm. All staff can be contacted at the FSH main number (831-459-4080).

Associate Director for ARCH (Affiliated Residential Community Housing) is responsible for the housing and residential life program at Family Student Housing and supervises the residential and administrative staff.

Family and Graduate 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.

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

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 and volunteer staff. RAs focus on community-building, residential life programs, and work alongside residents to address concerns that may arise. For social and educational events, look for the monthly program 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.

**Community Safety Officers (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) 459-2100.

**Custodial** staff are responsible for helping you keep the common areas clean (Community Room, 712 Family Center, laundry rooms, offices, etc.)

**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.

Resident Assistant Team 2017-2018
Student Housing West Project

UC Santa Cruz is undertaking a major housing initiative. The Student Housing West project is part of President Napolitano’s system-wide initiative to build 14,000 beds across the UC by 2020. The UCSC initiative was announced in December 2016.

The new housing development builds upon prior studies and demand analyses conducted in 2014 and 2015. Units will be built for upper division undergraduates, graduate students, and students with families. The project will deliver 3,000 beds to campus by 2022.

A public-private-partnership (P3) model is being used to deliver the new housing.

Project updates will be posted at this site: https://ches.ucsc.edu/housing/studenthousingwest/index.html

If you have questions or feedback on the new housing initiative, please contact studenthousingwest@ucsc.edu
CONTACTS

Monday-Friday from 8am to 5pm
(Closed for lunch 12pm-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
UCSC Police Dispatch: 831-459-4861
Parking Enforcement: 831-459-2231
Routine Maintenance: Fixit.ucsc.edu