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WELCOME TO UNIVERSITY PLACE

Welcome to your new home! University Place Management is delighted that you have chosen to reside with us as you begin a new year at West Virginia University. We have excellent facilities and hope to make your experience a positive one. We prepared this handbook as a quick reference guide to the unique community that was created for you.

Please take a few minutes to become familiar with our services and procedures. This handbook has been designed to answer your questions about living at University Place. If you have additional questions, please feel free to stop by our office located in the North Tower during our business hours, Monday through Friday, 9:00 a.m. to 5:00 p.m., or the Service Desk in the North Tower.

We hope moving in will be pleasant and stress-free. Your neighbors and University Place Management staff are all looking forward to meeting you and working with you. We hope that the coming months will be rich with wonderful discoveries, experiences, and new friends.

UNIVERSITY PLACE SERVICES

MANAGEMENT & LEASING OFFICE

The Management & Leasing Office is located in the lobby of North Tower and is the center of our management leasing operations. Stop by the office or call 304.293.2253 to get information about your lease, rental account, facilities issues, or any other questions you may have about University Place.

SERVICE DESKS

The Service Desk is located in the North Tower. Stop by the Service Desk or call 304.293.0895 for any of the services listed below. The Service Desk is a great resource for questions about the campus, the area, contacting our staff, and other general information. During holidays, summer, and school break periods of the year, hours may be limited. The Service Desk can also provide the following services:

LOCK OUT & LOSS OF KEYS

If you are locked out of either your apartment or bedroom, please visit the Service Desk for assistance during operating hours. If the lockout occurs after hours, please call 304.293.4357.

- If a resident is locked out during business hours, the resident will not be charged. However, if lockout requests become frequent, a charge may be assessed $25.00.
- If a resident is locked out after business hours, the resident’s account will be charged $25.00.
- If a resident loses the entry door, elevator, and/or apartment door key – please contact Card Services in replacing your student ID at 304.293.2273 or www.wvucard.wvu.edu.
- If a resident loses their bedroom key, a replacement key may be requested at the Service Desk for a fee of $50.00.
- If a resident loses a mailbox key, please notify the office. A lock change will be performed, and your account will be charged $25.00.
If a resident loses a Parking proximity card (if applicable), please notify the office. A replacement card can be requested, and your account will be charged $50.00. All charges listed above will be charged to the resident’s account, and due without any additional notice immediately after the replacement request or core change request is completed.

**PAYMENT OF RENT**

Rental payments are due and payable on or before the first (1st) day of each month. Payment for rent can be made online using the same process by which you pay tuition and fees via the Student Portal – http://portal.wvu.edu. Should you choose to pay in person, Student Accounts Office is located at the Mountaineer Hub, within Evansdale Crossing at 62 Morrill Way. The office accepts credit card, debit card, money order, check, and cash payments. If payment is by check, please remember to write your WVU ID number and apartment number on the memo line. Please note the rent must be paid in full by the payment deadline to avoid a late payment fee. When making rent payment; be specific as to what the payment is for.

If you need help making an electronic payment through STAR, please see the tutorials at http://studentaccounts.wvu.edu/billing.

**IMPORTANT NOTES**

- When making a debit card payment, many financial institutions have a daily debit limit that may prevent a Web transaction on STAR from processing. If your debit card is declined, you will experience a blank payment page. You may contact your financial institution, and ask that they temporarily raise the limit for this payment to process. In such of an event, you are responsible for making payment by another means by the payment deadline if you wish to avoid late penalties.
- A two and one-quarter percent (2.25%) processing fee will be assessed on all credit and debit card transactions. There is no charge for an electronic check or Automated Clearing House (ACH) transaction. Rather than using a debit/credit card you may want to consider electronic check or ACH transaction.
- On the second (2nd) day of each month, a one and one-half percent (1.5%) late fee will be applied to your student/resident account for any balance due equal to or greater than $200.
- Any rent not paid when due will be reasonable grounds for non-renewal and potential termination of your lease.
- Outstanding balances above $400 will be sent to collections after ninety (90) days past due.

**NON-SUFFICIENT (RETURNED) CHECKS**

- If WVU receives a returned check for non-sufficient funds (NSF) from your financial institution, you are required to repay the amount of the check and all additional charges that maybe assessed.
- All returned checks are charged a non-refundable twenty-five dollars ($25.00), in addition to WVU’s late fee policy.
- After two (2) NSF checks, the Cashier’s Office will no longer accept personal checks from you; only certified checks or money orders will be accepted.
SECURITY DEPOSIT INFORMATION?

Any security deposit paid at the signing of your lease is held by WVU until your lease expires or is terminated. Upon vacating the unit, Management will inspect your unit and cross-reference your move-in condition form completed at the beginning of your lease term. Within 45 days of your lease expiration, WVU will return any remaining security deposit, along with a written itemization of the charges. If your security deposit is not sufficient to cover the cleaning and damage costs, the invoiced amount must be paid immediately.

If you breach your lease agreement, WVU reserves the right to apply your security deposit to any reasonable damages it suffers as a result of such noncompliance pursuant to your lease. Please refer to your lease for further details.

LEASE TERM AND RENT

Your lease term is further defined in your lease signed with WVU. Should you desire a copy of your lease, please stop by the Leasing Office in the North Tower.

RE-LEASING PROCESS

This is also known as: subleasing, re-letting, or assignment. You shall not re-let your unit without prior written permission from Management. In order to receive permission, you must submit your request on the form provided by Management. Written approval will not be given until the new resident is approved, signs all applicable documents, and pays $250 and a security deposit. Prior to beginning this process, the balance on your account must be current and in good standing.

You shall vacate your apartment prior to midnight on the date set with Management. You must take all of your belongings. Any items left in the unit will be removed at your expense. You are personally responsible for returning all keys to Management on the checkout date. Management will not accept keys from anyone other than you, including a roommate, a relative, friend, re-lessor, as means of checking out or leaving such in the apartment. If your keys are not returned at the time of checkout, you will be charged for the core changes of each key not returned. Upon vacating, you must clean the apartment and follow the move out terms set forth in the lease agreement. Your security deposit will be returned within the timeframes provided in the lease.

CONSEQUENCES OF ILLEGAL RE-LEASING

Re-leasing a University Place apartment to an unapproved individual is strictly prohibited. If a person is found illegally residing in your apartment, University Place will take the necessary steps to remove that person. You, as the leaseholder, will be held responsible for any costs incurred and remain liable for all rental payments.

Selling and/or advertising accommodations on social media/internet sites such as Air B&B, Craigslist, and other similar sites is also strictly prohibited.

Failure to check in through Management is subject to a $200 administrative charge. Failure to check in or out at a designated Service Desk is also subject to a $100 improper check in/out fee. Furthermore, current residents who do not properly check their keys into a staff member at the Service Desk are
subject to a $150 core replacement fee in addition to a $35 per key replacement fee. Only legal leaseholders will be permitted to sign out the replacement keys in such circumstances.

To avoid incurring these charges and judicial sanctions, and to preserve the security of our community, it is imperative that all residents use the re-leasing process to re-assign their leases to new applicants.

**TRANSFER INFORMATION**

If you desire to relocate from one apartment to another, the move must be approved in writing by Management and must adhere to the following procedures:

1. Prior to approval, the apartment currently occupied must be checked by Management.
2. The apartment currently occupied must be cleaned and in an acceptable condition, as determined by Management, before the transfer will be granted.
3. Approval for transfer will be given based on (1 & 2), if a suitable apartment is available, and the resident requesting the transfer is in good financial standing with WVU.
4. All conditions set forth in the checkout procedures must be met and a new lease shall be signed.
5. A transfer fee of $200.00 dollars must be paid by the resident(s) requesting the transfer.
6. Any cleaning or maintenance charges not considered normal wear, involving the transferring apartment will be assessed in addition to the transfer fee.

**CONTINUING LIABILITY**

In addition to being eligible to live in University Place when you apply, it is your responsibility to maintain eligibility throughout your stay. If you do not maintain your affiliation with West Virginia University, your lease may be terminated and all unpaid monthly installments become immediately due as liquidated damages. Examples of situations that may fit this category include, but are not limited to, Expulsion/Suspension for violation of Student Code of Conduct.

If you feel there are extenuating circumstances around your situation such that you should be allowed to remain in University Place, despite no longer being eligible, please submit a written appeal to the University Place Management. Please note that submitting your keys to the Service Desk does not end your lease. You will continue to be financially responsible for your lease.

**CHECKOUT**

It is the responsibility of each resident to arrange a check-out appointment with Management. The appointment should be scheduled at least three (3) days prior to checkout. Checkout is not considered completed until all keys have been returned. If a resident fails to return all keys issued to the resident within two (2) working days of vacating date, lock changes will be initiated and the resident will be charged a fee.

When you are ready to move out of University Place, you are required to leave the apartment in the same condition as it was at the time of initial occupancy, barring normal wear and tear. The apartment must be free of your personal possessions, and the woodwork, walls, cabinets, closets, plumbing fixtures, range and floors/ carpets must be clean. Any damages and/or cleaning necessary in the apartment will be resident’s financial responsibility.
Residents staying beyond the contract end date will be assessed a daily rate of $150 per day.

BICYCLE REGISTRATION

Our bicycle racks are reserved for University Place residents only, and are located in a secure room. All bicycles must be parked at this location only, and will not be permitted to park at any other areas throughout University Place. It is strongly recommended you secure your own bike, as Management will not be responsible for any stolen or damaged bikes.

Bike registration is free, and can be registered at any time during the year at the North Tower Service Desk. Once you receive your permit, just attach the permit to your bikes handle bar, and place on the rack in the designated storage room. Bicycles may not be parked at trees, railings, signs, or any area other than the bicycle racks provided. Bicycles are also not permitted in the buildings, except to access the storage area. All illegally parked or unregistered bicycles will be removed from the community on a regular basis.

SKATEBOARDS AND/OR HOVERBOARDS

Skateboards and/or hoverboards are banned from the on, in and around University Place; violation of this policy will result in a penalty over $250 depending on the circumstance.

MAIL & PACKAGES

Mailboxes are located in the lobbies of both Towers. Each apartment has one mailbox, so you do not need to include your bedroom letter in your address, only the apartment number and building address. Please make sure that your friends, family, and associates know your correct building address – improperly addressed mail is considered misdirected and may not be delivered. Packages are received at the Service Desk, and must be signed out. Packages not picked up within a two-week period will be returned to sender. University Place staff will not be responsible for any packages delivered, including perishable items such as flowers and food. Mail and packages are not received on weekends.

The United States Postal Service (USPS) will serve University Place. Thus, mail to or from campus will require postage in order to be delivered.

PACKAGE ACCEPTANCE/PICKUP

Upon commencement of your lease, the Service Desk will accept packages on your behalf. You will receive an e-mail from University Place when your package has been delivered. Packages small enough to be put in your mailbox will placed there; larger packages will be kept at the Service Desk. When you retrieve a package from the Service Desk, be sure to bring your photo ID so your package can be released to you.

Please ensure packages have your name and apartment number clearly marked with the correct address as below:
North Tower Residents (Deluxe Apartments):
Your Name
2161 University Ave
Apt. XXX
Morgantown, WV 26505

Townhome Residents:

Your Name
2161 University Avenue
Townhome XXX
Morgantown, WV 26505

We recommend that you file a change of address with the USPS when you move in and out of your apartment so to minimize the interruption of your mail service. If your mailbox is not cleared on a regular basis, mail will be pulled and returned to sender. Management is not responsible for holding mail during your absence.

CABLE TELEVISION

Cable Television services will be provided by Comcast, and will offer over 100 channels for your entertainment. A coax cable is required to connect your television to the wall jack; thus, a cable box is not required. Most televisions older than 2007 may not be compatible with our cable service. A channel listing is available from the Service Desk, should you have misplaced it from your move-in packet. Should you require technical service regarding your reception, please contact Comcast – Bulk Center of Excellence at 855.638.2855.

INTERNET

University Place is 100% wireless. There are no designated internet jacks throughout the building. If your device is not Wi-Fi capable, you must purchase a Wi-Fi card, or other device to securely connect. These devices are typically available from most electronic stores. If you require technical service regarding your access, please contact our ITG Networks support center at 800.374.5872. The center is open 24/7/365.

PARKING

Residents of University Place are considered on-campus residents for on-campus parking privileges. Please contact University Place for parking information. Fire lanes are not legal parking zones and subject to being towed at the owner’s expense. Parking in Sheetz garage is never permitted!

NOISE

Excessive noise is not permitted and courtesy hours are always in effect. Loud parties or activities that will in any manner disturb, annoy, or cause discomfort to other residents is not permitted. Residents are held responsible for the conduct of their guests at all times. Residents are encouraged to peacefully resolve issues among themselves. If the noise continues, the resident should contact Management.
Accordingly, the following shall apply to complaints concerning a resident and/or guest’s violation of this rule:

First complaint---A written warning will be issued.

Second complaint—A $100 fine will be assessed to your account.

Third complaint—Additional fines may be assessed and eviction proceedings may be filed at the discretion of the Apartment Manager.

PARTIES

Parties are NOT permitted. Whether in apartments, bedrooms, or any building common area, social gatherings must not:

1. Become too large for you to exercise responsible control over the behavior of you and guests,
2. Expand beyond the boundaries of the apartment, or building common area,
3. Be advertised in any way, or
4. Consist of more than two (2) guests per person/per apartment.

CONDUCT

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including yourself) may result in fines and possible eviction, and/or criminal action. You are responsible for reporting abuse to appropriate authorities. At all times, you and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook.

Any claims for discrimination, harassment, sexual and domestic misconduct, stalking, and/or retaliation should be reported to West Virginia University’s Title IX Coordinator in the Division of Diversity, Equity and Inclusion at 304.293.5600.

PETS

Pets or any animals are prohibited from being brought onto any University Place property by any resident and/or guest. Pet prohibitions apply to all mammals, birds, reptiles, and insects. In the event of a violation of this rule, a $100 fine will be assessed to Resident’s account. University Place, at its discretion, may also file an eviction proceeding for a pet violation at any time.

Pets must be removed from the premises immediately. Any subsequent violation will result in additional fines and eviction from the premises.

GUESTS

Non-Residents (including family) may not use the apartment unless accompanied by you. You are responsible for the conduct of your guests, including payment for any damages caused by your guests’ behavior.
**DRUG AND ALCOHOL**

You shall abide by the West Virginia University Student Code of Conduct and all local, state, and federal laws regarding alcohol and illegal drugs. The possession, sale, distribution, or provision of any illegal drugs or drug paraphernalia is strictly prohibited. Violations of this policy may result in administrative action by the University, criminal charges, and/or eviction from the unit. If your unit is within 1,000 feet of a school, you may face enhanced penalties, including felony charges.

**GRILLS**

Grills are not permitted for any reason, including University Place townhomes.

**TOBACCO-FREE POLICY**

Use of any form of tobacco products in or around the facility, and WVU Campus, is prohibited.

**SOLICITATION**

Door-to-door solicitors are not permitted. Please contact Management if a solicitor disturbs you.

**GAMBLING**

Gambling is prohibited.

**SIGNAGE**

You are prohibited from placing any signage or decorations on the exterior of the buildings, doors, or windows.

**COMMON AREA**

All residents of each unit are liable and accountable for all damages to the common area in their unit resulting from negligence and/or misuse. Unless otherwise arranged by the residents, cost of repairs will be split evenly among all residents. Additionally, residents are responsible for any damage to the common areas of University place caused by themselves and/or their guests.

The driveways, sidewalks, courtyards, entry passages, stairs and halls shall not be obstructed or used for any purpose other than ingress and egress. Bicycles and similar vehicles shall not be allowed to obstruct the common areas. Hallways, walkways and lounges are not to be used as grounds for sporting events, wrestling, horseplay or riding bicycles and skateboards.

**FIRE SYSTEMS**

Tampering with or misuse of fire alarm systems, firefighting equipment and building security systems is extremely dangerous, illegal and prohibited. Violators will be prosecuted. If convicted a penalty could include both a fine and a prison sentence. A resident(s) engaging in such activity is also subject to immediate removal from the apartment and suspension from the University.
**FIREARMS/WEAPONS**

Possession or use of firearms, weapons (BB guns included), fireworks, gasoline, flammable liquids, explosives, volatile chemicals or other materials that endanger the health, safety, and welfare of human/animal life is prohibited in or around University Place property.

**MEDIATION SERVICES**

Should you have a conflict with your roommates or other residents that you are unable to resolve, Student Legal Services (SLS) offers a free mediation program to assist you in resolving such issues. Please call SLS at 304.293.4897 to set up a consultation.

**CONSERVATION**

As members of the global, campus, and University Place community, we all have an obligation to conserve resources such as energy and water. Conservation will help minimize increases in rent costs due to utility usage, so keep the following tips in mind throughout your University Place experience.

**CONSERVATION MEASURES**

- Turn off all lights when you leave a room.
- Do not run water longer than necessary.
- Turn off all appliances when not in use.
- Turn off the television and stereo when you are not at home.
- Report leaks, toilet issues, and nonfunctioning windows immediately.
- In the winter, leave the thermostat (on auto) at 72 degrees or less. Lower the thermostat to 70 degrees at night. Close the blinds in the evening and open them in the morning to admit sunlight and warmth through the windows.
- In the summer, leave the thermostat (on auto) at 74 degrees or higher. Close the blinds in the morning to reduce heat from the sunlight and open the blinds in the evening.
- If you leave your apartment for more than three days, set the thermostat (on auto) to 85 degrees in the summer and 68 degrees in the winter.
- Close all windows and doors when the heat or air conditioning systems are in use.
- Schedule your loads of laundry and dishes to allow you to run the washing machine and dishwasher with full loads every time.
- Do not block air vents with furniture or other items.

**RECYCLING AND TRASH GUIDELINES FOR UNIVERSITY PLACE RESIDENTS**

Part of West Virginia University’s institutional commitment to sustainability includes instituting recycling on WVU and WVU-affiliated properties. University Place is equipped with a trash room on each floor containing two chutes—one for recycling and one for trash. Below is a guide of recyclable and non-recyclable items. Should any items be too large for the chute, please leave the item beside the chute and contact the office.

Please see the attached page for acceptable recycling options:
A few additional things to keep in mind are:

1) Keep the trash room in your floor clean and clean up any spills.
2) All items being placed in the chutes should be placed in appropriate bags/trash liners.
3) Ensure that items you wish to dispose of will fall easily through the chute. If you have an unusually large or bulk item, please leave the item in the trash room and contact the building manager to request a bulky goods pickup.
4) Please flatten all cardboard. This will help keep the chute open for everyone and keep containers from overfilling.
**WORK ORDERS/MAINTENANCE TICKETS**

Work orders allow you to request a maintenance technician to repair a problem in your apartment, bedroom, or community. All residents can access the online work order system through their resident portal available at [fsd.wvu.edu](http://fsd.wvu.edu). When filling out a work order, please be as detailed as possible. For example, “Dryer is not heating” is much more informative than “Dryer broken.” This kind of specific information will allow the maintenance technician to diagnose the problem and complete your repair much more quickly. If you have questions or concerns about your work order, please feel free to contact Service Desk at 304.293.2253.

**PREVENTIVE MAINTENANCE**

Occasionally, a preventive maintenance technician will post a notice to enter your apartment in order to perform preventive maintenance on the apartment systems. Their preventive maintenance checklist includes tasks such as changing the air filter in the HVAC system, checking the water temperatures of the bathtubs, checking airflow temperatures from the vents, checking the plumbing for leaks, and cleaning the HVAC coil. When you receive this notice, please make sure that all of these areas are accessible for the technician.

University Place also provides a preventive maintenance pest control program. It is very important that the apartment be clean at the time of this service, so plan to clean the apartment when you receive the notice of entry. The treatment consists of fast-drying gel bait; no sprays will be used for the preventive treatment.

**FACILITIES FAQ’s**

We have collected the most frequently asked facilities questions for your reference. This information will help you set up your apartment and maintain it throughout the year.

**LIFE THREATENING EMERGENCIES SHOULD BE DIRECTED TO 911.**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
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<tbody>
<tr>
<td>How do I report something that needs repaired?</td>
<td>Please send all requests through the Facilities Service Desk portal – <a href="http://fsd.wvu.edu">http://fsd.wvu.edu</a></td>
</tr>
<tr>
<td>How long will it take to address my request?</td>
<td>For routine, or non-emergency work requests three to five days.</td>
</tr>
<tr>
<td>How will I know if my request has been completed?</td>
<td>You will receive a system-generated email when your work order is closed.</td>
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| What is considered a maintenance emergency?     | A maintenance emergency is defined as a problem that if not resolved quickly will jeopardize the health and safety of a resident, create a serious hardship. An emergency is further defined in a situation that will result in damage to the building, property, or when basic life needs are not provided for. Situations that are considered emergencies:  
- ALL toilets in unit are clogged; not just your toilet.  
- Heating does not work and temperature outside is under 45 degrees |
| What is NOT considered a maintenance emergency, but should be corrected as soon as possible, within 24 hours? | - Clogged toilet in a unit where another toilet works.  
- No hot water.  
- Clogged garbage disposal.  
- Stove does not work.  
- Heating does not work and temperature outside is over 45 degrees.  
- Air conditioning does not work and temperature outside is under 95 degrees.  
- Bedroom door will not lock.  
- Clogged shower.  
- Electricity is out for one or two items.  
- Washer/Dryer does not work in units equipped with washer/dryer.  
- Smoke detector low battery indicator is sounding. |
| --- | --- |
| What if I have a maintenance emergency after-hours? | Call the HELP line at 304-293-HELP (4357). The call will be transferred according to the emergency.  
**LIFE THREATENING EMERGENCIES SHOULD BE DIRECTED TO 911.** |
| What do I do if I lose power to my apartment? | Apartment:  
- Determine if there is a citywide power outage by looking out your window for streetlights. If there is no power, power will be restored once the local Electric Company can resolve issue.  
- If the power is out in a specific area of your apartment, you should find the breaker box, which is contained in a metal panel located in your hallway. There are breakers (switches) in the breaker box. Each breaker should be facing the same direction. A tripped breaker will sit between off and on. Locate the breaker that matches the specific area where the power outage exists (e.g. the bathroom or kitchen) and flip that breaker off and then on. When power is restored, all of the breakers should be facing the same direction. Make sure that you are not placing excessive equipment on the circuit or else the breaker might continue to trip, causing loss of power. For example, if you have lost power to the kitchen area and you reset the breaker, but it trips again, check to see what is plugged into the kitchen outlets. If you have a bread machine, a toaster, a mixer, and a microwave all on the same circuit you might be creating an overload condition. In this case, unplug one or two of the items and then try resetting the breaker. If the power remains out, and the breaker will not reset,  
- Submit a work order. |
<p>| What do I do if I lose power at specific outlets only? | Bedroom, Bathroom or Kitchen outlet: |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tr>
<td>These rooms have special safety outlets called “GFI Outlets.” GFI outlets have two buttons: a test button and a reset button. Simply push the reset button to restore power.</td>
<td>- If the outlet still does not reset check the breaker box to see if that breaker has tripped. Each breaker should be facing the same direction. A tripped breaker will sit between off and on. Flip that breaker off and then on. If the outlet still does not work, Submit a work order.</td>
</tr>
<tr>
<td>Dishwasher – I used regular dish soap and it is now foaming everywhere?</td>
<td>- If this happens, you have either used regular hand dishwashing soap in the dishwasher, or used too much dishwasher detergent. You MUST use dishwasher detergent and follow the manufacturer’s suggested usage amounts. If you have used a non-dishwasher product, open the door and keep it open for about 2 hours to allow the bubbles to evaporate. Pour a cup of cooking oil into the tub and run the “RINSE” cycle. You may have to repeat this two or three time until the foam disappears.</td>
</tr>
<tr>
<td>What do I do if my toilet is clogged?</td>
<td>- Attempt to plunge it. University Place recommends purchasing a plunger for each apartment.</td>
</tr>
<tr>
<td>How can I hang pictures/posters on my wall?</td>
<td>- To hang pictures, the goal is to minimize the damage to the walls. We recommend that you hang pictures with tacks and picture hanger hooks. Do not use screws, nails (except finish nails), tape, adhesive pads, or putty of any kind; if you choose to use these items, you may be charged for damaged walls.</td>
</tr>
<tr>
<td>Are there changes I am not allowed to make?</td>
<td>Major improvements, alterations, or damages to apartment or the building cannot be made for the sole convenience of the occupant. Below are some, but not all, examples:</td>
</tr>
<tr>
<td></td>
<td>- Installation of appliances or other major items that are not standard or provided.</td>
</tr>
<tr>
<td></td>
<td>- Relocating the washer and/or dryer when they are already installed. -- Installation of hobby equipment, a pottery wheel, for example, and related hardware.</td>
</tr>
<tr>
<td></td>
<td>- Installation of bars, room dividers, built-in-bookshelves/cases, etc.</td>
</tr>
<tr>
<td></td>
<td>- Removal or disablement of any installed system equipment, such as heating units, plumbing, locking, and security devices. Also tampering with fire alarms and fire extinguishers are prohibited.</td>
</tr>
<tr>
<td>What does the fire alarm sound like, and what should I do if I hear it?</td>
<td>Smoke detectors within your unit will not sound the building alarm system. DO NOT open your unit door in airing out false-alarm smoke – this will alarm the building fire system. Fire Alarm will sound if smoke is detected in the hallways. The alarm will be loud “honk” type of sound, and strobe lights will flash throughout the building. You should calmly exit the building immediately. DO NOT use the elevators. Once outside the building, walk to the rear of the complex</td>
</tr>
</tbody>
</table>
and walk towards Summit Hall (Towards campus). The fire department will clear the building, and determine if it is safe to return.

**How should I hang pictures on the wall?**
To you hang pictures, the goal is to minimize the damage to the walls. The best things that we have found for this purpose are tacks, picture hanger hooks and command strips. Do not use screws, nails (except finish nails), tape, or putty of any kind!

**Why can’t I hang anything from or near the sprinklers?**
The sprinklers are extremely sensitive and may go off if jostled, or tampered with. If this happens, your apartment will flood within seconds! So be respectful of this equipment.

**What should I do if my apartment has a pest control problem?**
The first thing you should do is clean your apartment, as pests usually result from unsanitary conditions, such as improperly stored food, or organic residue in your garbage can. If the problem persists, submit a work order so that our maintenance staff may evaluate the problem. The maintenance staff will have our pest control company treat your apartment on their next visit. If possible, capture a sample of the pest, so that our pest control vendor may accurately identify the species and treat accordingly.

**Will the maintenance staff change light bulbs for me?**
No.

**What should I do if my air conditioning stops working?**
If your A/C stops working, please check to be sure that the HVAC closet louvered door is not blocked. The air handler in your unit needs an air source in order to circulate the conditioned air within your apartment. If this does not resolve the issue, call the Service Desk to determine whether there is a building-wide outage. If not, please submit a work order.

**Why does my water need time to warm up?**
The hot water circulation system for these buildings is very large; therefore, if there is not a lot of usage to keep the hot water circulating, it can take some time to pull the hot water to your apartment. If you find that this is an issue, just let the shower run for a few minutes.

**What would happen if someone damages the furniture or flooring in the apartment?**
If damage to the common area furniture/flooring is brought to our attention or noted during an inspection, it would result in an evenly split fee among the roommates in the apartment, unless someone admits full responsibility. Please take care of your furniture/flooring by not allowing roommates to smoke, bring in bikes, or use hookahs in the apartment.

**What can I do to ensure that I don’t receive damage/cleaning charges?**
There are several steps that you can take to ensure your apartment in good condition at the end of your lease:

- Clean your apartment at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops. Set up a cleaning rotation between all residents to ensure a clean apartment at check-out.
• Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, and do not place furniture directly against the walls.
• Put a mattress pad or mattress cover on your mattress to protect it from stains.
• Do not install additional items such as shelves, hooks, over-the-door hooks.
• Vacuum regularly.
• Follow the instructions in your move-out letter to prepare your apartment for move-out. Be sure to coordinate your move-out preparation with your roommates, since common area issues are billed to all residents of the apartment.

APARTMENT CONDITION SHEET

At move-in, each resident is given an Apartment Condition Sheet during receipt of keys. This sheet shall be completed and returned to the Leasing Office within five (5) business days and is designed for your protection. If assistance is needed in completing the sheet, please contact management at 304.293.2253. Failure to complete and return the Apartment Condition Sheet within five (5) business days after moving in will imply you have accepted the apartment as-is.

EMERGENCY PREPAREDNESS

Although we hope emergencies will not happen, it is best to be prepared. University Place staff will do their best to help you, but you need to do your part as well. Follow the three steps below and you will be ready!

UNIVERSITY POLICE DEPARTMENT (UPD)

The University Police Department (UPD) provides patrol and response services to the University Place community.

WVU is now live with an app known as LiveSafe. This app can be downloaded on your Apple and Droid mobile devices free. We highly recommend and encourage our residents to download this app to assist WVU maintaining a safe environment. If an emergency arises, please contact the WVU Police at 304.293.2677 or dial 911.

SAFETY TIPS

Living on campus does not exempt you from possible threats to your personal safety. Please use the following precautionary measures to minimize existing dangers and hazards in the environment and by using the mobile app LiveSafe.

PERSONAL SAFETY PRECAUTIONS

• Do not walk or bike alone after dark; walk with friends or in a group.
• Utilize the LiveSafe app.
• Walk in well-lit and well-traveled areas.
• Constantly be aware of your surroundings.
• Be wary of persons you do not know, or appear to be acting strange.
• Report suspicious persons or activity to the police.
● Stay away from relatively isolated areas.
● Plan what you will do if confronted by a potential assailant (run, scream, fight, try to gain his/her confidence while waiting for safe escape opportunity).
● Have a cell phone readily available.
● Have a friend or family member know your whereabouts.

**APARTMENT SAFETY PRECAUTIONS**

● Keep your apartment and bedroom door locked at all times, even if you or one of your roommates is home.
● Carry your keys with you at all times, and do not mark your keys with your unit number.
● Make sure doors close and latch behind you.
● Confront persons you do not know; if you cannot confront, report suspicious persons to the police and to your Service Desk.
● Report damaged or malfunctioning doors, locks, etc. to the Service Desk.
● Report “salespeople” or “solicitors” to your Service Desk; they do not belong in the building.
● Escort your guests at all times.
● Do not prop doors open.
● Do not allow people to enter the building behind you, even if you think they may be a University Place resident. This kind of “tailgating” is how criminals may gain entry to buildings. Your neighbors will understand and appreciate your caution.
● Use your peephole to determine who is knocking at your door.
● Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.

**MAKE A KIT**

You should have a few emergency supplies stashed away in case of an emergency. Ideally, you should have two kits, one in your apartment and the other in your automobile. These kits should include: water & food (non-perishable), can-opener, first aid supplies, flashlight/batteries, battery-powered AM/FM radio, and medication or any other special item you cannot do without.

If you are evacuated to a campus emergency location, you will only be able to bring one piece of baggage, so be sure that you have the following supplies accessible to be quickly packed at all times: clothing, pillow/blanket, towel & soap, toothbrush/toothpaste, shower shoes, medicine, flashlight, padlock, phone card, chargers, snacks, something to do (books, games, etc.).

**MAKE A PLAN**

If an emergency occurs, you want to know what your resources are and have a plan ready. Keep the following issues in mind when drafting your personal emergency plan:

● If you had to evacuate campus for a few days, where would you go in the local area?
● Do you have an out-of-state contact to help you communicate with your family members? It may be easier to make a long-distance phone call than to call across town if local circuits are busy.
• Will University Place staff be able to contact you with updates about the situation? Make sure you keep your emergency contact information up-to-date with the University Place Management Office.

Be Informed…

**FIRE PREVENTION**

• Only use power strips with a UL seal and that are not frayed or worn.
• Limit the number of appliances that are plugged in or in use at one time.
• Do not use or possess fireworks, lighted candles, flammable fuels, or space heaters.
• Do not use or possess torchiere halogen lamps or halogen bulbs.
• Do not smoke or allow others to smoke in your room or anywhere in the building. WVU and University Place are tobacco free.
• Do not tamper with smoke detectors, sprinklers, or other life safety equipment.
• Do not allow anything or anyone to touch sprinklers.

**FIRE ALARM PROCEDURES**

If the fire alarms sound, you must evacuate the building immediately. Exit your apartment and go to the nearest stairwell – do not use the elevator if the alarms are sounding! Go down to the first floor, exit the building, and proceed to the assembly point listed in below. Remain at the assembly point until an official member authorizes you to re-enter the building or directs you to another location.

**EXTERIOR ASSEMBLY AREA**

The main entrance to Summit Hall has been designated as the assembly area should the building fire alarm system sound. Please proceed to this area and wait for further instructions from an emergency official.

**SMOKE DETECTORS**

Your unit and building hallways have been fitted with wired smoke detectors. Smoke detectors can be very sensitive while cooking, and precautions should be taken to prevent false alarms. In the event of a false alarm during cooking, refrain from opening the apartment door. Open all windows and turn-on any fans.

The smoke detectors in your unit will not activate the building alarm. However, should smoke fill the hallways of the building, this will engage the building alarm system, and evacuation procedures must be adhered to.

The sprinkler system is designed to automatically activate should sufficient heat reach the head. Each sprinkler head operates independently, and will activate the building fire alarm system. DO NOT touch, hang, or disturb sprinkler heads in any way to eliminate the false activation of the system.

**... ABOUT EMERGENCY READINESS**

You can find more information about emergency readiness at [www.ready.gov](http://www.ready.gov) or [www.fema.gov](http://www.fema.gov).
RENTER’S INSURANCE

You are responsible for obtaining renter’s insurance for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for University Place does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, University Place’s insurance will not cover these costs.

In general, renter’s insurance is not expensive, and can provide substantial protection and peace of mind. You must obtain a renter’s insurance policy with coverage for personal property and at least $100,000 liability.

Renter’s insurance is easily available at a low cost. Most insurance providers offer policies with the following options:

- Replacement of your belongings or compensation for their actual value
- Additional living expenses
- Emergency housing compensation
- Personal liability coverage
- Medical payments to others

If your parents or guardians have a homeowner’s insurance policy, they may be able to cover your belongings under their policy, but you should carefully weigh the advantages of an individual policy. Many policies do not cover a resident’s liability when causing damage to the property/unit.

On behalf of the University Place staff and management, we want to thank you for choosing University Place to be your home while at WVU, and we hope you enjoy living here. Should you have any concerns during your residency at University Place, please stop by the office and speak to us.
Maintenance Emergencies

Are items that:
- Jeopardize health and safety of a resident
- Result in building or property damage
- Result in basic life needs not being provided

Fire or Smoke: call 911, then 304-293-2677 (COPS)

Other Emergencies:
- Smoke Detector not operable (chirping)
- Flooding: uncontrollable water flow
- No Electricity in entire unit
- Unit Door Not Lockable: bedrooms not included
- All Toilets clogged in an apartment
- No Heating and < 45 degrees outside
- No Air Conditioning and > 95 degrees outside
- Broken Window: through to outside
- Refrigerator/Freezer inoperable causing unsafe food
- Locked Out of apartment, not bedroom (student can be charged)
- Elevator not operating
- Burning Smell that cannot be identified
- No Water available in apartment

For Other Emergencies Call:

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
<th>Numbers</th>
<th>Departments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon - Fri</td>
<td>5:00am to 7:00am</td>
<td>304-293-2677</td>
<td>COPS</td>
</tr>
<tr>
<td></td>
<td>7:00am to 9:00am</td>
<td>681-209-5756</td>
<td>Maintenance Mgr</td>
</tr>
<tr>
<td></td>
<td>9:00am to 5:00am</td>
<td>304-293-0895</td>
<td>Main Desk</td>
</tr>
<tr>
<td>Sat - Sun</td>
<td>Day or Night</td>
<td>304-293-2677</td>
<td>COPS</td>
</tr>
</tbody>
</table>

For non-emergencies use the Work Order System at fsd.wvu.edu (resident portal).