

FAMILY STUDENT HOUSING RESIDENT HANDBOOK 2021-22



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-call after hours, weekends and holidays. Additionally, Community Safety Officers (CSO) are on-call 7pm to 3am every day as a supplemental resource (see last page of this Handbook for contact information).

UC SANTA CRUZ PRINCIPLES OF

COMMUNITY

ucsc.edu/principles

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.



UNIVERSITY OF CALIFORNIA
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Residential Programs & Services

Please note that programs, services, and gathering spaces may be impacted in response to COVID-19. We are committed to safely continuing a robust and engaging program for our residents to enjoy. Stay informed via our weekly emailed FSH newsletter and campus updates found at <https://recovery.ucsc.edu>.

24-Hour Family Center

- Computer Lab
- Counseling Center
- Give and Take Book Library

Community Room

- Available for private event reservations
- Basketball Court
- 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)

Vending Machines Located in The Sweet Spot

GUIDE TO LIVING AT FSH

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. However, the growing of herbs and produce is prohibited. 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. In addition, no items are permitted to be hung from trees for decors or any other purposes.

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> 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). When utilizing this space, please remember that children under 18 years of age must be supervised by an adult.

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.

Doorbell Cameras

Doorbell cameras not requiring alterations are permitted, but will not be allowed if the positioning impedes on the privacy of community members. For example, apartments that face each other directly in a narrow walkway space may not have doorbell cameras facing into each other's entryways or windows.

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. When utilizing this space, please remember that children under 18 years of

age must be supervised by an adult.

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. All garden plots are considered community plots and are accessible to all FSH residents. For more information, please contact the FSH Office.

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 is now upgraded to ResWiFi. See <https://its.ucsc.edu/wireless/fsh-family.html> for details.

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, however, the growing of herbs and produce is prohibited. 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. Please do not put items for reuse near the Goodwill Bin if they do not fit inside, as they attract vermin and will be discarded by staff.

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> 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. 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.

Toys in the Common Areas

Sharing with the community is great! If you want to share toys in the common area, please keep them clean and remove them when you move out. Toys will be removed if they appear to be abandoned, broken, or unclean. Please do not place play structures or kiddie pools in common areas. Kiddie pools and play structures are not allowed for a variety of reasons: safety, campus water saving standards and impact on the landscape.

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

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-12pm and 1pm-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 Assistant Director and administrative staff.

Assistant Director for ARCH (Affiliated Residential Community Housing) is a live-in staff member who supervises the Resident Assistants and is responsible for the development and daily operations of the residential life program. The Assistant Director can connect residents to campus resources, address housing concerns, and mediate neighbor conflicts. In addition, the Assistant Director 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 2021-2022



Student Housing West Project

The proposed project would construct housing for approximately 3,000 students at two sites on the UC Santa Cruz main campus via a public-private partnership (P3) delivery method. The Heller Site, located on the west side of campus, requires demolition of the existing 200-unit family student housing complex and childcare facility followed by redeveloping the 13-acre site with approximately 2,900 new apartment and community-living style beds for continuing upper division undergraduate and graduate students. The Hagar Site, located at the southern end of the campus, will develop approximately 140 units of housing for student families and a child care center on a 17-acre site northeast of the intersection of Glenn Coolidge Drive and Hagar Drive.

During March 2019 the UC Regents formally approved the proposed project's design and the LRDP amendment pursuant to the CEQA and the project's business terms. The Student Housing West Design CEQA discussion item can be viewed on the recording of the open session at <https://regents.universityofcalifornia.edu/meetings/past-meetings/index.html>. The Student Housing West EIR Notice of Determination was formally posted on Tuesday April 2nd, 2019.

As has been reported in the local news, the project has been delayed due to CEQA related litigation being filed. As the University works through these issues, we will have a better understanding of the impact it will have on the project schedule. It is the University's intention to resolve as expediently as possible so that we can meet the student demand for affordable, on campus accommodation.

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

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.



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 On-Call

831-251-1365

For Emergencies: 911

UCSC Police Dispatch: 831-459-4861

Parking Enforcement: 831-459-2231

Routine Maintenance: Fixit.ucsc.edu