

## **Family Student Housing Resident Welcome Handbook**



### **WELCOME**

The Family Student Housing staff welcomes you to your new home. We are happy to have you join us. Our primary goal is to create an environment that enables you to pursue your academics without being concerned about your apartment. We believe you have enough to think about with the demands of classes and are committed to helping you achieve your academic goals.

Family Student Housing (FSH) is a community founded on the principles of mutual support and understanding. Our staff strives to provide the highest quality of service. We provide friendly, helpful service to you and your family whether it involves a lockout, billing issue, maintenance needs, or just simply information.

The FSH apartments were built in 1971. The future holds a possible major renovation of the facilities. During your stay with us, you may find that your apartment is scheduled for renovation and we will need to relocate you. You will be given plenty notification should this be necessary.

Our residential staff will soon be visiting to welcome you to our community. We invite you and your family to participate in the many activities provided here at FSH. If you are interested in being introduced to the community via our monthly newsletter, *The Loopline*, please be sure and let us know. We will be happy to include you and your family in our next issue.

Please take the time to read through this handbook. It is an important source of information that describes and explains FSH policies. These policies are considered a part of your housing contract. Violations of these policies constitute a violation of your housing contract.

*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.***

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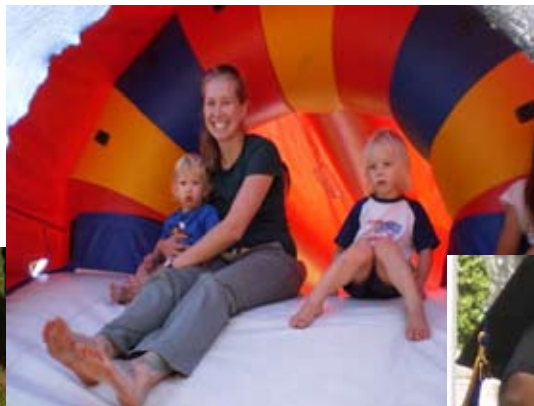
# PHILOSOPHY OF COMMUNITY

We believe that our everyday lives are enriched by our acceptance of each other, and that we grow by learning from each other in positive and mutually respectful interactions. We affirm the dignity inherent in all of us and we strive to maintain a climate of justice marked by respect for each other. We acknowledge that our society carries within it historical and deep-rooted misunderstandings and biases, and therefore we will endeavor to foster mutual understanding among the many parts of our whole.

We affirm the right of freedom of expression within our community and also affirm our commitment to the highest standards of civility and decency towards all. We recognize the right of every individual to think and speak as dictated by personal belief, to express any idea, and to disagree with or counter another's point of view. We promote open expression of our individuality and our diversity within the bounds of courtesy, sensitivity and respect.

Family Student Housing is a community comprised of students, adult partners, children and staff. In striving toward our goal of promoting a nurturing and enriching community, we expect that we are responsible for our behavior and fully accountable for our actions. Acts of bigotry, verbal or written abuse, threats, harassment, intimidation, or violence against person or property, including domestic violence will not go unchallenged. Family Student Housing is committed to working with students and their families to provide resources and support.

Family Student Housing is committed to building a community founded on mutual support and strives to provide a comfortable environment in which a diverse population of individuals can energetically pursue academics, practice community activism, live, work, and grow.



# FSH STAFF

Family Student Housing Staff can answer many questions you may have regarding policies, keys, maintenance, or custodial services, mail and other general information. The Family Student Housing Offices are open Monday-Friday, 8am - 5pm.

**THE ASSISTANT DIRECTOR OF FAMILY SERVICES** is responsible for all operations at Family Student Housing. If you have questions or suggestions for improvements regarding the operations of FSH, please call the Assistant Director at 459-4080.

**THE FAMILY SERVICES COORDINATOR (FSC)** is live-in staff that oversees residential services and assists residents with academic, housing problems and neighbor conflicts. The FSC investigates and adjudicates housing contract and University policy violations. The FSC also supervises the Resident Assistants and FSH programming. If you have questions regarding policy or services at FSH please call 459-4080.

**THE RESIDENTIAL SERVICES COORDINATOR (RSC)** Is responsible for the day to day operations of the Family Student Housing Office. The RSC assigns apartments to waitlist applicants, handles move in/out issues and provides new residents with a FSH Orientation. RSC can also assist with questions regarding payment plans, late payment fees and continued eligibility requirements. For any business or financial services questions, please call 459-2549.

**THE FAMILY SERVICES ASSISTANT (FSA)** offers resident and staff assistance with: reporting repairs, lockouts, laundry room issues, guest and pet registration, the FSH Community Garden and facilities checkout. FSA also assists the Residential Assistant Teams. For general information, please call 459-4080.

**THE REPAIRS & MAINTENANCE 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.**

**THE GROUNDS STAFF** maintain all outdoor areas of our 22-acre complex, with the exception of patio/balcony areas, which are maintained by individual residents.

**THE CUSTODIAL STAFF** are responsible for helping you keep the common areas clean (Affiliates Building, Family Center, computer lab, laundry rooms, offices, etc.).

**RESIDENT ASSISTANTS** are live-in staff. They receive many hours of training and are available to help you with problems or questions. One of their key roles is to help you and your neighbors create a healthy community. Resident Assistants perform the following duties:

- Welcome new residents
- Organize social and educational programs
- Operate the FSH Coffee House
- Facilitate community use of facilities
- Provide emergency preparedness and emergency response to residents
- Communicate FSH policy
- Provide information and referrals when the office is closed
- Deliver notices, flyers and the monthly newsletter, The Loopline, to your door clip
- Inspect backyards and balconies for policy compliance

# FAMILY STUDENT HOUSING AND UNIVERSITY POLICIES

Family Student Housing and University policies are designed to give a clear picture of what is expected of you as a resident. Living in a large community is not always easy. People coming from different backgrounds may have different sets of expectations for living within Family Student Housing. The policies and regulations that exist are intended to give you and your neighbors standards by which residents can live and learn together. Remember: if something is illegal off-campus, it is illegal on-campus. Being on University property does not insulate you from being accountable for all of your actions. UCSC has a student judicial process that gives guidelines for policy violations. The Student Policies and Regulations Handbook can be referenced at: <http://www2.ucsc.edu/judicial/>.

## E-FLIERS AND NOTICES

In an effort to join the campus in the goal of becoming completely paperless, Family Student Housing has begun sending resident notices and programming information via email. You will receive important notifications about news and events via e-mail during your residency at Family Student Housing using the third party email provider, Mail Chimp.

Do not unsubscribe from our e-mail list. You may miss out on urgent and important information if you unsubscribe. Check your UCSC email account regularly to make sure you are well informed regarding projects and policy reminders.

## FSH CONTRACT

All occupants must be listed on the contract. Please notify the Family Student Housing Office immediately when there is a change in your household. All residents living in a FSH apartment must have proof of relationship documentation on file.

Eligibility requirements to reside at FSH are as follows:

- Contract holders must be enrolled in a minimum of 10 credits during the Fall, Winter and Spring quarters, exceptions are made for Summer Session.
- Concurrent enrollment does not meet Family Student Housing eligibility requirements.
- All occupants must be listed on the contract and must verify the FSH apartment as their primary residence

## GUESTS AND VISITORS

During the academic year, guests are permitted at Family Student Housing for a maximum of two (2) weeks. During the summer there is a maximum stay of three (3) weeks. Guests must be registered in the Family Student Housing Office. You must receive approval from the Assistant Director for a guest to stay longer than the maximum stated above. A guest is defined as anyone not named on the housing contract. Limitations and/or restrictions on guest visitation may be implemented during special occasions or events.

**In accordance with the UCSC No Guest Policy regarding the week of April 20, no overnight guests are allowed to stay in any FSH residence.** Residents are responsible for the conduct of their guests. Residents who have social events in their apartments and other facilities are responsible for clean up and any damage that may occur.

**Guest Parking:** Guests who plan on visiting for more than a few hours may purchase temporary parking permits to park in one of the adjacent college lots. Parking Meters are also available in certain areas within FSH. Some "A" parking for guests is also available. Please contact the Transportation and Parking Services Office at 459-3724 for current permit rates. Discounted rates are available by the week.

Your guest may also park in the parking space reserved for your apartment by displaying your parking placard. Your vehicle must be parked either legally at a parking meter, time zone, or in one of the other campus parking lots. If you choose to park in a college lot, you must have a temporary permit for your car.

## **CHILDREN**



Residents with children are responsible for the behavior of their children. FSH policy requires that all children under the age of 6 must be supervised by a person 16 years or older. Abusive language, teasing, and physical abuse (hitting, kicking, biting, etc.) constitute unacceptable behavior. Parents are responsible for any damage done to FSH property by their child(ren). We realize that children of any age may demonstrate behavior that is disruptive to the community. If a child over 6 becomes disruptive, we will work with parents to develop a supervision plan and identify resources to help the child and the family.

## **NOTICE OF INTENT TO VACATE**

In order to maintain a high and consistent occupancy level, we require a forty-two (42) day written intent-to-vacate notice before vacating the apartment. We will schedule a pre move-out inspection shortly after we receive your Intent-to-Vacate Notice. Be sure to read your contract carefully. It is important that you understand the terms of your contract.

When you move out of an apartment, you must follow the procedures outlined in your contract. You must file an Intent-to-Vacate Notice forty-two (42) days prior to vacating your apartment. If you move out before the forty-two (42) days, you are still responsible for the rent. If a new occupant is assigned within that period, rent will be prorated and refunded. You must also clean your apartment, return all keys, parking permit and modem to the Family Student Housing Office and change your address in the AIS system. The Office will provide you with a guide to vacating, containing systematic instructions on moving out.

## **TERM OF OCCUPANCY**

The University may terminate your contract without cause with a written sixty day notice if you have lived on the premises for one year or more. If you have lived on the premises for less than a year, the University may use a 30-day notice. A three-day written notice may be given if any of the following occur:

- The student fails to maintain eligibility
- Student fails to pay rent promptly
- Student fails to comply with any term or condition of their contract
- Termination of the contract may result in denial of future housing at UCSC Family Student Housing

A student is no longer eligible for Family Student Housing upon graduation and/or termination of university enrollment. The maximum term of occupancy for undergraduate students is five (5) years; for graduate students is six (6) years, and for post doctoral scholars is four (4) years.

You are required by your contract to report all changes in family or student status to the FSH Office within 30 days of the change. If the housing contract is in the name of a resident who is no longer a student, the family must submit a 42 day Intent to Vacate Notice, or amend the housing contract within 30 days to

reflect the student status of another household member. The maximum term of occupancy is up to twelve years depending upon graduate status.

Under certain circumstances, a resident may request a waiver of the student registration requirement. Waiver Request Forms are available on the FSH website <http://www.housing.ucsc.edu/family/family-eligibility.html> or in the Family Student Housing Office. These forms are reviewed and approved by the Assistant Director (AD).

### **APARTMENT CONDITION INVENTORY**

When checking into your apartment, you will receive an Apartment Inventory Checklist. You must complete this form outlining the condition of your apartment and return it to the Family Student Housing Office within 72-hours. Upon vacating your apartment, this form will be used to help determine charges for cleaning or damages beyond normal use and wear. If you do not turn in this form you may be liable for pre-existing damages.

### **RENT PAYMENTS**

Rent is due on the first day of the month, without demand or billing, at the Campus Cashier's Office. For periods of occupancy less than one calendar month's duration, the rent shall be prorated. Unpaid rent becomes delinquent ten (10) days after the date due regardless of the date on your Student Business Services statement. Rent paid after 3:00 pm on the 10<sup>th</sup> will accrue a \$25.00 per month late fee; unless a payment plan arrangement has been made and is on file in the FSH Office.

Rent is paid at the Cashier's Office, located at Hahn Student Services, Room 102. There will be a \$25 charge for checks returned to the Cashier's Office due to insufficient funds. Such checks cannot be re-deposited. If two (2) such checks are received by the Cashier's Office, the resident will be required to pay rent in cash, Cashier's Check or Money Order.

### **RIGHT OF ENTRY**

The University may enter an apartment, as allowed by law, for the following reasons: in case of an emergency; to make repairs, alterations, or improvements; to supply necessary or agreed upon services; to exhibit the apartment to prospective or actual workers and/or contractors; with the tenant's consent; or when the resident has abandoned or surrendered the apartment pursuant to court order. A 24-hour written notice of entry will be given except in cases of emergency, abandonment, surrendering of an apartment, or if the resident gives consent at the time of entry.

### **APARTMENT TRANSFERS**

Transfers will be granted at the discretion of Family Student Housing Office. All transfers must comply with use and eligibility guidelines. Transfers are generally limited to those with serious and compelling needs. For specific details a copy of the policy is available on the FSH website at <http://www.housing.ucsc> or you can pick up a copy of the transfer policy and application form in the FSH Office.

### **EXTENDED VACATIONS**

Please notify FSH Office if you are planning an extended vacation of two weeks or longer. Notifying the FSH Office of your absence ensures that FSH can handle emergencies properly. If you plan to have a house sitter, or if anyone may be regularly checking on your home while you are away please notify the FSH Office and complete a guest registration form if necessary. FSH will not give any information out

regarding residents (keys or garden plot locations) regardless of the reason unless written notification has been received from the resident stating otherwise.

## **SUBLETTING**

Residents of Family Student Housing may sublet their entire apartment for a period of one quarter, not including summer. Longer periods must be approved by the Assistant Director. Residents must vacate the apartment for the entire period of the sublet, and must make their own arrangements with the sublessee regarding personal furniture and belongings. Sublessors must be affiliated with the University, meet the same requirements as residents, and must be approved by the Family Student Housing Office. A posting board outside the office is available for listing requests and available sublets. Community Rentals will also post your sublet notice. Unapproved subletting is grounds for eviction.

## **UTILITIES**

Residents are responsible for arrangement and payment of service for gas, electricity and telephone directly with the utility company. Water, garbage, cable television, internet access and cable modem are included in your rent.

## **SOLICITATION**

Solicitation is defined as any uninvited contact, generally involving a request or distribution of literature. No soliciting can be conducted at FSH. Solicitors are to be referred to the FSH Office or reported to the Resident Assistant through Dispatch at 459-4861. University handouts are exempt from this policy.

## **SIGNS**

Residents are not permitted to carry on any organized business for remunerative or non-remunerative purposes from the apartment, or inscribe or affix any sign, advertisement, or notice on any part of the inside or outside of the buildings or premises in connection with any organized business. Residents must obtain FSH Assistant Director written approval prior to attaching signs, banners, or outdoor displays. As stated in the University Student Policies and Regulations Handbook section 30.34, "outdoor displays, including signs, banners, and exhibits must be sponsored by a student organization, a campus group, a student, faculty or staff.

## **SMOKING**

In accordance with the UCSC Policy for a Smoke-Free Environment, all residence halls and apartments are smoke-free. Smoking is prohibited inside the residence halls (including student rooms) as well as residence hall lounges, inside individual apartments, community rooms, lounges, cafes, and dining halls. Additionally, smoking is prohibited in all indoor public spaces at UCSC - both academic and residential. This no smoking policy includes exterior stairways, decks, and balconies. Smoking outside is permitted only in designated areas, 25 feet away from all buildings and not in any wooded or bush area. Dropping or throwing cigarette butts anywhere on the grounds is not allowed, including from apartments and balconies.

## **DRUGS**

The possession, use, or other involvement with any nonprescription drug or other controlled substance is illegal and is against both University and Family Student Housing policy.

## **FIREARMS AND WEAPONS**

Weapons of any kind are prohibited, including, but not limited to, firearms, BB-guns, air rifles, knives, switch blades, swords, brass knuckles and nun-chucks. California Penal Code, section 626.9, states that it is a felony to possess a firearm on any University campus; the offense is punishable by imprisonment in state prison. In addition, possession of firearms or weapons on University property may result in the termination of your housing contract and academic suspension.

## **ALTERATIONS AND DECORATIONS**

Residents are not authorized to alter Family Student Housing property in any way. This includes:

- Painting
- Affixing structures or fixtures to Family Student Housing property
- Making repairs or construction additions to the building or grounds
- Installing baby gates

In addition, the resident must obtain written approval from Family Student Housing Management in order to change or remove any part of the appliances, fixtures or equipment in the unit, add air conditioners in the unit, utilize portable heaters of any kind or install baby gates. Excessive or oversized holes in walls will result in a charge for all costs related to the required restoration. Floor glides on furniture legs are recommended to prevent damage to the hardwood floors. Locks may not be changed or added. Only UCSC staff is authorized to duplicate University keys.

## **ANTENNAS/SATELLITE DISHES**

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

## **PARKING**



Parking is very limited on campus. One parking space is provided for each apartment and is included in the rent. For more information about additional parking for guests or for a second car please contact Transportation & Parking Services (TAPS) at 459-2988.

A FSH Parking Permit is assigned to the parking space and not to a specific vehicle. This means that FSH Parking Permits may be displayed in any vehicle that belongs to the resident family or their guests. FSH Parking Permits/spaces may not be sold, traded or given away to any other resident or non-resident.

Residents who have more than one vehicle should purchase a Remote Parking Pass from TAPS and park their extra vehicle in the West Remote Parking Lot. Student Remote Parking Passes are available for purchase daily, weekly, monthly and yearly; with a yearly permit being your best value. Contact TAPS at 459-2190 for more information.

The FSH Complex also has motorcycle, metered, "A" and Reserved "A" parking spaces available. Only university staff & faculty are eligible to purchase "A" parking permits. Grad Students are eligible to purchase "B" permits which allow the vehicle to park in both "B" and regular "A" spaces. However, "B"

permits are not allowed to park in Reserved "A" spaces (as outlined in the TAPS brochure). Please, read the posted parking space signage carefully to avoid being ticketed.

If a FSH resident finds an unauthorized vehicle parked in their assigned space the resident should follow the procedure below:

- Park your vehicle in a meter space, put money in the meter and write down the meter number.
- Write down your vehicle information: color, make, model and license plate number and the color, make, model and license plate number of the illegally parked vehicle.
- If you are comfortable, you may choose to check with neighbors to see if the vehicle belongs to them and ask for it to be moved before calling Campus Police.
- Call Campus Police at 459-2231 and tell them that there is someone parked in your space and that your vehicle is parked in a metered space until your assigned space is clear. They will ask you for your vehicle information, the meter you are parked in and the other vehicle's information. Request a "do not cite" for your vehicle while it is in the metered space. Parking Enforcement will come out and ticket the vehicle that is parked illegally in your space.
- If the illegally parked vehicle remains in your assigned space for multiple days, this process must be repeated before 7 am each morning to avoid being cited.

Parking of motor vehicles on lawns or anywhere other than a designated parking space is prohibited. Illegally parked vehicles are subject to citation and/or towing by UCSC.

Parking meters are available in certain areas within FSH. If your vehicle is not going to be in need of your apartment space, it is acceptable for guests to use your resident FSH permit to park in your space only. Staff, faculty or students at UCSC who do not live at FSH may NOT park their vehicle free of charge in any resident's space, even as a guest. Any vehicle left in an expired meter parking space is at risk of being ticketed.

Guests who plan on visiting for more than a few hours may purchase temporary parking permits to park in one of the adjacent college lots. Please contact the Transportation and Parking Services Office at 459-3724 for current permit rates. Discounted rates are available by the week.

Your guest may also park in the parking space reserved for your apartment by displaying your parking placard. Your vehicle must be parked either legally at a parking meter, time zone, or in one of the other campus parking lots. If you choose to park in a college lot, you must have a temporary permit for your car.

The Family Student Housing Office cannot request that a vehicle be towed unless it presents a health or safety issue.

**Please drive slowly and proceed with caution throughout the housing area. There are many children in the complex.**

## **CONTROLLING MOLD AND MILDEW**

***Helpful Tips From UCSC's Environmental Health & Safety Department: <http://ehs.ucsc.edu/>***

A problem that may occur during the winter season is the growth of mildew and mold on interior surfaces of apartment walls and ceilings. This is found mainly in bathrooms, around windows and on glass patio doors.

Interior molds and mildew cannot proliferate without a source of moisture or high levels of humidity. Moisture generated inside the apartments as well as naturally occurring moisture, such as rain and fog, can contribute to interior mold and mildew problems.

Here are some steps that may be taken to reduce the levels of moisture in your apartment and help prevent mold and mildew problems.

### 1. Control Sources of Moisture

- Report any water leaks and damage to facilities immediately, and submit a fixit request by going to [www.fixit.ucsc.edu](http://www.fixit.ucsc.edu).
- Ventilate your bathroom after taking a shower or bath. Open the window and door. Also consider using a small fan to exhaust the moist air to the outdoors.
- Set your thermostat to 72 degrees or less. Warmer air can hold more moisture that may condense on the cooler inside surfaces of your windows.
- Wipe condensation from windows, walls, and ceilings with a dry towel. Do not let water sit or collect for long periods of time.
- Manage plants and aquariums appropriately. Consider reducing the indoor plant population, do not over water plants and keep aquariums covered.
- Do not wash clothes in the bathtub or sink. This can add moisture to your apartment.
- Do not dry laundry inside of your apartment. Use a dryer or hang dry outside.
- Consider using a de-humidifier.

### 2. Promote Air Circulation

- Open windows during dry weather to let fresh air in.
- Use an electric fan to circulate air, especially in kitchens and bathrooms.
- Refrain from setting furniture directly against walls, glass, or window coverings. Leaving just a few inches of space allows air to circulate and prevents moisture build-up.

### 3. Keep Surfaces Clean and Dry

- Remove visible mold or mildew from surfaces. Use an environmentally-friendly household detergent or a 10% solution of bleach in water for cleaning and disinfecting small areas.
- Larger affected areas should be reported to facilities. Ensure that the surface is dry after cleaning.

*For more information on mold, visit the EPA's mold resources website at [www.epa.gov/mold/moldresources.html](http://www.epa.gov/mold/moldresources.html).*

## **CARING FOR YOUR APARTMENT**



The care and cleaning of your new home is crucial to providing a safe and healthy environment for you and your family. Please refer to this guide to help you maintain your apartment.

### **CARE OF YOUR ELECTRIC RANGE**

The stove/range uses 240 volts of electricity. The first step in cleaning your oven is to go to the circuit breaker panel in your apartment and turn off the breakers marked "range". The breaker will appear to be two separate switches, but are in fact connected; making them what is called a double breaker. This breaker will be clearly marked with a 50 amp rating.

- Clean stove top. There are several different types of ranges used at Family Student Housing. If you have a Magic Chef, the entire stovetop lifts for cleaning. Otherwise, each burner lifts up and the tripod, reflector and trim rings are removable for easy cleaning.
- Clean the gray enameled surface under stovetops or after removing rings and pans under burners.
- Do not use excessive amounts of water or liquid here, as too much liquid will saturate the wiring and insulation.
- Use a good oven cleaner product to clean the oven.
- Clean the interior of the oven and the racks. The reflector and the rings from the stovetop may also be cleaned with oven cleaner and placed in the oven while the foam melts. The electricity should still be off.
- When it is time to rinse off the cleaner, remove the foam cleaner from the inside of the oven door and remove the oven door to facilitate the foam removal inside the oven. To remove the oven door, open the door about 5 inches and pull it up off the hinges. Reassemble after cleaning. Both hinges on the oven door will need to be in about the same position as when they were removed. Allow the oven and stove to thoroughly dry before you turn the power on again (about 1 2 hours).

### **Exhaust Hoods**

- Important! Over your stove is an exhaust hood to aid with ventilation. These hoods will serve you well with only minimal attention.
- Keep the fan filter clean. To remove built-up oil and dust, remove the filter and soak it in warm water and detergent for about an hour. Rinse in hot water under a moderate pressure faucet.
- The inside and outside of the hood should be cleaned as necessary. Use a grease cutting cleanser. Do not use abrasive cleansers, scouring powder or steel wool.

### **CARE OF YOUR REFRIGERATOR**

- Your refrigerator and freezer should have been pre-set to reach optimum temperatures. Usually the colder the refrigerator, the better. As long as milk and fresh vegetables do not freeze, your refrigerator section is not too cold. Ice cream is the best check for appropriate freezer temperature—it should be firm. If it is brick-like and difficult to serve, the temperature is colder than necessary. Each control operates separately. If either section is too cold, turn the control to a lower number.
- Colder = Higher number.
- Warmer = Lower number.
- Wait 24 hours before making another adjustment.
- To ensure proper cooling in the freezer section, don't crowd food items. Too many boxes/bags obstruct air circulation.
- Clean your refrigerator thoroughly once a month!
- Warning: Always remove the power cord from the outlet when cleaning in the vicinity of electrical parts, including light bulbs, switches, controls, etc. Use a barely damp cloth or sponge to prevent water or liquid from getting into any electrical part. Failing to do so may cause electrical shock.
- Do not use flammable or toxic cleaning liquids. Do not use strong detergents or scouring pads, which may cause plastic to crack.
- Clean the drain tube located near the bottom rear wall of the refrigerator compartment. Flush the drain with ½ cup of baking soda solution. Water streaks on the back of the liner are easily cleaned with this solution.
- Wash door gaskets with mild detergent and warm water. Rinse well and dry.
- Replace all parts and plug power cord into wall outlet.
- Use a mild detergent or soap solution on outside of refrigerator.

## **FOR UNITS WITH GARBAGE DISPOSALS**

Not all apartments have a garbage disposal! Please make sure your sink is equipped with a garbage disposal before putting waste into the drain. Please, check under your kitchen sink to see if your apartment has a garbage disposal or not. If you do not know what a garbage disposal unit looks like, please ask for assistance at the FSH Office. Many of our apartments no longer have garbage disposals in them.

### **Do Not Over Load Your Garbage Disposal!**

#### **Safety Reminders**

- Close supervision is necessary when the appliance is in use and children are nearby.
- Do not put fingers or hands into waste disposal.
- Turn off the power before attempting to clear a jam or remove an object from the disposal.
- When attempting to remove a jam, use a long wooden object, such as a wooden spoon.
- To reduce the risk of injury and/or damage to the disposal, avoid the following materials: clam/oyster shells, corn husks, drain cleansers, fibrous food wastes, glass, china, plastic, gravel, metal/aluminum, foil, and paper.
- When not using the disposal, leave the drain cover over the disposal to prevent unwanted materials from entering.

#### **Operating Instructions**

1. Remove sink stopper and turn on medium flow cold water.
2. Turn on garbage disposal.
3. Feed waste into the disposal while it is operating (keep hands clear of disposal).
4. After the food is gone, allow the cold water to continue running for about 30 seconds to insure all the waste is flushed away.

#### **Garbage Disposal Repair**

- If the disposal still does not function, create a work order ticket at [Fixit.ucsc.edu](http://Fixit.ucsc.edu).
- NEVER use a drain cleaner in the garbage disposal or any other apartment plumbing.

## **CARE OF YOUR HEATER**

- The furnace closet in your apartment is locked. Do not attempt to open the closet door or tamper with the lock.
- Under no circumstances is the closet to be used for the storage of anything other than the furnace. Placing any objects in the furnace closet is dangerous to you and your community, and it violates the fire codes.
- It is your responsibility to keep the air supply unobstructed at all times. All apartments have white metal ventilating grills installed. Some apartments have additional ventilating doors. Both the grill and the door must be kept clear of obstruction and clean.
- While it is possible to adjust the airflow into a room at the heater register vents (the outgoing furnace), the furnace will fail if all the vents are shut.
- Do not restrict the airflow to or from the furnace. The temperature should be adjusted by adjusting your thermostat. Cooling off a single room can be done by opening/closing that room's vent.
- Finally, you will need to keep the area around the thermostat clear. If the airflow around the thermostat is restricted, the temperature will be difficult to regulate.

## **CARE OF YOUR PLUMBING**

Water is supplied by the City of Santa Cruz, and is tested for quality at regular intervals by the UCSC Environmental Health and Safety Office. Hot water is supplied by gas fired water heaters boosted by solar systems. Each heater system serves four to nine apartments.

### **Drains**

- Foods such as meat or butter drippings, cooking oils, gravy, and mayonnaise based dishes should never be sent down the drain. The cooler temperatures of the sewer pipes turns these items into solids which will build up on the walls of the sewer lines. Over time, this kitchen grease can clog the sewer line and create line backups in your apartment.
- Grease cans are a great way to collect unwanted grease and they're easy to make! All it takes is a metal can with a snap on plastic lid, such as a Clabber Girl Baking Soda can. Once grease has hardened, it may be thrown away with trash.
- Should a drain become clogged or slow running, please call for maintenance assistance. Sometimes a plunger will clear an obstruction, but it could also make the problem worse. We will do whatever is necessary to clear your drain as quickly as possible.
- Do Not Use Drain Openers or Cleaners. Drain openers are caustic acids that can cause severe burns to maintenance workers who may need to disassemble the pipes.

### **Faucets**

- All problems of leaking, dripping, low water pressure or irregular temperature should be referred to FSH Maintenance.

**Please go to <http://fixit.ucsc.edu> to submit a work order, or call 459-4080.**

### **Toilets**

- Each apartment has a plunger. Should your toilet become clogged, it is your responsibility to first try to plunge and remove the clog yourself. If, after several attempts, you cannot eliminate the problem by plunging, please report the problem to the FSH Office at 459-4080.

### **Do Not Flush The Following Items Down The Toilet:**

- **Diapers (of any size or type)**
- **Baby Wipes**
- **Feminine Hygiene Products (tampons, pads etc.)**
- **Condoms**
- **Q-Tips**
- **Cotton Balls**
- **Hair (from your hair brushes etc.)**
- **Dental Floss**
- **Paper Towels**

These things do not break down and cause plumbing to become clogged resulting in costly and inconvenient maintenance.

Please, be kind to our aging pipes and dispose of the listed items in the trash, not by flushing them down the toilet.

## **WINDOW LOCKS**

Don't compromise your security—use your locks.

- Your apartment is equipped with security locks on ground floor windows and glass doors. Should the locks become inoperable due to rust or breakage, FSH will replace them, at no cost to you, if you report the problem. Should the locks be lost or misplaced, you will be billed for replacement costs. The current replacement cost is \$1.00 each for window locks and \$5.00 each for glass door locks. These costs are subject to change.

## **BATHROOM & BEDROOM DOOR LOCKS**

- Occasionally these doors are locked accidentally (if, for example, a child changes the lock position on the knob). The locks on the bedroom and bathroom are privacy locks, not security locks.
- The interior side of the lock has a slot in the center of the knob. Using a coin or a screwdriver, the slotted disk can be rotated and unlocked from the outside. Ordinarily, you will need no help to unlock these doors. Please try to unlock the door by rotating the slotted disk before you call for assistance.

## **CARE OF YOUR HARDWOOD FLOORS**

- You can best care for your hardwood floor by consistently keeping it clean and dry.
- Vacuum or sweep sand and grit often. Wipe up spills immediately.
- Place drip saucers under all your plants, and keep your balcony door closed as protection against rain and humidity.
- In most cases, the heavy layer of wax applied prior to your move-in is sufficient protection for the floor. However, you may wax if you feel it is needed. Start by thoroughly sweeping, then damp mop using a mild all-purpose cleaner. Once floors are dry, apply 1-2 coats of wax. Follow the directions on your wax product. Avoid acrylic base wax.

## **CARE OF YOUR WALLS**

- Please remember that you are responsible for damage to your walls. Damage consists of anything larger than a small screw or nail hole.
- Use thumb tacks for hanging posters and picture hooks for hanging paintings.
- Do not use adhesive wall attachments of any kind including tape, glue, gum adhesives, foam tape, etc. The wall finish is always damaged when attachments are removed.
- Do not install any hooks in the ceiling.

## **When you move out:**

- Do not attempt to remove nails, screws, etc when you move out. Removing these may cause a small amount of asbestos (in the joint or topping compound) to become airborne. You will not be charged for the repair of small holes in the wall.
- Do not attempt to repair any plaster yourself!
- If you choose to use contact (adhesive) paper for lining shelves or drawers, you must remove both the paper and all traces of adhesive to avoid being charged.

## **SMOKE DETECTORS**

Your apartment has several smoke detectors that comply with safety regulations. DO NOT, under any circumstances, turn off or remove these detectors. Doing so will compromise your health and safety, as well as that of your neighbors.

All smoke detectors are monitored by a central panel at the University Fire Department. Should there be an alarm, or any tampering with the detector, it will show up on the panel as a "trouble". We are required to investigate these reports immediately. Because it is a serious safety hazard to have a disabled alarm, we need to gain access to your apartment upon being notified of the trouble call. We will attempt to call first; however, we will have to enter even if you are not home. We will leave a notice letting you know that we were in your apartment for this reason.

The Maintenance Department is available for assistance or to answer questions:

**Monday – Friday, 8:00am to 4:30pm Call 459-4080.**

## **ANNUAL APARTMENT INSPECTIONS**



The purpose of the FSH Annual Apartment Inspection is as follows:

- To determine the overall condition of the apartment and report any damage or change.
- To check for health and safety issues and ensure safety precautions such as smoke detectors and fire extinguishers are in working order.
- To determine condition of the stove and refrigerator and look for water leaks.
- Replace furnace filters.

This assessment will also provide us with information necessary to set short and long-term facility repairs. It is not necessary for you to be home during the inspection. An inspection report will be left in your apartment. Violations will be noted on the report with the date of the follow-up inspection. We ask that you comply with policy by correcting the violation(s) by the stated follow-up inspection date.

## **GROUNDS INSPECTIONS**

On-going inspections are conducted of the common grounds and the areas around resident apartments. If violation of FSH grounds policy is identified, the resident will be notified by way of a Possible Policy Violation Form. The PPV Form will identify the area(s) of non-compliance. The resident will have a designated number of days to bring areas into compliance. Not complying within the designated period of time, will be considered a violation of your housing contract.

If you receive a notification of violation(s) and would like additional information, or if you need help correcting the violation, please contact the Family Student Housing Office at 459-4080 for assistance.

## **BUILDING EXTERIORS AND GROUNDS**

All entrances must be kept clear. Fire safety regulations require that nothing be stored in front of the main door to an apartment or on stairway landings. Blocked gates and entrances are the major cause of fire



violations. Backyard gates and backdoors must be unobstructed from both sides at all times. Reasonable passage must be possible from the gate to the backdoor for entering and exiting in case of an emergency. Reasonable passage is defined as a width of 24 inches. Residents are responsible for requesting repairs to keep gates operable.

Residents are responsible for ongoing general maintenance of areas directly surrounding their apartment, decks, and backyards. All areas must be kept in a clean and orderly fashion including mowing, weeding, and litter pickup. Tools are available for residents to check out from FSH Grounds Staff to assist in this task.

Bicycles, toys, outdoor furniture, and potted plants must be kept out of walkways and stairways, not blocking an entry or exit. Items stored in the back yard or in front of the apartment must be at least 22 inches from buildings and doors. Storage of all household property will be confined to the interior of the apartment

Upholstered furniture, cardboard boxes, wood, newspaper, books, plastic bags, or anything that would attract pests or rodents may not be stored near doorways, in backyards, or in the front of apartments. These items are also a fire hazard. Flammable or combustible liquids are not permitted to be stored in apartments, with the exception of one one-pint can of barbecue starter fluid. Garbage or recycling must be taken to the dumpster and recycling areas and may not be stored outside apartments. Litter and debris must be removed from around apartments.

Nothing may be attached to trees or shrubs either in your yards or common areas. This includes chains, ropes, or swings.

## **BALCONIES AND BACKYARDS.**

As a general guideline, backyards and balconies may contain lawn furniture, potted plants with saucers to collect water, small recreational items, and outside toys. Damage to deck caused by plants will result in a charge. In the backyard or in front of your apartment, all items must be a minimum of two feet away from all walls, fences and other parts of FSH buildings. On your balcony items must be at least six inches from the wall



Potting soil, garden tools, and other small items may be stored in sealed containers in the backyard or on the balcony. Railings are not to be used to dry clothes or display small items or potted plants. Nothing may be hung or attached to buildings, railings, or overhangs. This includes tarps, hammocks, swings, and shelves. Small plants, wind chimes, or mobiles may be hung above decks if they weigh no more than ten (10) pounds. You must get approval from the Family Student Housing Office to hang these items. Retractable clotheslines can be installed for your use. You can request a clothesline by submitting a FixIt ticket at [fixit.ucsc.edu](http://fixit.ucsc.edu).

Residents are responsible for removing any items or litter that may fall from their decks to the ground below.

## PLANTING GUIDELINES

Planting in containers and/or pots is allowed. Containers and pots must have trays or saucers to prevent water damage. Containers used on balconies must have risers to allow for air flow and prevent water damage. In the backyard or in front of your apartment, all containers, planters and/or pots must be a minimum of two feet away from all walls, fences and other parts of FSH buildings. On your balcony items must be at least six inches from the wall. Containers, planters and/or pots can be a maximum of two feet high from the ground to the top of the container. Fruit, vegetable, cactus and succulent plants are allowed.

Plants put directly into the ground must be chosen from the FSH Grounds Approved Plant List. No bulbs or poisonous plants are allowed.

No poisonous plants are allowed anywhere – contact the FSH Office at 459-4080 if you are unsure.

## COMMON AREAS



Chalk writing is permitted on sidewalks and play yards. Chalk writing is not allowed on any wall, building, or structure. Graffiti is not allowed anywhere at FSH. When not in use, recreational items and toys must be kept inside your apartment, directly adjacent to it or in a yard if one exists.

Car maintenance is not allowed at FSH. This restriction applies to oil and coolant changes, as well as more involved work. Automotive chemicals are not to be recycled at Family Student Housing.

## BICYCLES, SKATEBOARDS, TOYS & RECREATIONAL ITEMS

For safety, park bicycles in areas designated as bicycle parking or inside the patio/balcony area of the apartment. At no time are bicycles to be parked in walkways or other public spaces. All bicycles should be registered; otherwise, they may be deemed abandoned and removed from the premises. Bicycle repairs and maintenance may not be performed within apartments or public spaces since grease, oil, and solvents can damage surfaces. You are responsible for paying for damage caused by your bike in your apartment.

Mark all recreational items, toys and bicycles with your name and apartment number. Any unmarked toys left outside will be removed and held at the Family Student Housing shop for one week. After one week the toys will be donated to a charitable organization or taken to the city landfill. Skateboarding is not allowed on the UCSC campus



## DAMAGES

Whenever damage is caused to Family Student Housing property by carelessness, misuse, or neglect on the part of the residents, their children, or guests, the resident must pay the cost of all repairs within thirty (10) days after receipt of the bill for repair or replacement charges.

## PETS

The Campus Pet Policy does not permit dogs, cats, or farm animals on campus, including residential facilities. Visitors are not allowed to bring their pets onto University property. A small pet, caged or fully contained in an aquarium or appropriate container, may be kept inside apartments, not on decks, stairs, patios, backyards, or anywhere outside. Pets must be registered in writing with the FSH Office and approved in advance by the Assistant Director. Residents are responsible for any damage to an apartment or other facility at FSH caused by a pet. Residents must discard animal waste and cage cleanings in sealed bags placed in a dumpster. No animal cleanings may be left anywhere on the grounds.

UCSC Pet Policy prohibits pets on campus, including Family Student Housing. With the exception of service/support animals, this includes dogs, cats, and farm animals. Other small, domesticated animals normally kept in cages, such as birds and hamsters, are permitted with prior authorization.



Campus police has the responsibility for picking up stray animals, advising students of campus regulations regarding pets and issuing warnings or citations to pet owners in violation of campus pet policy.

- Family Student Housing residents may not breed animals.
  - Residents who breed animals in violation of the pet policy will be assessed a \$100.00 fine.
  - Residents must keep their pets in cages or approved exercise pens.
- Residents will be assessed charges for any damage to FSH property that results from pets not being housed in cages.
  - Pets must be kept inside apartment. They should not be kept on the front porch or on the balcony.
  - Fish tanks may not exceed 10 gallons.

Service and support animals must be approved by the Disability Resource Center prior to the resident moving into Family Student Housing. Please refer to the Campus Pet Policy for more complete information at <http://www2.ucsc.edu/police/sps0005.html>.

## NOISE

Quiet hours are defined as those hours during which residents should make every effort to keep noise to an absolute minimum. Established quiet hours for the community are Sunday through Thursday nights from 10:00pm to 7:00am and Friday and Saturday nights from 12:00am to 8:00am. Residents are responsible for not creating, or allowing their guests to create noise that will unreasonably interfere with the rights, comfort, or conveniences of other residents. This is a family community and noise related to children is to be expected.

Playing musical instruments is a privilege. Their use must consider other residents' right to sleep and study in their apartments. Playing musical instruments must always be conducted within the guidelines of the noise policy. Amplified instruments are not allowed at any time.

# FIRE SAFETY



*Fire Safety is taken very seriously at Family Student Housing. Residents are expected to adhere to the following regulations. Remember: it is against the law to disable your fire or smoke alarms.*

## **BLOCKED ENTRANCES AND EXITS**

Nothing may be stored in front of the main door to an apartment or on stairs. Backyard gates must be operable and be able to open at least 22 inches in each direction. The

campus fire department may require removal of items believed to be hazardous.

## **VEHICLES**

No vehicles (except maintenance and emergency vehicles) may drive or park off-road. Vehicles caught driving or parking off-road may be ticketed, booted, or towed. Vehicles parked in fire lanes, blocking access to fire hydrants, fire truck turn-a-round areas, or access roads will be ticketed or towed.

## **COMBUSTIBLE LIQUIDS**

Flammable or combustible liquids are not permitted to be stored in apartments. The one exception is barbecue starter fluid. It is permissible to store one one-pint can inside each apartment.

## **CANDLES**

In recent years, several fires on campus have been caused by candles. Use of candles is prohibited. Use of candles for birthday observances is exempted.

## **FOREST AND GRASS FIRES**

Forest and grass fires are a real danger at UCSC and Family Student Housing, due to our location next to forest and grasslands. During the summer months, everyone spends more time outdoors and, in the past, fires have been started in the forest by using matches and having camp fires. We strongly urge you to make sure that every member of your family is aware of the dangers of setting fires in the woods or grass. Should you or your family see anyone setting fires or playing with matches, call the Campus Fire Department (Emergency Number: 911). Report all these incidents to the Campus Fire Department. Even if you think you have contained a small outdoor fire, there may be warm embers that will re-ignite at a later time. The Fire Department needs to check all extinguished fires.



## **KITCHEN FIRES**

There have been two major apartment fires at Family Student Housing. Both started as kitchen fires. When cooking, especially with oil, always have the proper size lid to cover the container should a fire occur. Please protect yourself and your neighbors by keeping the cooking areas clean and grease free. Clean the hood screen regularly and never leave cooking food unattended.



## **BARBECUES**

Personal barbecues, fire pits and outdoor fire places are not allowed at FSH. We have provided BBQs throughout the complex. Be aware of smoke and sparks drifting to apartment windows, roofs, trees, shrubs, and dry grasses. Charcoal briquettes must be extinguished after use. Used charcoal, where all embers are cold to the touch, is to be bagged and placed in a dumpster or placed in an ashcan. Never place hot coals or ashes in a refuse container.

### **EXTENSION CORDS, ELECTRICAL OUTLETS AND APPLIANCES**

Extension cords, particularly the light duty "zip" cords, are susceptible to overload, and have been the cause of many fires. An acceptable alternative is the use of Underwriters Laboratories (UL) approved "power strips" equipped with a built-in circuit breaker.

Missing or broken electrical outlet and light switch cover plates must be replaced. Place a work order immediately at [fixit.ucsc.edu](http://fixit.ucsc.edu) to have this work done.

Special care should be exercised during the holidays. Christmas tree lights and decorations can present additional fire hazards.

Always unplug irons, as well as turn them off at the switch.

### **FURNACE CLOSETS**

The furnace closets are locked and must remain locked. Nothing is to be stored in them due to the danger of combustion fires. Do not block access to the furnace closet.

### **FIRE DETECTOR ALARM SYSTEM**

When an alarm rings, a small light flashes on the unit, and depending on the triggering mechanism, one of two systems is activated. If triggered by particles in the air, the fire detector rings an alarm only in your apartment. It does not call the fire department.

If triggered by heat, the fire detector rings an alarm in your apartment and also calls the UCSC Fire Department, giving the apartment location.

### **ALARMS AND SMOKE DETECTORS**

Smoke detectors are installed either in bedrooms or in hallways. Smoke, heat, steam, carbon dioxide, or physical contact may activate these fixtures. Residents should keep the window slightly open and the door tightly shut while bathing to avoid setting off the alarm. When broiling, steaming, or frying food, alarms can be avoided by using your fan and opening your kitchen windows.

Under no circumstances may a resident deactivate the ceiling smoke detectors, since this may cause the system to malfunction and could jeopardize other tenants. Damages caused by tampering with fire equipment are billed to the resident.

### **WHEN AN ALARM RINGS IN YOUR APARTMENT**

1. Quickly check to see what set off the alarm. If steam or cooking smoke caused it, moving the air below the alarm will dissipate the particles and turn off the alarm (be careful not to touch the alarm unit).
2. If you do not know why the alarm is going off, dial 911 immediately and describe the emergency.
3. If the fire is small, try to control it using a fire extinguisher. These are mounted either just inside the front door or in the alcove next to the bathroom.

4. Evacuate all persons, service animals and pets from the apartment. Remember to close all doors and windows to help prevent the spread of fire and smoke damage and leave your front door unlocked.

### **WHEN AN ALARM RINGS IN ANOTHER APARTMENT**

1. Call 911 immediately.
2. Evacuate your apartment. Be sure to turn off all appliances and lights. Unlock your front door. University personnel will let you know when it is safe to re-enter.

### **FIRE EXTINGUISHERS**

These are located either just inside the front door or in the alcove next to the bathroom. Learn the locations and instructions. If you notice that your extinguisher has been used, call the FSH Office at 459-4080. Do not allow children to play with fire extinguishers. Fire extinguishers are serviced annually.

## **FAMILY STUDENT HOUSING SERVICES**

### **AFTER-HOURS STAFF**

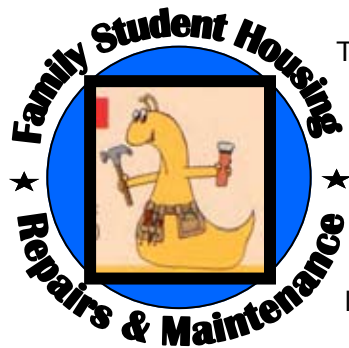
For your service and assistance, Family Student Housing has Resident Assistants (RAs) that provide on-call service after FSH business hours, on weekends, and on holidays. There are also Community Safety Officers (CSOs) who provide security to FSH grounds and facilities. RA duties include facilitating resident use of community buildings, posting notices, and assisting in resident related issues. RAs are responsible for community development and providing family activities and services. They greet residents and assist in familiarizing them with Family Student Housing, the UCSC Campus, the Santa Cruz Community, and available resources. RAs also facilitate resident initiated events. Please phone 459-4861 to have a Resident Assistant or Community Safety Officer dispatched after 5:00pm.

### **LOST AND FOUND**

Missing something? Contact the Family Student Housing office at 459-4080 as well as the UCSC Police Department at 459-2231. If you are unsuccessful in locating missing items, consider placing a classified ad in the Loophole.

### **REPAIRS & MAINTANENCE**

#### **FIXITS**



There is no charge for routine maintenance, so please do not hesitate to submit a service request using the Fixit System at [fixit.ucsc.edu](http://fixit.ucsc.edu).

Under the terms of your contract, you are not allowed to make any repairs or alterations to your apartment. If repairs are needed, please use the Fix It website, <http://fixit.ucsc.edu> to place a work order. The log in and password required is the same as your UCSC Cruzmail account. If you have problems logging in, call the Family Student Housing Office at 459-4080.

If you notice a hazard on the grounds, please notify the FSH Office at 459-4080 so we can attend to it. If you have questions about grounds maintenance, gardening, recycling, or trash collection please contact the Shop at 459-4080.

At times throughout the year, major maintenance projects may be scheduled to enhance the quality of the facilities. Family Student Housing makes every effort to minimize the inconvenience to residents caused by such projects. Staff will also keep you apprised of any scheduled projects occurring in your area.

In the event of fire or threat to life or safety: CALL 911

**URGENT REPAIRS:**

Examples of urgent requests include: flooding caused by a broken pipe, a large broken window or a door lock not working. For problems that cannot wait for response until the next business day, use the phone numbers listed below.

**Monday – Friday 8am – 5pm (Regular Business Days) (831)459-4080 FSH Office**

**All Other Times (831)459-4861 Campus Dispatch**

**WILDLIFE AND PESTS**



FSH is located at the edge of grasslands and redwood forest that has many native and exotic plants and animals associated with each habitat. Among our animal visitors are: deer, skunks, raccoons, possums, tree and ground squirrels, rabbits, gophers, moles, mice, rats, snakes, lizards, owls, hawks, foxes, coyotes, bobcats, and the possibility of mountain lions.

Some of these animals become pests when they move into populated areas. Please remember that these animals are wild and should never be approached or fed. Sightings of sick or bothersome animals should be reported to FixIt at [fixit.ucsc.edu](http://fixit.ucsc.edu) or the Campus Police at 459-2231.



## **PEST CONTROL**

Please place a work order immediately ([fixit.ucsc.edu](http://fixit.ucsc.edu)) if pest control is needed inside or outside of your apartment. Keep your backyards or decks free of upholstered furniture, rolled up rugs, cardboard boxes, and newspapers as these items attract pests.

## **LAUNDRY ROOMS**



Laundry rooms are provided for your convenience. Washing machines and clothes dryers are not permitted inside or outside apartments. You may use a retractable clothesline installed by maintenance or a drying rack. When not in use racks must be stored inside.

There are four laundry rooms located in the apartment complex. Current cost is: \$1.00 per wash load, and \$.75 to dry. Our laundry facilities use the WEB Access Card to run the

machines and the LoadIt! System to add money to your laundry card. For more information on the Web Load It! System go to [www.weblaundry.com/loadit](http://www.weblaundry.com/loadit)

The laundry rooms are kept locked as a safety precaution and to prevent vandalism. If you find a washer or dryer out of order, please put a note on it and report it to the Family Student Housing Office at 459-4080. Residents are advised not to leave clothes unattended in the laundry rooms. Residents may remove clothes left in washers or dryers after cycle is complete.

## **MAILBOXES**

Mailboxes are centrally located for each loop. All letters and parcels that will fit in the mailbox are delivered directly to you. Larger packages are placed in a parcel box. The mail carrier will leave the key to the parcel box in your mailbox. If an item does not fit in either your mailbox or a parcel box, the mail carrier will leave a note explaining the procedure for collecting your parcel. Check your note carefully to see where you must pick up your package. The FSH Office cannot sign for resident packages or certified mail.

Occasionally you will find mail addressed to a previous resident in your box. Please mark "return to sender" and put this mail in the outgoing mail slot for the mail carrier to pick up and forward. It can also be put in the U.S. Mailbox located at the entrance of College Eight.

## **GARBAGE AND RECYCLING**

Garbage dumpsters are conveniently located in each of the loops. Garbage is picked up twice a week. If a dumpster in one location is full, take your garbage to the next closest dumpster.

Do not invite animals by leaving your garbage outside of your apartment. Dumpster enclosures must be kept clean and lids left closed to deter pests and to contain odors. Items larger than three feet in any direction may not be put in dumpsters. Residents are responsible for removing these items from FSH and the University. Local charity agencies, friends, or neighbors may be able to assist you in this. The Grounds Staff may be able to offer you alternatives if you have trouble finding a way to remove large items. Charges may apply.

Recyclable items must be separated, cleaned, and placed in the correct containers at the dumpster enclosures. Flammable or hazardous materials may not be stored anywhere at FSH (with the exception of

one one-pint can of barbecue starter fluid stored inside the apartment). Please contact the FSH Office at 459-4080 if you have hazardous materials that need to be disposed. The Shop does not accept used oil or radiator coolant. The auto parts stores will accept these free. Grease, tires, or other auto parts can be taken to a Santa Cruz City Landfill. For more information regarding recycling please see the reference, Recycling at FSH that was included in your check-in materials.

## **FACILITIES AND EQUIPMENT CHECKOUT**

The Affiliates Building is Family Student Housing’s main community center. It is equipped with comfortable furniture, television and DVD player, kitchen, and deck. Many of the social and educational programs planned to enrich community life take place in the Affiliates Building. The Affiliates Building can be reserved for birthday parties and family gatherings. There is a basketball court and a barbecue area available nearby.

UCSC Family Center is located at Family Student Housing in apartment 712. The Family Center is facilitated by the Family Services Office. The FSH Computer Lab and Study Center are located at the Center as well as a Family Counselor. The Center can be accessed with your laundry room key. The Center can be reserved for quiet activities such as study groups or seminars as there are residents living above.

The Family Student Housing playing field and adjacent barbecue area may also be reserved.

Equipment such as canopies, tables, chairs, vacuum cleaners, and gardening tools are also available for checkout. Reservations for rooms and equipment can be made through the Family Student Housing Office at 459-4080.

## **COMMUNITY GARDEN**



The Community Garden is located in the 600 Loop and has plots available for use by residents. There is a waiting list for plots. Once you have been assigned a plot you will sign a contract. Gardeners are encouraged to organize their activities to keep the garden flourishing. All plots are boxed, raised three by ten foot beds that are lined for gopher prevention. Because of limited space, gardening is available for recreation and pleasure, not subsistence. Please contact the FSH Office to be put on the waiting list for a garden plot. Composting of household kitchen waste is not allowed at Family Student Housing due to sanitation and pest problems.

## **COMMUNITY NEWSLETTER**

The Loopline is the Family Student Housing’s community newsletter. It is an important source of information from Family Student Housing departments, and has community programming, campus events and other valuable and useful information. It will be delivered to your apartment each month and available on the FSH website.

## **SECURITY**

While the University community and the City of Santa Cruz are relatively small and considered friendly and safe, neither is immune to the realities of the world. You will need to take precautions to secure your personal property, e.g. locking your door when not in your apartment, engraving your possessions, locking, and registering your bike. You must also consider your personal security and be aware of

vulnerable situations. Keep neighbors informed of your whereabouts and when you will be returning home. When possible, travel with a friend and check campus maps for the well-lit paths. Report any suspicious activity immediately to your Resident Assistant, FSH Office, or the police, and never leave outside doors ajar.



With so many people living together, apartment areas are prime targets for thefts. Your careful attention to security is in everyone's best interest. The University expects all on-campus residents to report crimes immediately by contacting the UCSC Police. Fire, police, or medical emergencies can be reported in person or by dialing 911 from any telephone on campus. Non-emergency calls for help can be reported by dialing the **UCSC Police Department (831) 459-4861**.

UCSC is serviced by its own police department. The department is located near the east or main entrance to campus. Take High Street to Glenn Coolidge Drive, make a right turn at the first stop light and follow the blue signs.

### **IDENTIFY YOUR BELONGINGS**

Please mark all of your belongings. This will help us identify and return lost or stolen belongings to you. For lost and found, call the Family Student Housing Office at 459-4080. Items will be held for two weeks and then will be donated to a local charity.

### **LOCKOUTS AND LOST KEYS**

If you are locked out of your apartment, you may check out a key from the FSH Office. After business hours, weekends and holidays, a Community Safety Officer or Resident Assistant can let you into your apartment. Residents may be charged for keys not returned within 48 hours. If you lose your key, we must replace the lock. This will result in a \$75 charge for the lock change and lost key.

## **EARLY EDUCATION SERVICES**

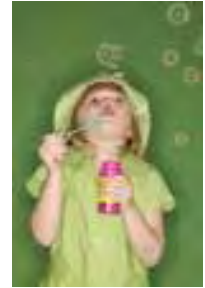


UCSC's **Child Care Services** (also known as Early Education Services) offers the children of UCSC students several child care programs, serving children ranging in age from 14 months to 12 years.

**Child Care Services is open to the children of UCSC students exclusively.** Our facilities are conveniently located on campus near the west entrance near Family Student Housing.

- Excellent financial subsidies available - eligible students pay between \$0-\$403 per month for full time care.
- Fall enrollment starts in May.
- Email us at [earlyeducation@ucsc.edu](mailto:earlyeducation@ucsc.edu) or call (831) 459-2967 for more details.
- Eligibility for the State Funding.
- Open Monday-Friday 8:30am - 5:30pm during academic year.
- All meals (Breakfast, Lunch & snack) included in the program.
- Great teacher/child ratios.
- Work-Study students in every classroom to provide more support for our teaching staff.

- Networking opportunities with other UCSC student families.
- Enriched curriculum in all classrooms.
- All teachers have Child Development credentials.
- Diverse and caring teaching staff and families participating in program.



**Our Mission:**

**Developmental Approach**

Programs focus on literacy, thinking skills, emotional, social and physical growth.

**Respect for the Individual** Each child and their family members are acknowledged, respected and celebrated. Children interact at their own pace in a child-centered environment.

**Support for Families**

The program and teachers are partners with families in caring for and educating children. Parenting education, social events, Family Partnership Group and family participation are integral to our programs.

**Respect for Diversity**

A thoughtful anti-bias curriculum supports families and assists children in the development of mutual respect and strong identities.

## FREQUENTLY CALLED NUMBERS (831)

- Fire, Police or Medical Emergency 911
- Poison Control 885-6000
- Dominican Hospital 476-0220
- Dispatch (After 5:00pm) 459-4861
- FSH Office 459-4080
- FSH Office Fax 459-2540
- FSH Counseling Services 459-2880
- Animal Control 459-2231
- UCSC Health Clinic 459-2500
- Fire Department 459-3473
- Fire Extinguishers 459-4080
- UCSC Police Department 459-2231
- UCSC Early Education Services 459-2967
- Bay Tree Bookstore 459-4544
- Bus Service Information 459-3228
- TV Cable Information 459-4421
- Cashier's Office 459-2278
- Financial Aid Office 459-2963
- Main Gate Kiosk 459-3377
- West Gate Kiosk 459-3388
- Parking Office 459-3724
- Re-Entry Student Services 459-2552
- Registrar's Office 459-4412
- PG&E (800) 743-5000