



UNIVERSITY :: VILLAGE

owned & operated by the university of oklahoma

HANDBOOK

housing & food



Your Address:
900 North Stonewall Avenue, Apt. # _____
Oklahoma City, OK 73117

The University of Oklahoma is an equal opportunity institution. Accommodations on the basis of disability are available by contacting the manager's office at (405) 271-0500.
This handbook was printed at no cost to the taxpayers.

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Security Code: _____

To arm your alarm: Away + 4 digit code

To disarm your alarm: Off + 4 digit code

WELCOME

Thank you for choosing to live at University Village Apartments! Located at the heart of the Health Sciences Center campus, you will be a part of a supportive, academically focused residential community made up of your peers who are pursuing degrees in dentistry, nursing, medicine and the healing arts.

This handbook will help you become better acquainted with the apartment complex and give you a better understanding of the rules, regulations, policies and expectations of the University Village community. While we want residents to have as much freedom in their personal lives as possible, we ask that you always consider the rights of your neighbors.

The information contained here will help:

- Enable you to become more familiar with the University Village community (our services, programs, facilities, staff, policies and procedures)
- Inform you of your rights and responsibilities as a community member and
- Serve as a reference guide during your stay

Please keep this handbook for easy reference. It is reviewed and revised as necessary, and the department welcomes suggestions on improving its clarity and usefulness. We are glad you are here and will do our best to serve you!

GENERAL INFORMATION

Utilities

Water, waste management, and high speed Internet is included in your rent. However, you are responsible for all other utilities. Electricity is through the Oklahoma Gas & Electric Company (**OG&E**), whom may be reached at **(405) 272-9741**. Telephone services are available through the OU Health Sciences Center Digital Communications at 271-5671. To dial on campus, you simply dial a 1 + the last four digits of the number you are trying to reach. For off-campus calls, you need to dial a 9 + the number you are trying to reach. Expanded cable television service is available through **Cox Cable** at **(405) 600-8282**.

Inspection and Inventory

When you move into the unit, inspect it thoroughly, noting any damages on the inventory form. Return the signed form to the manager's office within 24 hours. You will not receive your mailbox key until you turn in your apartment inventory.

MANAGER INFORMATION

The staff of University apartments communicates with residents through OUHSC electronic mail, U.S. mail, by posting notices on apartment doors, and bulletin boards. Please read all communications carefully as they may pertain to you.

Manager Out-Of-Office

When the manager's office is closed, either for the day or just temporarily, please call and leave a voicemail message with the following information: name, apartment number, telephone number and need. Someone will return your call as soon as possible. Voice mail is checked regularly during work hours. **If you have an emergency (i.e. apartment flooding, fire, loss of life, limb, or property) immediately call OUHSCPD at (405) 271-1911. If you need to contact the office manager, please call (405) 388-0388. This number is for tenant use only. Non-emergencies will not be responded to after hours. The emergency number for the OUHSC Campus Police is 271-1911. The non-emergency number for the OUHSC Campus Police is 271-4300.**

EMERGENCIES

Emergency Telephones

Emergency telephones, which are direct lines to University of Oklahoma Health Sciences Center Police Department (HSCPD), are located in and near the apartment complex. Locate the phone closest to your apartment and use only for emergencies. (They are Blue columns with a light on the top.)

Medical

If you or someone else sustains a severe injury or becomes seriously ill, contact HSCPD at (405) 271-1911. HSCPD officers are trained in basic life support techniques and can render first aid for minor and non-life threatening problems. HSCPD will call an ambulance for patients who require care beyond the responding officer's capabilities. There is a charge for services provided by ambulance and paramedics.

Sexual Assault

Report any sexual assaults to HSCPD by calling (405) 271-1911. For follow up care, free and confidential counseling is available from HSC Student Counseling Services located in the David L. Boren Student Union and at the Family Medicine Center. Please call 405-271-7336 Monday through Friday 8 a.m. to 5 p.m. An additional resource is the YWCA at 2460 NW 39th (Gaylord Complex) in Oklahoma City, OK that also offers counseling and groups. For meeting times or general information, please call their office at 405-947-4506.

Child Abuse/Neglect

Parents are expected to supervise their children at all times, inside and outside the apartments, and to help resolve the various conflicts that may occur when children play together. A child should never be locked out of an apartment or be sent outside unsupervised. Report persons suspected of neglecting or verbally, physically or sexually abusing a child to the State of Oklahoma Department of Human Services Child Welfare Hotline, 1-800-522-3511 or to the manager's office. Your information will remain anonymous and confidential.

Fire Safety

For your safety, each apartment is equipped with a non-battery operated smoke alarm. NOTE: Smoke alarms are extremely sensitive. Cooking smoke, vapors from nearby humidifiers, and shower steam escaping via an open bathroom door, can activate them. In the event of such nuisance alarms, residents should ventilate their apartment. OUHSCPD must come out and silence it for you.

- Open doors and windows and fan air below the smoke alarm. If you think there is a problem with your smoke alarm, notify the manager to have it checked.
- **Tampering with or removing the smoke alarm in your apartment may be grounds for termination of the lease.**
- If you hear an alarm sound in another apartment, call OUHSCPD immediately at (405) 271-1911. If possible, contact the manager's office after evacuating your apartment.

Fire Extinguishers

Fire extinguishers for putting out small fires have been installed in each apartment. You will be charged for any that are removed, vandalized or improperly used. If you use a fire extinguisher, notify the manager's office for assistance.

To Decrease the Chance of Fire:

- Do Not Smoke on University Property
- **Never** smoke in bed
- Do not let grease accumulate on or around the stove
- Do not leave cooking food unattended
- Do not run extension cords under rugs or tack them to walls
- Do not allow trash to accumulate (i.e., newspapers, rags, etc.)
- Do not use flame devices such as candles, potpourri burners, etc
- Do not store flammable liquids such as gasoline in or around apartments
- Do not store items near heater closet or hot water tanks

DEPOSIT AND RENT

Deposit

Each tenant is required to pay a \$200 deposit when he/she signs a lease. As stated in Section 10 of the lease agreement, "This deposit shall be returned to Tenant by mail upon the expiration of this lease agreement provided that Tenant has abided with all terms and provisions of the lease agreement, and provided that there are no cleaning, damage or unpaid rent charges. Any other charges owed to the University will be deducted from the deposit and the balance (if any) will be returned to the Tenant."

Rent

The first month's rent must be paid and a lease signed before keys can be picked up by anyone moving into an apartment. If you expect to receive financial aid and are unable to make your initial payment, or if it will be more than 30 days before you are able to pay, contact the manager's office to make deferment arrangements.

Rent is due on or before the first day of each month; however, rent becomes delinquent if not paid by the 15th and tenants will be assessed a \$25 late charge after that date.

Rent may be paid at the Bursar's Office or may be mailed to:

Office of the Bursar
Service Center Building, Rm. 118
1100 North Lindsay
Oklahoma City, OK 73109

Returned Checks

If your bank returns a check, a \$25 charge will be assessed, plus any additional late fees. Failure to pay rent can result in termination of your lease. Transcripts are held until all accounts are paid.

Rental Rate Changes

University Village apartments are self-supporting. Therefore, periodic rate increases may be necessary. All rate changes are approved by the Board of Regents. Should a rate increase become necessary, changes are usually effective August 1. Residents will be given a minimum of 45 days' notice of any increase.

LEASE RENEWAL

Each spring Housing and Food Services provides University Village residents the opportunity to renew their leases. In February, you will receive a survey from the apartment manager asking about your intentions for the summer and for the following academic year. Please read this information closely and do not hesitate to contact the apartment manager if you have questions.

LEASE TERMINATION

There are several reasons why a University Apartments lease might be terminated. Here are a few examples:

- Term of lease expires and tenant does not wish to remain
- Graduation from the University
- Emergency situation
- Violation of lease agreement by the tenant

Terminating Your Lease Early When You Have A Roommate

Tenants who wish to move out of their apartments before or without their roommates will need to follow the procedure below.

- Turn in your 30-day prior written notice.
- Have your roommate choose to either release or not release you. He or she will need to show identification when turning this form into the manager's office.

If your roommate chooses not to release you, you will continue to be responsible for your portion of the rent until the lease ending date. If your roommate chooses to release you, you are not responsible for any further charges as of the effective release date. Your roommate must pay your portion of the rent or find another person to replace you.

Early Lease Termination

You may request to terminate the lease before the end of the specified terms, but the granting or denial shall rest within the sole discretion of the University. Please refer to Section 6, "Termination," in your lease agreement.

If you leave before your lease ends you must continue to pay rent through the approved vacate date or until the apartment has been rented. It is your responsibility to make sure you have followed all of the proper steps in vacating. If your apartment is damaged your deposit will be applied to those charges.

Subletting Apartments

You are not allowed to sublet any portion of your apartment or your lease will be terminated as detailed in Section 5e.

Cohabitation

Allowing persons not listed on the lease to reside in the apartment for more than 3 consecutive days or more than 6 days out of any month constitutes a violation of the lease contract. Residents found violating this policy will be subject to eviction.

Operating A Business From Your Apartment

Operating a business from University-owned housing is in violation of the lease and is cause for termination as detailed in Section 5h of the lease.

In most situations, however, University Village tenants are required to give 30 days prior written notice to the apartment manager when planning to vacate their apartment (as indicated in Section 11 of the lease agreement). Failure to give proper notice could result in the tenant being charged additional rent or other fees, as appropriate.

CONDUCT, THE UNIVERSITY VILLAGE HANDBOOK, & THE STUDENT HANDBOOK

The *University Village Handbook & Student Handbook* are a part of your lease and should be read and observed. You may obtain a copy of the *University Village Handbook* at your manager's office or www.village.ou.edu. You may obtain a copy of the *Student Handbook* at your manager's office or <http://www.ouhsc.edu/admissions/handbook/>.

Rules set forth in the *University Village Handbook* are not comprehensive; they should be interpreted broadly. As mature adults, tenants are responsible for reading the information in this publication, educating themselves on the *Student Handbook*, and abiding by campus behavior standards.

All students are responsible and accountable for their actions. Disciplinary actions for violating University standards may include the issuance of a citation, appearance before a disciplinary body for determination of a stronger penalty, termination of the lease agreement or criminal prosecution.

Guests

Residents are responsible for their guests and their guests' actions.

Noise

Section 5k of your lease prohibits loud noise. It states, "Tenant will use the premises in a reasonable manner, having due regard for the rights of other tenants, especially with respect to access, cleanliness and noise."

Neighbor Conflicts/Harassment

Occasional disagreements occur when people live close together. Residents are expected to communicate with each other when conflicts arise among themselves or their children. If the residents involved cannot reach a resolution, they should contact the apartment manager to help solve the problem. Should the conflict fail to be resolved between the tenants and the anger then HSC Student Counseling Services may be contacted Monday thru Friday 8am to 5pm at (405) 271-7336. Harassment of any kind will not be tolerated and may warrant disciplinary action.

If You Are Having Problems With One Of Your Neighbors

Communicate with your neighbor and see if you can resolve the issue. If you are still having problems, use the complaint forms in the manager's office to submit a written complaint. An apartment manager will help mediate this issue.

To Help Prevent Problems With Your Neighbors

If you are anticipating having guests and feel that it might be unusually loud (e.g. Super Bowl Party), talk with your neighbors and leave them your number. Tell them to call if the noise bothers them. Please note that if, in spite of your conversations, your neighbors complain to management, then disciplinary action may be taken.

Conversely, neighbors need to realize that people make noise, even under normal circumstances. Apartment living requires tolerance of other people's lifestyles and routines. Keep in mind that if your noise bothers your neighbor, you may be in violation of the noise policy.

Littering

Dumpsters are located throughout the complex for your convenience. Anyone who is found improperly disposing of trash will be fined. Fees are subject to change.

First Offense - \$15

Second Offense - \$30

Third Offense - up to \$45 or disciplinary process

Racial and Ethnic Harassment

Diversity, one of the hallmarks of a great university, is also one of the greatest strengths of our society. The University of Oklahoma supports diversity and is committed to maintaining multicultural, multiethnic, and multiracial work in educational settings. Respecting cultural difference and promoting dignity among all members of the University community are responsibilities each of us must share. Therefore, racial and ethnic harassment will not be tolerated. For more details see the *Student Code of Responsibilities and Conduct*.

Alcohol

Housing and Food Services is concerned with the effects that the use and abuse of alcohol has on life in the apartment community. Alcohol is not permitted in the common areas of University Village including but not limited to: the TV lounge in the clubhouse, the grill area, the courtyard, and/or the parking lot. Public drunkenness and misconduct due to the consumption and/or possession of alcohol is prohibited.

Alcohol use/abuse is not an excuse for inappropriate behavior. In the State of Oklahoma, it is unlawful for any person under 21 years of age to purchase, possess, or consume alcohol.

Tobacco

The University of Oklahoma Health Sciences Center (OUHSC) is committed to the promotion of good health, which imparts a responsibility to address Oklahoma's biggest public health issue and leading cause of death—tobacco usage. It is the University's policy that the use of all tobacco products including, but not limited to, cigarettes, cigars, pipes, and smokeless tobacco shall be strictly prohibited anywhere on the OUHSC grounds or campus.

The use of tobacco products shall be prohibited in any buildings or portion thereof owned, leased, or operated by the OUHSC, including OUHSC housing/apartments, within any OUHSC parking structure, in any vehicle owned or leased by the OUHSC, or on the OUHSC grounds or campus, including, but not limited to, public or non-public areas, offices, restrooms, stairwells, driveways, sidewalks, etc.

This policy applies to all persons on campus, including but not limited to employees, students, patients, contracted personnel, vendors, and other visitors to the OUHSC. Non-compliance with this policy will be handled in the same manner as any other policy violation and is subject to the disciplinary process. If you see a tobacco violation occurring, immediately contact OUHSCPD at (405) 271-4300 to report the incident.

Drugs

Housing and Food Services considers the possession, use, sale, or distribution of illegal drugs detrimental to residents and to the educational process. Residents who participate in the use, sale or distribution of illegal drugs are subject to disciplinary action. Drug paraphernalia, including bong, clips, pipes and other items used in preparing or consuming illegal drugs, are not allowed and may be confiscated by Department of Public Safety officials.

Firearms and Weapons

Firearms, explosives, including firecrackers and other dangerous weapons are not permitted within or upon the grounds, buildings or any other facility of the University. Weapons may include, but not limited to, the following: Guns, slingshots, brass knuckles, bowie knives, daggers, or similar knives or switchblades. Objects including but not limited to toys resembling weapons will be considered weapons, and their possession and/or usage could result in disciplinary action and termination of the lease agreement.

MAINTENANCE

Some wear and tear is bound to occur in an apartment during the course of living; however, residents must take care of the facilities. For repairs to your apartment, contact the apartment manager during business hours.

Maintenance Emergencies

Emergencies should be reported immediately. **If there is an emergency maintenance problem and you are unable to reach someone at the manager's office, please call OUHSC Campus Police at (405) 271-4300. After you call HSCPD then call the Manager's Emergency phone at (405) 388-0388.** Emergency repairs include: broken water line, clogged toilet, water leaking through ceiling, no heat, no electricity, etc.

Housekeeping

Residents are responsible for cleaning their own apartments. **Garbage should always be placed in dumpsters**, not in stairways, breezeways, vestibules, patios, storage rooms, or community trash receptacles to prevent pest and health concerns.

Trash Removal

Dispose of trash in the dumpsters, which are located throughout the complex for your convenience. Do not set trash around the dumpster. If a dumpster is full either put your trash in another dumpster or inform the manager that the dumpster is full. Please do not use the dumpsters for disposal of furniture.

Lawns/Landscaping

Maintenance personnel care for all landscaping. To keep lawns attractive, tenants are asked to walk on sidewalks and walkways. Please do not throw your cigarette butts on lawns or walks; they will not biodegrade and could cause a fire. To avoid injury by flying stones, sticks, or debris, do not allow children to play where mowers are being operated. Keep toys off the grass! Any damages done to the landscape may result in a repair charge to the resident. All residents are responsible for the actions of their guests and will be charged for any damages done by their guests. Let's keep our home beautiful!

Outdoor Grills

All personal outdoor grills are prohibited within and surrounding the apartment complex. Outdoor grills are provided for tenant use by the apartment complex. Please be courteous when using the grills and make sure you clean up after you use them. Any damages to the grills outside of normal wear and tear will result in a repair charge to the resident. Do not leave children alone to watch or supervise the grill!

Appliances

Do not install appliances that require the adaptation of existing water pipes or electrical outlets. This includes washing machines, dryers, air conditioners and light dimmers. Each apartment is wired for 110- volt electrical service and the wiring may not be altered for any appliances that require greater voltage.

Pest Control

Pest control is free to the tenant. If your apartment has an infestation problem with insects, mice, snakes or some other pest, contact the manager's office. In the event of a cockroach problem, neighboring apartments must also be treated. A notice will be delivered to your door with instructions concerning preparation procedures. We request that you cooperate fully so that treatment can be completed in a thorough and timely manner. Prompt reporting of these problems keeps infestation problems at a minimum and provides for a better environment. Any resident who is scheduled for treatment and cancels or has not properly prepared their apartment for treatment may be assessed a charge and will be assigned another treatment date. To minimize cockroach infestation, tenants should properly clean appliances and apartments, dispose of garbage promptly in the dumpsters, and put food away immediately.

Help Keep Bug Problems Under Control

- Call the manager if you have a problem with pests
- Do not remove white boric acid powder or pest control packs that might be in the cabinets
- Take trash to dumpster daily
- Do not store newspapers, paper sacks, or empty cans in or around your apartment
- Do not allow grease to build up around your stove or refrigerator
- Store food products properly in your freezer or refrigerator, or sealed in your cabinets

ROOMMATES

Only tenants listed on signed leases are allowed to reside in University Village. Allowing someone not listed on your lease to live in your apartment is a violation of your lease and could be grounds for termination of the lease.

Adding a Roommate

When the occupants of an apartment want to add someone to the lease, the prospective tenant must fill out an application, be approved by the manager's office and pay the deposit and first month's rent. All tenants on the lease must be present when adding a roommate.

Need A Roommate?

Please contact the manager's office at (405) 271-0500 for information about our roommate listing service. You are responsible for selecting your own roommate; Housing and Food Services (i.e. the apartment manager) is not responsible for providing roommates.

KEYS

Duplicate Keys

Keys are the property of the University of Oklahoma and may not be duplicated or shared. Carry your apartment key at all times and return it to the manager's office when you vacate the apartment.

Spare Keys

Apartment managers may issue a temporary apartment key. The spare key must be returned within 48 hours. Residents requesting a spare key will need to show positive identification before the key will be issued.

Missing or Stolen Keys

Report missing apartment keys, whether lost, stolen, or misplaced. A temporary replacement key will be issued to you for 48 hours. If, at the end of the 48 hours, you are unable to locate your key, your lock will be re-keyed at a charge of \$96.00 to your bursar's account.

Report the theft of an apartment key to the University of Oklahoma Health Sciences Center Campus Police Department at (405) 271-4300. A lost or stolen key jeopardizes your safety and security. Failure to report the loss or theft of a key promptly, or the loan of your key to an individual not on the contract for your apartment, is a violation of housing regulations and may result in disciplinary action.

Locked Out During Office Hours

If you get locked out of your apartment during business hours, go to the manager's office and check out a spare key. If the manager is not in the office, wait until the manager returns (there will be a sign posted indicating when the manager will return).

After Hours Lock Outs

After office hours, dial (405) 388-0388 to contact the manager on call or contact (405) 271-4300 OUHSCPD. A fee of \$50 will be assessed on your bursar bill for this service.

Re-keying Locks

Whether your key was lost, stolen, or was not returned to the University upon vacating the apartment, you will be charged \$96 to re-key your lock.

STUDENT & FACULTY/STAFF ID's

Missing, Lost or Stolen ID Cards

Report missing ID cards, whether lost, stolen, or misplaced to the apartment manager. A temporary replacement gate pass is available at the Service Center Building for a fee of \$3. If, at the end of the 48 hours, you are unable to locate your card, you will need to have your ID card replaced. If you are locked out on a weekend or after office hours and need the manager to let you in, a fee of \$50 will be assessed on your bursar bill for this service.

MAIL SERVICES

The United States Postal Service delivers mail to each apartment complex. Get your mailbox key from your apartment manager. One mailbox key is provided per tenant. Replacement keys are obtained by calling the Postal Service at 321-2484 and paying a \$10 fee. Residents should post their names on the inside of the mailbox, with both spouses' names listed if they are different. Be sure to include your apartment number after the street address. Please keep the line information as specified. Changing the order of the information will delay the delivery of your mail.

Apartment Address

UNIVERSITY VILLAGE APARTMENTS

900 N. Stonewall Avenue, **Apt. #** (please see apt. manager for you appropriate #)
Oklahoma City, OK 73117

CABLE & COMPUTER ACCESS

Cable Television

Your apartment comes standard with Cox expanded basic cable with no additional charge. Should you wish to have services beyond expanded basic you may contact Cox cable at (405) 600-8282 and set up a personal account for those services at your own cost. You must be present if Cox needs to deliver equipment such as digital cable boxes. For further questions please contact the apartment manger.

Cox Cable

2312 NW 10th Street
Oklahoma City, OK 73107

Hours:

Monday through Friday 8 a.m. – 6 p.m.

Saturday: 9 a.m. – 12 p.m.

Customer Service:

Monday through Friday 8 a.m. – 7 p.m.

Saturday: 9 a.m. – 1 p.m.

24-HOUR CUSTOMER SERVICE: (405) 600-8282

Cable television contracts are strictly between you and the local cable company.

Antennas and Satellites

Attaching antennas and satellites to the building, trees, utility poles, railing, etc., are prohibited. If you are in an apartment that does not get good reception, you may want to purchase cable from Cox Cable at (405) 600-8282.

Computer Access

University Village residents have access to the University server through Ethernet connections in each unit. The Internet service is provided by the University Village apartment complex. **The use of wireless routers in the apartments is prohibited.**

TELEPHONE SERVICE

If you would like phone service, please contact OUHSC Telecommunications to arrange service and check on service rates. Telecommunications can be reached through OUHSC electronic mail.

DECORATING

Decoration guidelines may be picked up in the manager's office. Guidelines cover the following areas:

- Prohibited Materials
- Trees and Greens
- Electric Lights
- Candles

For safety reasons, only materials labeled as noncombustible, flame-resistant, or flame-retardant may be used. Be sure to keep all materials away from heat sources.

Painting

You are not permitted to paint your apartment. If you feel it needs painting, contact the manager.

Wallpaper, Borders and Contact Paper

Hanging wallpaper or border print paper is not permitted. Do not put contact paper on walls, furniture, windows, or other surfaces. Removal of these items is costly, and you will be charged to return the apartment to its original state.

Hanging Pictures and Posters

Tenants must be careful when hanging pictures and posters. Do not use tape, plastic foam back picture hangers, nails, screws, contact paper, border paper, staples, or wallpaper because they damage the walls. You will be charged for any damage from improperly hung pictures or decorations.

Candles, Incense, Oil Lamps, Paper Lamps, and Halogen Lamps

The use of candles, incense, oil lamps, lanterns, halogen lamps, paper lamps, or other items requiring the use of an open flame is strictly prohibited due to potential fire danger.

APPLIANCES, FIXTURES AND THE INTERIOR OF YOUR APARTMENT

To Keep The Appliances In Your Apartment Functioning Properly

- Do not put coffee grounds, cigarettes, grease, corncobs, bones, metal objects or any other hard objects in your garbage disposal.
- Do not use the dishwasher and the garbage disposal at the same time. This may cause garbage to back up into the dishwasher and burn out the motor.
- Do not use sinks, tubs, and toilets for anything other than their intended purpose. Should drains or toilets become clogged, contact the manager's office rather than using commercial products to clear the drain yourself.
- Do not flush disposable diapers, sanitary pads, or similar products, garbage or other related articles down the toilet bowl. It could result in a clogged toilet.

Refrigerators

- To insure proper operation, keep the refrigerator defrosted and cleaned. Even frost-free refrigerators must be defrosted and cleaned regularly. Prevent excess frost in the freezer by closing door properly, especially in hot, humid weather, and making sure that vents are not blocked.
- Remember that an apartment-sized refrigerator freezer holds less, so too much food in the freezer is another cause of excess frost.

Ranges and Stoves

- Do not cover the stovetop or sides with aluminum foil. This blocks vents and creates a safety hazard.
- Do not pour water in or on the stove. All stoves are electric or have an electric ignition, which may short out.
- Clean grease splatters and spills as they occur. Grease build-up can cause a fire.

Hot Water Tanks

- Do not store anything near your hot water tank; this includes newspapers, cardboard boxes, plastic or paper bags, rags, mops, or flammable products.

Preventing Frozen Pipes

To keep pipes from freezing during the winter, especially when you are gone for the holidays, follow these steps:

- Leave the thermostat set at a minimum of 65 degrees
- Leave cabinet doors that house pipes open to allow the heat in the apartment to keep the pipes warm
- As soon as you notice you do not have water, call the manager's office. If the problem is caught immediately, pipes may be thawed before they burst, preventing flooding.

Flooding

Never leave a running faucet unattended. If the water is turned off for repairs, be careful not to leave a faucet in the opened position. This could cause flooding when the water is turned back on.

Preventing Mold and Mildew

Mold and mildew grow in areas that are dark, warm and moist. These tips help prevent growth.

- Keep your bathroom clean, well lit and dry
- Leave the bathroom door and shower curtain open to allow walls to dry after showering
- Use cleaning products designed to prevent mold and mildew

Damage Charges

If necessary, tenants will be charged for any costs associated with repairing damage in the apartment or associated landscaping. The apartment should be kept clean during occupancy and left clean upon checkout. If an apartment presents a pest problem, the residents will be asked to vacate and assume the cost of cleaning and pest removal.

Electrical Service

Each apartment is wired for 110-volt electrical service. The wiring may not be altered to provide service to any appliance that may require greater voltage.

Water Heater

If an emergency arises due to hot water leaking from the relief valve or the heater itself; the following suggestions could prevent the apartment from flooding:

- Find a container to collect water leaks from the heater.
- Contact the apartment manager during regular working hours at (405) 271-0500. After hours, call the manager at (405) 388-0388. If you are unable to reach the manager, please call Campus Police at (405) 271-4300 and they will notify Site Support of the problem.

Pilot Lights

If your water heater pilot light extinguishes for any reason, DO NOT attempt to re-light it. Contact your apartment manager during regular working hours at (405) 271-0500. After hours, contact the manager at (405) 388-0388. If you are unable to reach the manager, please call Campus Police at (405) 271-4300 and they will notify Site Support of the problem.

Air Condition/Heating

The complex consists of central heating and cooling units with individual controls in each apartment provided by OG&E. Instructions are located on the inside cover of the thermostat. If the damper noise disturbs you, simply press the “fan” button until the thermostat displays “fan on”. This will keep your damper fan from turning on and off constantly.

Exterior Lighting

The exterior lighting are controlled by an electric eye, and will turn on and off according to the amount of light outside. If lights do not come on, call your apartment manager.

Interior Lighting

Be sure that all lights are working when you move into your apartment, and call the manager if they are not. To replace kitchen fluorescent light bulbs, call the manager, who will send maintenance to replace them. All interior lights should be replaced with standard **40-watt** bulbs to avoid shorting out the wiring and causing a fire. The apartment managers do not supply regular light bulbs.

Entranceways And Patios

Keep entranceways and patios clear of obstacles, such as bicycles and carts, which impair normal passage. Do not store combustible items and/or motorized vehicles in entranceways or on patios because they may create a fire hazard. Also, storing items in breezeways and porches is prohibited. This includes refrigerators, freezers, mattresses, old furniture, washing machines, dryers, bricks, tires, lighter fluid, etc. They create fire, safety and pest hazards and detract from the general appearance of the areas. All tenants are responsible for keeping their apartment areas free from fire and safety hazards. If such hazards exist, the tenant will be asked to correct the situation immediately.

MISCELLANEOUS APARTMENT INFO

Apartment Move-Around

Current residents may request to move to another apartment. The following guidelines have been established for moves:

- Tenants will be eligible to move around if their rent payments are current.
- If tenants have roommate(s), they must first obtain a roommate release or a contract release form before a move-around request will be granted.
- Tenants will be charged \$50 move around cleaning fee per move.
- After one move takes place, the tenant must receive permission from the manager to proceed with any other moves, the manger reserves the right to deny any moves.
- Tenants will be responsible for any damages to apartments for which they have been assigned.
- Tenants will be allowed 48 hours to complete the move-around. Keys must be returned within this time frame to avoid additional charges.

Pets

Pets are **NOT** allowed. Section 5i of the apartment lease states that tenants shall not “keep or allow any dog, cat, fowl, or other animal or pet in the apartment.” This rule is strictly enforced. However, some types of fish are allowed.

Laundry

Washers and dryers are provided for use by tenants in the studio apartments in the main building. They are located on the second floor of the main building. The townhouse apartments are each equipped with a washer and dryer.

*Please notify the apartment manager of any washers or dryers in need of repair.

Clubhouse

Tenants may reserve the University Village lounges with a \$25 deposit. Reservations can be made through the manager's office at (405) 271-0500. Management reserves the right to "block out" dates during which the lounge will not be rented (i.e. finals week). Damages/trashing out the clubhouse will be assessed and billed to your Bursar account on the discretion of the apartment manager.

Car Washing

Car washing is not allowed in the apartment areas. There are many commercial carwashes located throughout the city.

No-Smoking Policy

University Village is a smoke free environment. The University of Oklahoma Smoking in Public Places Policy prohibits smoking inside public areas of academic, administrative and residence hall buildings owned or operated by the University. Breach of this policy will be considered a violation of Title 16, Section 5, of the Student Code resulting in appropriate disciplinary action against the offender. Interior public areas include but are not limited to hallways, breezeways, entryways, vestibules, lobby areas, lounges, administrative and student government offices, break rooms, elevators, elevator lobbies and landings, cafeterias, apartment clubhouses, stairwells, rest rooms and laundry facilities. If you see anyone smoking at University Village please report it to OUHSCPD at (405) 271-4300 immediately.

MOVE OUT

When you are ready to vacate your apartment, please make sure you complete the following:

- Submit a request to vacate at least 30 days prior to the day you wish to leave. Request forms can be obtained in the manager's office.
- When you have fulfilled the terms of your lease, you do not have to get a roommate release form. However, you are responsible for telling your roommate you are leaving.
- Fill out and turn in a change of address form, also available in the manager's office.
- Clean your apartment. Proper cleaning instructions are provided in the manager's office and can be found on the back of the lease agreement.
- Make arrangements to have all of your utilities turned off or transferred to your roommate, as necessary, when you leave.
- Make arrangements with the apartment manager for a scheduled checkout time between 8 a.m. and 5 p.m., Monday through Friday. To receive clearance, all possessions and personal property must be out of the apartment, the unit must be clean and the inventory sheet completed.
- Turn in your apartment and mailbox keys to the apartment manager.

Tenants who leave without checking out will still be responsible for any damage, cleaning, or re-keying charges associated with the apartment. If you need to make arrangements outside of office hours, please contact your apartment manager. Roommates will be responsible for paying the full rent upon your departure.

Forwarding Address

Be sure to leave a forwarding address with:

1. Apartment manager
2. Information Technology/Telephone Services (if applicable)
3. The United States Post Office
4. Cox Cable (if applicable)
5. Oklahoma Gas & Electric Co.
6. Any magazine or publication circulation departments

Cleaning Requirements upon Move-Out

Suggested Cleaning Supplies May Include: Easy-Off oven cleaner, Comet, Pine-Sol, bleach, Tilex soap scum remover, 409 all purpose cleaner, razor scraper or putty knife, broom, dustpan, bucket or pail, mop, rubber gloves, cleaning cloths, and scrubbing sponge.

Kitchen: Place newspaper on floor in front of stove as oven cleaner can damage floor tile. Remove burner parts, oven racks, and broiler pan and spray with oven cleaner. Spray inside surface of oven with oven cleaner (follow instructions on can) then wipe all surfaces with water.

Cabinets, Counter Top, Refrigerator, and Sink: Remove shelf paper and crumbs from inside shelves in cupboards. Wash inside and outside of cupboards with an all-purpose cleaner. Defrost refrigerator by turning temperature control button inside refrigerator to the off position. When defrosted, remove shelves, vegetable and crisper bins and clean with an all-purpose cleaner. Turn refrigerator control button to ON position.

Bathroom: Clean sink, bathtub, shower wall, and toilet with bathroom cleaner. Mop floor with an all-purpose cleaner. Linen cabinets-remove shelf paper and wipe all shelves with damp sponge. Mop all tile floors with an all-purpose cleaner and rinse with clean hot water and bleach.

All Rooms: Wash any marks, grease, and dust off walls, windowsills, window screens, air conditioner/heater vents, and heater closet with an all-purpose cleaner. Vacuum all carpets. Replace all burned out light bulbs. Dispose of all garbage and unwanted items in the dumpsters outside. Any items left in an apartment by the tenant will be disposed of and the tenant will be charged hauling fees.

Possible Charges: The cost for excessive cleaning will be charged according to material cost and hourly labor rates.

Examples:

Stove - \$50

Refrigerator - \$35

Kitchen Cabinets - \$30

Bathroom - \$40

Trash Removal - \$10 per bag

Furniture/Appliance Removal - \$50

Floors - \$20 per room

Carpeting - \$50 per room

Walls, ceiling and trim - \$35 per room

Damage Repairs: Repair and/or replacement may delay the return of the security deposit until final costs have been determined.

***Make an appointment with the Apartment Manager to be checked out of your apartment!**

ACTIVITY PROGRAMMING

Health Sciences Center Student Association

OUHSC Student Association provides enriching programs to the students of the HSC campus and is an integral part of student life on campus. Their office is located on the second floor of the David L. Boren Student Union located only two buildings away from our apartment complex. To find out more information about the organization, please call (405) 271-3669 or checkout their web page at <http://w3.ouhsc.edu/sa/>.

COMMUNITY

Bus Service

There are several bus stops throughout the Health Sciences Center campus and even to Norman, OK. The Central-West Loop runs right by the apartment complex at the corner of 8th and Stonewall every 20 minutes making stops at 0:03, 0:23 and 0:43 of each hour. The routes run Monday-Friday from 6:00 AM to 8:00 PM. Checkout their web site for all stop locations and times at <http://w3.ouhsc.edu/parking/transport.htm>.

Schools In Your District

Children must be enrolled before they can begin school. To enroll your child in Oklahoma City Public Schools, you will need your child's birth certificate, immunization record and proof of residence (copy of lease) when you visit the school.

Elementary Schools:

Dunbar

1432 N.E. 7th
(405) 235-5326

Martin Luther King

1537 N.E. 24th
(405) 427-7616

Middle School:

Moon

1901 N.E. 13th
(405) 427-8391

Community Police Officers

When OUHSC Campus Police, Housing and Food Services, and you work together, the community becomes a better place. Please get to know the officers in your community. For more information contact your apartment manager.

PARKING

There is plenty of parking for everyone; vehicles parked in fire lanes (including the grassy fire line North of the B quad), “no parking” areas or blocking dumpsters will be ticketed or towed at the owner’s expense. Under no circumstances are tenants permitted to drive any motor vehicle on lawns, sidewalks, walkways, patios, or porches. Vehicles that are not properly tagged or are not in running condition will be towed at the owner’s expense. Each driver listed on the lease may keep one vehicle on the premises.

Parking Decals

Parking permits may be purchased at the Services Building, Rm. 100 for students, faculty and staff.

Motorcycles

Motorcycles should be parked in parking lots only. Parking them on sidewalks, in stairwells, on porches or on patios is a violation of the fire code.

Visitor Parking

Visitor parking is available in front of the complex. Tenants & current OUHSC(students, faculty, or staff) are prohibited from parking in this area at all times according to OUHSC Parking Office Policy.

BICYCLES

If you have a bicycle on campus:

- Keep a record of your bicycle’s serial number and/or a copy of its registration or sales receipt.
- Register your bicycle with the Department of Public Safety’s Operation ID program at (405) 271-4300.
- Lock bicycles with a keyed, rather than a combination lock.
- Secure the bicycle’s frame and both wheels to a bicycle rack. Do not secure your bicycle to a tree, signpost or handrail. It will be removed.

Bicycles that block stairways or other pedestrian or emergency access are routinely impounded for safekeeping by Site Support, as are bicycles found unlocked or unattended.

SAFETY AND SECURITY

In addition to becoming personally familiar with safety issues, we strongly encourage residents to discuss safety with their children.

Apartment Security

To help prevent theft or personal injury, keep your door and windows locked even if you are only out for a short time. For additional security, each apartment has its own security system.

Solicitors

No solicitors are permitted on University Apartment grounds. If a solicitor comes to your door, call the apartment manager or OUHSCPD at (405) 271-4300.

Speed Limit

For children's safety, 10 miles per hour is the speed limit in all apartment areas. Children are the sole responsibility of their parents, and should not be allowed to play in parking areas.

Protecting Yourself And Your Property

The University does not reimburse tenants for loss of personal property. Tenants are urged to purchase renter's insurance to cover their personal property for any loss due to theft, fire, or other causes.

The University does not carry insurance covering personal property and is not liable for losses, damages, or injuries of any sort occurring to personally owned property, furniture or equipment caused by fire, water, smoke, wind, utility equipment malfunction or failure, or other causes. The University shall assume no responsibility for theft, destruction, or loss of money, valuables or other personal property belonging to, or in the custody of the resident, for any cause whatsoever, whether such loss occurs in resident's apartment, storage area or public areas.

Obscene Phone Calls

If you receive an obscene phone call, hang up. Do not try to find out who the caller is, even if you think it's a joke. If the calls occur repeatedly, keep a log of when they were received, what was said, a description of the voice (young, old, hoarse, an accent, etc.). Report obscene or threatening phone calls to OUHSCPD at (405) 271-4300.

Ice And Snow

During office hours, please call the Manager's office if you know of an unsafe area. After office hours, please call the 24-hour Weather Line at (405) 271-6499.

Car Repairs

Due to potential hazards and environmental consequences, major auto repairs must be performed off campus at a properly equipped facility. Please restrict your "shade tree" mechanic work to checking tires, oil, transmission or other fluid levels, or changing a flat tire or air filter. Do not leave your car unattended during these times.

Improper disposal of waste oil, fluids, tires and batteries harm the environment and are a violation of state law.

WEATHER

Oklahoma weather can be severe and difficult to predict. It is important you know that the University of Oklahoma Health Sciences Center is in Oklahoma County so that you can interpret forecasts and warnings provided by the media and other sources.

Civil Defense And Siren Test

Oklahoma City maintains a citywide civil defense warning siren network that is used to signal imminent danger of tornadoes. It is tested every other Friday at noon as the weather permits.

Imminent Danger

A steady siren for three to five minutes means imminent danger. Be sure your family or roommates have a plan in place that identifies the closest suitable shelter space. Go to that space. Once the sirens sound, it is too late to seek shelter at a remote location.

All Clear Signal

Sirens DO NOT sound on all clear. This comes from the broadcast media. An all-clear signal will usually be given on the local radio stations (KGOU 106.3-FM, WWLS 640-AM, or KNOR 1400-AM). These stations may also be used for weather advisories and updates.

Tornado Or Severe Thunderstorm Watch

Issued by the National Weather Services (NWS) when conditions are favorable for the development of a tornado or severe thunderstorm.

Tornado Or Severe Thunderstorm Warning

Issued by the NWS when a tornado or severe thunderstorm has been sighted visually or detected by radar. The location, direction, and speed of movement of the storm are provided. Residents of the specified area should take immediate safety precautions.

When A Tornado Warning Is Issued

If a tornado warning is issued for the Oklahoma City area by the NWS, the public broadcast media (KGOU-FM 106.3; KNOR-AM 1400; WWLS-AM 64-; or any Oklahoma City television station), or the sounding of the sirens for three to five minutes:

- Proceed immediately to your designated shelter
- To minimize danger from flying debris, close doors around the shelter area
- Remain in the shelter until the storm front clears the area or the public broadcast media provides an all-clear signal. It is recommend you take a battery operated radio or TV with you to the shelter.

Shelters For Tornado And Severe Weather

If possible, upper-floor residents in the studios should arrange with downstairs neighbors for shelter on the ground floor. Bathrooms without windows, closets or interior hallways offer the best protection inside each apartment. Doors should be closed to protect against airborne debris, particularly glass and wood splinters. The most effective shelter is underground. You may choose to go to the underground storm tunnel accessible at the Student Union or through the College of Nursing. The tunnel may be reached by taking the stairs or elevator directly inside the west entrance of the Student Union or through the south entrance of the Nursing school (between the hours of 8am and 5pm Monday through Friday). The tunnel is accessible 24-hours a day through the west entrance of the Student Union by using your ID card. ***If you have a spouse or other immediate family living with you, please contact the office manager so they can be granted 24-hour access to the Union.**

Severe Thunderstorm

Wind gust of 50 knots (58 miles) or greater and/or hail at least three quarters of an inch in diameter.

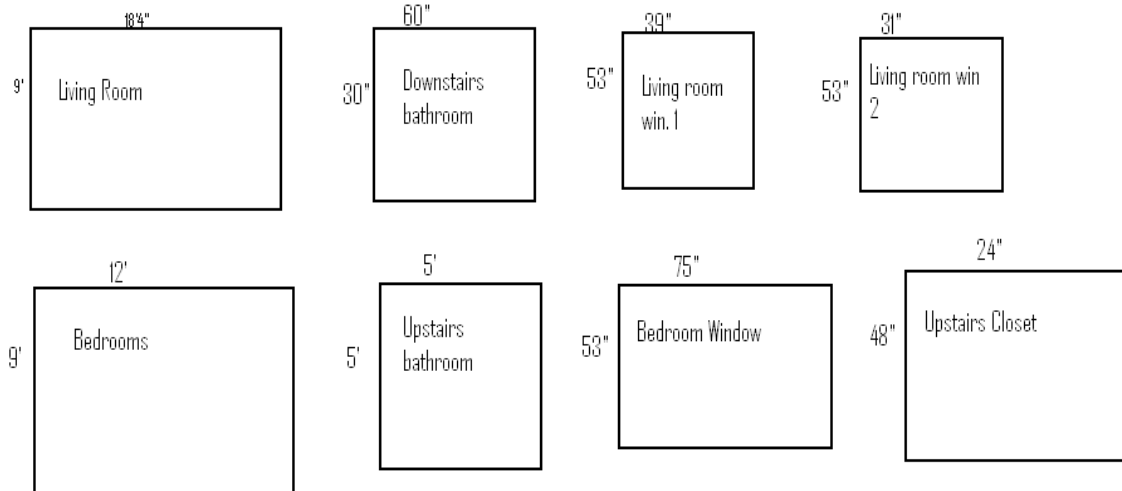
Tornado

A violent local storm with very high-speed winds rotating about a vortex with a funnel extending from the base of the clouds to the ground.

Funnel Cloud

A tornado-type funnel extending downward from the clouds but not touching the ground.

APARTMENT DIMENSIONS FOR THE TOWN HOME



Bar:
Height- 3'5"
Length- 6'

CONTACT INFORMATION AND OFFICE HOURS

University Village

ATTN: Manager's Office
900 North Stonewall Avenue
Oklahoma City, OK
73117-2819

Phone: (405) 271-0500
Emergency Phone (405) 388-0388
Fax: (405) 271-0670

Web site: village.ou.edu

The manager's office is located on the first floor of the main building.
Our office hours are: Monday – Friday, 9 a.m. - 5 p.m. Please see office door for weekly schedule.