



University Town Center Handbook

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UCSC Principles of Community

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

We strive to be:

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

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

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

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

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

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

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

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

Getting Involved

At the UTC

A wide variety of programs for students to participate in will be put on throughout the year by your RAs. If you have a cultural event you would like to celebrate or any other program idea, let your RA know! We have money and resources to help make events happen and we'd really like to know what you're interested in!

Also check out the monthly calendar located by the office and the UTC newsletter.

**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 UTC newsletter and campus updates found at <https://recovery.ucsc.edu>.*

On Campus

We encourage you to participate fully in all the programs your College and Department offers.

Important Numbers

RA On-Call Phone	5:00PM – 9:00AM	831- 566-0365
Community Safety Officer	7:00PM – 3:00AM	831- 459-2100
Maintenance	URGENT UTC Office or RA On Call	http://fixit.ucsc.edu

The Role of the Residential Life Staff

Resident Assistant

There are four Resident Advisors (RAs) at the UTC. The role of the RA is to assist in creating a positive and healthy educational community. Their job includes sponsoring educational, cultural and social programming, assisting with conflict mediations, responding to emergencies, and enforcing University policy. They are excellent resources and we encourage you to get to know them.

An RA is available after hours and weekends for lockout and emergencies. They are on call from 5:00 pm to 9:00 am and 24 hours a day over the weekend. The RA on-call number is 831-566-0365.

UTC CRE

The CRE, is responsible for all administrative and operational aspects of the UTC. The CRE also supervises the residential life staff and coordinates the conduct process. Feel free to stop by the office if you have questions or need assistance.

ARCH Housing Coordinator

The Housing Coordinator, is responsible for residential assignments for UTC, The Village and Camper Park. Their office is located at The Village.

Assistant Director for ARCH

Assistant Director for ARCH, is responsible for the residential life program at Graduate Student Housing, Family Student Housing, Camper Park, the Village, and University Town Center (UTC) and supervises the Coordinators for Residential Education (CREs).

Associate Director for ARCH

The Associate Director, is responsible for the housing and residential life program at Family Student Housing, Graduate Student Housing, UTC, The Village and Camper Park. She supervises the Assistant Director and administrative staff.

Community Safety Officers

The Community Safety Officer is responsible for ensuring the health and safety of students, staff, and guests during the night hours. They are on call for emergencies from 7:00pm – 3:00am. CSOs can be reached by calling campus dispatch at 831-459-2100. Dispatch will need to know your location and concern and then will send a CSO to assist you.

Facilities and Services

UTC Housing Office: 831-421-0695

The UTC Housing Office is located in Suite 405. Here you will find the Coordinator of Residential Education, Residential Assistants and Office Assistant. If you need to report a maintenance problem, have a question or concern regarding life at the UTC, or other residential issues, this is the place to come.

Hours are Monday – Friday: 9:00am – 5:00pm

*Though the office will occasionally have to close due to administrative meetings on campus.

Internet

All rooms are wired, but not wireless. Ethernet cables may be used in all the rooms or a router may be set up. For assistance or to report a problem with Internet access, please contact resnet@ucsc.edu or call them at

459-4635.

Wireless Internet is available in the fourth and fifth floor lounges.

Laundry

The laundry room is on the fourth floor. There are four washers and four dryers. Wash loads are \$1.00, while drying costs \$0.75.

There is additional information on the bulletin board in the laundry room. The laundry system is an outside vendor utilized by UCSC. There is a laundry App for issues related to any of the machines and residents are encouraged to report to both the app and the office so we know what has been reported already.

Mail

The mailboxes are located on each floor between the stairwell and the elevators. You will share a mailbox. Be sure to check your mailbox often, even if you get mail somewhere else. Because we are a relatively transient community, occasionally you will receive mail for residents that no longer live at the UTC. Please drop this mail off at the office and we will forward it to the appropriate person. There is a US Post office at the intersection of Front and Water Streets.

Oversize Packages are delivered to the Front Desk. We accept packages during regular office hours. Upon receiving a package at the front desk, we send out a 'Parcel Notification' via email to the recipient. Students need to have their IDs to sign for packages so that we can confirm that it is going to the correct recipient.

UTC Mailing Address:

1101 Pacific Ave (Apt. #) Santa Cruz, CA 95060

UTC Lounges

There are two lounges at UTC.

The fourth-floor lounge contains a large screen TV, DVD player, dishwasher, stove, and oven. This is a great gathering place for meals, movies, and entertainment. If you wish to hold a gathering in the lounge, please contact the CRE to make a reservation. Please clean up after yourself! Also, alcoholic beverages are not allowed in the lounge or in the kitchen, it is a policy violation and will be immediately discarded. Either guests or residents may not use the lounge for overnight accommodations.

A study lounge, on the fifth floor, is available to residents. There is a computer and printer also located in the fifth-floor lounge for free use for resident of the UTC.

Parking

There is no specific parking for UTC resident located downtown. Downtown parking is available by applying at the Santa Cruz parking office located on Locust St. You will need a letter from the CRE verifying your residency.

For inquiries regarding campus parking contact Transportation and Parking Services (TAPS) office at 831-456-4543.

Bus Service

Bus service to and from campus and around town is easily available to UTC residents. The central hub for the Santa Cruz transit system is conveniently located across the street and down one block.

Meal Plans

Meal plans are available to all UCSC students. You may purchase a plan at any time. If you want to change your meal plan for the next quarter you may during the Filing Periods in November and February. Any other

modifications may be approved for medical or financial reasons only.

Go to: www.housing.ucsc.edu to apply for a meal plan.

Resource Conservation

The electricity, water and gas are provided for you and included in the rent, but we do ask that you conserve as much as possible. California is suffering shortages of both energy and water, and we all need to do our part. See below for some specific suggestions.

Energy

Please do whatever you can to save energy. Turn off lights when you leave the room, keep your heater turned down to 68° or lower, and turn the heat off when you leave. Never leave doors or windows open when your heat is on. While utility costs are included in your rent, you may be billed for excessive use.

Water

Water is a scarce resource in Santa Cruz, and it's important to do all you can to conserve. Please keep your showers short, turn the water off when shaving or brushing your teeth, and minimize water use when washing the dishes.

Recycling

Recycling containers are located in the trash rooms on each floor. We recycle newspaper, metal cans, glass and plastic containers. Please rinse your containers before recycling. Any questions? Just ask!

UTC Procedures and Processes

Checking In

Upon moving in each resident is responsible for recording any existing room damages on the Room Condition Form (RCF). Forms should be returned online. Damages not indicated on RCF will be billed to each resident at the end of the year. All residents are held jointly responsible for the common areas, and therefore all roommates should look at these areas.

Any new residents moving in after the beginning of fall quarter must also complete an RCF. Failure to return the RCF by the communicated deadline from the Res Life Staff could result in charges for any damages in the room and/or building.

Checking Out

Upon leaving, UTC employs only express check-outs:

Express checkout procedures:

- Pick up a key envelope from the Front Desk.
- Clean your space and assigned common areas.
- Move all your belongings out of the apartment.
- Write your name and apartment number on the key envelope, insert your keys, and drop it off at the UTC office.

All Express Checkouts waive the right to appeal cleaning and damage charges, and agree to pay all damage and cleaning charges not previously noted on the RCF. Any damage found in the room at the time of departure not previously noted on the RCF will be billed directly to the resident(s).

After the last resident checkouts UTC staff inspects the room for cleanliness and damages.

Moving out before end of academic year

Remember, your housing contract is for the entire academic year.

You can request to cancel your housing contract prior to the end of the academic year. To do so you must fill out a 'Request for Housing Contract Cancellation Form'. This form is located in the front office. You will need to meet with the CRE to discuss why prior to receiving the form. Circumstances generally approved for canceling your housing contract are: graduation, withdrawal, field study out of area, leave of absence, study abroad, medical hardship, or financial hardship. ** However, cancellations are on a case by case basis. You will be notified if your request is approved. Moving out of your room does not indicate that your contract will be cancelled and you will be subject to the remaining balance on your contract.

Sub-Leasing

Residents are not permitted to sub-lease their housing space.

Changing Rooms

If you would like to switch rooms with another resident, your RA will be able to assist and refer you to the proper resources.

Unauthorized room switching prevents us from contacting you, or another resident, in case of emergency. Also, we need to know where each resident is living in order to avoid misunderstandings over responsibility for cleaning or damage charges.

Break Housing

Thanksgiving and Spring break periods are included in your housing contract, though Winter break is not. Please check the housing website calendar for dates you need to move out by, and when you may return to the UTC. Information about Break Housing will be posted for residents prior to each break period.

Keys

Once you are issued your access cards and room keys, you become partially responsible for the security of your building. In order to maintain the security of our building you must report all lost access cards and/or keys to the UTC Housing office immediately. There will be a charge for new keys and access cards.

Apartment key- \$115 Mailbox key- \$15

Temporary CCURE Card- \$25 for lost CCURE TEMP cards Late CCURE Temp Card- \$5

Do not allow anyone else to use your card or key, even temporarily. Please do not allow building entry to anyone who does not have an access card. Individuals looking for residents may call them from cell phones, or from phones outside of the elevators.

Lockouts

UTC Staff is available to assist residents who are locked out of their rooms. It is the responsibility of each resident to carry their room key with them any time they leave their room.

A spare room key checkout is available as a temporary measure only. **Each student is allowed 3 assisted lockouts per year, after which students will be assessed a \$15 charge per assisted lockout.**

Roommate Living Agreement

The UTC Housing Staff does all it can to produce the best roommate matches possible. A tool we offer for healthy community living is a Roommate Agreement Form. This form is a starting point for discussion and a space to come to agreements.

Conflicts between roommates do still occur. Many can be avoided through discussion. If conflict arises: talk with your roommate(s) and review or renegotiate agreements. Ask a member of the residential staff for ideas on addressing the issues or ask the residential staff to help you and your roommate(s) through a mediated discussion.

Room Condition

Your room will be your home for the next nine months. Our expectation is that your room be left in the same condition, as it was when you moved in. Review the Room condition Report in your room. Return the signed form to the front desk. This report will be used to compare the condition of your room when you leave, to the condition of it when you moved in. The RCR is for your protection and you will be thankful you filled one out. Apartments are inspected for general cleanliness and safety on a quarterly basis. Make sure to read your emails for more details regarding inspections. We have made every effort to provide you with a home that is clean and well cared for. Please assist us by keeping your room and the building clean and in good working order.

Cleaning

You and your roommates are jointly responsible for all common areas. You are responsible for your own area. You must supply all of your cleaning supplies and equipment. A vacuum and swiffer is available upon request at the front desk during office hours.

It's also important that everyone leave the kitchen, bathroom and other shared areas clean after each use. Please be considerate of your roommate/s and don't leave messes behind.

Maintenance

If anything in your home is broken or in need of attention, please report it right away! Don't wait for a small problem to become a big one. You can report any maintenance problem directly to our maintenance via the web at <http://fixit.ucsc.edu>, or, if urgent (a threat to health, safety, security or property), call the RA on Call at 831-566-0365.

When you go to the website or call be prepared to explain exactly what the problem is, where it is located and if it is okay for our maintenance staff to enter your room in your absence. Please also remember to leave your name, phone number and room number. It is a good idea to let your roommates know you have made a maintenance request so they will not be surprised to find the maintenance staff working in the apartment. **After reporting the issue to maintenance, please contact the UTC front desk so that we can assure that your maintenance problem has been appropriately addressed.**

Policy Information

Quiet/Courtesy Hours

This is an educational community. All residents have the right to study and sleep without undue interference. Consequently, Courtesy Hours are in effect 24 hours per day.

Quiet Hours are 10:00pm to 8:00am Sunday through Thursday and 12:00am to 10:00am Friday and Saturday. It is the responsibility of each resident to make sure their activities are not disturbing to any neighbors.

Finals week quiet hours increase to 24hrs, beginning Thursday at 10pm before Finals Week.

Alcohol

Federal, State and local laws, as well as university policy prohibit alcoholic beverages from being sold, furnished, possessed by, or given to any person under the age of 21. In addition, no possession, transportation of open containers or consumption of alcoholic beverages will be allowed in public areas, by any person, regardless of age. Kegs or other “common source” containers holding alcoholic beverages are not allowed on campus.

If you are of legal drinking age you may drink in your room with the door closed unless any of your roommates are under the legal drinking age then you may not drink in your room nor store alcohol in your room.

Smoking

You must exit the building to smoke. Smoking is not allowed inside any campus building. Policy states that you must be at least 25 feet from the building.

Guests

The Housing Contract states a person may have a guest stay overnight for a maximum of three consecutive nights, and for no more than 15 nights per year. Your roommates must approve all overnight guests in advance. Requests for a guest to stay more than 3 nights must be submitted in writing to the Front Desk and approved in advance. Any resident can request that a guest leave at any time. Any student providing housing for guests in violation of this policy will be subject to disciplinary action, and may be charged for their guests' housing. Residents are responsible for the actions of their guests.

NOTE: COVID-19 guest changes may be in effect and will be communicated.

Identification

Students are required to carry ID with them at all times. Proof of identification must be shown when asked by a university official. Failure to do so is considered non-compliance and disciplinary action will be taken.

Candles & Incense

Candles and incense are not permitted at the UTC or any UCSC residential community.

Paraphernalia

Any type of paraphernalia including, but no limited to, bong, pipes and hookahs, are not allowed in campus residential areas.

Pets

No pets of any kind except fish are allowed at the UTC. Small fish tanks (up to 10 gallons) are OK. Service and support animals must be approved through the UCSC Disability Resource Center prior to arrival at UTC. Specific UCSC Housing expectations regarding the animal are provided at the UTC Office.

Posting Policy

Please do not post any items on the door of your room. You will be given a metal clip board to post your personal decorations. Please note that you can not post any items that will damage the property, obstruct the academic missions, create a fire hazard, pose a health and safety risk or create a hostile environment as defined by Title IX.

ResNet Policy

Copyright violation is a serious issue. When the University receives a copyright violation letter the machine is blocked from accessing network resources outside of the University and a warning letter is sent to your UCSC email address. When ResNet is informed that the terms of the letter have been met the connection will be restored to normal. Repeated violations will result in significant service loss and the CRE will be notified.

For specifics on the ResNet Policy please visit the UCSC ResNet Website:

<http://its.ucsc.edu/policies/resnet-rup.html>

Safety Policies

In order to protect the individual safety of students, certain policies have been formulated. These include the following:

1. Do not bring weapons onto campus even for display purposes. This includes any type of firearm, paint-ball, pellet guns, swords, and knives (as defined by the California Penal Code). If you have a legitimate need for any of these types of weapons (hunting, etc.), the Campus Police Department will store them for you.
2. Pranks designed to injure (either physically or emotionally) any person are unacceptable. Water fights with balloons, guns, pails or any other object containing water (or any other liquid) are prohibited in all areas of the UTC.
3. Do not bring into or store non-household chemicals (i.e. gasoline, laboratory chemicals, motor oil) in the building. When improperly stored or disposed, these materials can endanger people and pollute the environment.
4. Skateboarding, roller blading, roller-skating and bike riding are prohibited in the UTC hallways, as is the throwing of objects. Protect your belongings by having your name engraved on your valuables.