University of Kentucky

RESIDENT HANDBOOK

Graduate and Family Housing

Paula J Dunn, Housing Manager
1/24/2014
HOURS OF OPERATION
The office business hours are: Monday-Friday from 8:00 a.m. to 4:30 p.m., excluding official University holidays. NOTE: A list of official University holidays can be found on-line at: [http://www.uky.edu/HR/HolidayAnnouncement.html](http://www.uky.edu/HR/HolidayAnnouncement.html)

University of Kentucky
Graduate and Family Housing

300 Alumni Drive Apartment 156
Lexington, KY 40503

Telephone: (859) 257-3721
Fax: (859) 323-1900
Email: apthousing@email.uky.edu
List Serv: ukapthousing@lsv.uky.edu
Website: [www.uky.edu/housing/graduate](http://www.uky.edu/housing/graduate)

**Note:** The mailing address for the office is:

300 Alumni Drive Apartment 156
Lexington, KY 40503

*IF you are driving to the office, you will turn on “Commonwealth Street”.*
Office Contact Information:

Paula J Dunn, Housing Manager
pjd@email.uky.edu
(859) 257-1908

- Concerns about your community or neighbors
- Suggestions and/or comments
- Temporary Link Blue accounts
- Resident Council
- Resident Managers

Stephanie Parker, Account Associate
s.park1@uky.edu
(859) 257-3709

- 7-day Notice to Vacate questions and payment arrangements
- On-line payment questions
- Deposit refunds

Paula Licato, Facility Inspections
paulalicato@uky.edu
(859) 257-3722

- Apartment Pre-Inspections
- Apartment Move-Out Inspections

Jonathan (Jay) Dunn, Reservations Associate
jay.dunn@uky.edu
859-257-3724

- specific apartment reservation inquiries
- to change a move out date
- to make an appointment
- to view a vacant apartment
- to request a lock change

Priscilla Robinson, Staff Associate
probi@email.uky.edu
(859) 257-3721

- general office information
- confirmation that application was received
- to change requested move-in date on application
- rental history and/or rental verification
RESIDENT MANAGERS

The contact information for the Resident Manager assigned to your apartment is found at the bottom of the first page of your Lease Agreement. A Resident Manager will perform a check in inspection of your apartment. They will explain many things about your apartment or apartment community. When you move out of Graduate and Family Housing, a Resident Manager will perform a check out inspection of your apartment. The Resident Manager is there to help you if you need help!

GREETINGS – A WORD FROM THE HOUSING MANAGER

I’d like to take this moment to welcome you to the University of Kentucky and Graduate and Family Housing. We are proud to offer our single graduate students and students with families the opportunity to live and learn in an ethnically diverse community. Our apartments provide a “home away from home” for hundreds of single graduate students and students with families from countries across the globe. We hope that you will take advantage of this unique opportunity to interact with other community members and experience cultural diversity at its best. The Graduate and Family Housing staff plans activities and events throughout the academic year that will provide the opportunity for community interaction. We are here to serve you. Please feel free to visit our office during regular business hours if we can assist you in any way. Again, welcome to our community! We trust that your overall experience with the University of Kentucky will be productive, enjoyable, and enriching. Thank you for choosing Campus Housing!

MISSION STATEMENT GRADUATE AND FAMILY HOUSING

Graduate and Family Housing strives to provide a safe, healthful, well-maintained, clean, accessible, living and learning environment at a reasonable price for student families, single graduate and doctoral students, and non-traditional students, as available.

MISSION STATEMENT AUXILIARY SERVICES

To provide a variety of services that supports a living and learning environment fostering personal, professional and academic growth for the University community.

NON-DISCRIMINATION POLICY

The University of Kentucky is committed to a policy of providing educational opportunities to all qualified students regardless of economic or social status, and will not discriminate on the basis of race, color, religion, sex, marital status, beliefs, age, national origin, sexual orientation, or physical or mental disability.
NOTICE REGARDING SEX CRIMES AND VIOLENT OFFENSES

The University has determined that convicted sex offenders and convicted violent offenders pose a clear and present danger to Residents living in campus housing. The University requests that all applicants seeking to live in campus housing to self-identify any criminal convictions requiring registration in a sex offender database. Known convicted sex offenders and violent offenders are not permitted to live in campus housing. The University’s Police Department routinely examines the Kentucky State Police sex offender registry and shall promptly notify Management of the offender’s presence on campus. Upon learning resident is or has been convicted of a sex crime or a violent crime as defined in Kentucky Revised Statutes Chapter 17 and 439, Management shall be entitled to terminate the Lease Agreement upon 14 days notice of its intention to do so.
<table>
<thead>
<tr>
<th><strong>GLOSSARY OF TERMS</strong></th>
<th><strong>Definition</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment or Reservation</td>
<td>Resident is matched with an apartment.</td>
</tr>
<tr>
<td>Priority Date</td>
<td>Established when Graduate and Family Housing receives your completed application and application fee.</td>
</tr>
<tr>
<td>Lease Agreement</td>
<td>A contract that is signed at move-in. It lists the Terms and Conditions under which the apartment is rented.</td>
</tr>
<tr>
<td>Jointly and severally</td>
<td>All Residents aged 18-years or older are financially responsible for rent, fines, fees and other charges. Residents who sign the Lease Agreement can be held individually responsible for all charges.</td>
</tr>
<tr>
<td>Resident</td>
<td>a) First person who signs the Lease Agreement; b) must meet eligibility requirements to live in Graduate and Family Housing; and c) is financially responsible for all charges assessed.</td>
</tr>
<tr>
<td>Co-Resident</td>
<td>a) Agrees to share the apartment with Resident; b) must meet eligibility requirements to live in Graduate and Family Housing; c) pays a security deposit; and d) is financially responsible for all charges assessed.</td>
</tr>
<tr>
<td>Family Member</td>
<td>a) Spouse, children, or other relatives who live in the apartment; b) if 18-years or older must sign Lease Agreement; c) if 18-years or older, they accept financial responsibility for all assessed charges.</td>
</tr>
<tr>
<td>Deposit</td>
<td>A security held by Graduate and Family Housing in a non-interest bearing account. The deposit is held until the Resident vacates the apartment. The deposit is refunded when the Resident’s account is paid in full and there is no damage or cleaning charges when the apartment is vacated.</td>
</tr>
<tr>
<td>Grace Period</td>
<td>The period of time during which rent can be paid without incurring a late fee.</td>
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<tr>
<td>Transfer</td>
<td>The process by which a Resident moves from one apartment to another apartment within Graduate and Family Housing.</td>
</tr>
<tr>
<td>STOPS/HOLD</td>
<td>A status placed on the student in the SIS system when they owe a delinquent balance. The STOPS/HOLD will prevent registration, receipt of grades or transcripts, and other student-related activities.</td>
</tr>
</tbody>
</table>
RECOMMENDATIONS

RENTER’S INSURANCE

We hope that you never experience a loss of personal property while staying in Graduate and Family Housing. Unfortunately, accidents and unexpected events do occur. The University of Kentucky, Graduate and Family Housing, and other agents of the State of Kentucky are not financially responsible for everything that happens to your personal property. We are financially responsible for a Resident’s loss only if we have been negligent in some way. In order to collect money for damages, the Resident is required to submit a claim form. The amount of damages determines which of 2 claim processes apply to a particular Resident’s claim.

Residents can purchase renter’s insurance to cover their personal belongings. We recommend that all of our Residents to obtain renter’s insurance. This insurance is generally not expensive. It will protect you against loss in events such as theft, flood, fire, and other unexpected events.

Visit our Web site at www.uky.edu/housing and click on the link under the heading “Student Personal Property Insurance” to learn more about renter’s insurance.
**REQUIREMENTS**

**VALID EMAIL ADDRESS**

- All residents must provide a valid email address to the Housing Office. Residents with an official UK email address must use that address to receive important communications from the housing office.
- It is the responsibility of the resident to notify the Housing Office if they change their email address.
- All facility related notifications (scheduled preventive maintenance, outages, etc) will be sent to the email address provided. Graduate and Family Housing does not accept liability for emails returned as “undeliverable”. No hard copy notifications will be sent.

**PARKING**

You will be required to obtain a parking hang tag (permit) from the U.K. Parking Department. Visit their Web site to learn more about parking permits: [www.uky.edu/parking](http://www.uky.edu/parking).

A parking permit only authorizes you to park in the lot belonging to the apartment community in which you live. Automobiles without parking permits will be ticketed and may be subject to towing. Automobiles parked in designated spaces will be ticketed and may be subject to towing. Designated spaces include, but are not limited to, the following:

- Handicapped Spaces
- Spaces painted yellow
- Spaces painted yellow and white (stripes)
- Spaces designated special categories

**INITIAL INSPECTION**

The Resident Manager will inspect the apartment before you move in. The Resident Manager and the Resident will review the initial inspection together shortly after the Resident moves into the apartment. The Resident Manager will document the condition of the apartment and its contents at this time. This information is very important. You will be held financially responsible for any significant change in these conditions. The Resident Manager will report any needed repairs to maintenance after conducting the initial inspection.
RENTAL INFORMATION

RESPONSIBILITY

All Residents 18-years of age or older:

• Assume financial responsibility for damages in their apartment as well as certain common areas for damages in their apartment as well as certain common areas when such damages occur as a result of Resident’s misuse or abuse of facilities or equipment.
• Are responsible for the actions and behavior of all occupants in their apartment and all of Resident’s guests.
• Are responsible for the actions and behavior of all occupants under the age of 18-years.
• Are financially responsible for all damages that occur as a result of misuse or abuse of facilities or equipment by Resident, all occupants in their apartment, and all of Resident’s guests.

JOINTLY AND SEVERALLY

• Those who sign the Lease Agreement become “jointly and severally” responsible for the apartment in every way. “Jointly and severally” is a very important term. Basically, it means that those parties are be held liable for rent, all charges, damages, Lease Agreement violations, and all charges assessed against the apartment.
• Example One: The full monthly rent is due and payable to Graduate and Family Housing. Roommate A comes into the office and pays ½ of the rent. Roommate B does not pay their ½ of the rent. Roommate A is legally responsible for paying the 2nd half of the rent. (Roommate A would have to try and collect Roommate B’s money.) A late charge would apply if the rent balance remained unpaid after the close of the grace period. If the 2nd-half of the rent is not paid before the end of the grace period, a 7-Day Notice to Vacate would be sent to the apartment to BOTH roommates.
• Example Two: Roommate A accidentally knocks a hole in the wall. Both roommates graduate from the University and leave Graduate and Family Housing. Roommate A leaves the United States and does not pay the cost of fixing the hole in the wall. Roommate B stays in the United States. Both roommates are legally responsible for paying the cost to fix the hole in the wall and both roommates would be subject to legal action to collect the charge. A “STOPS” could be placed against either or BOTH roommates’ student account at the University.
RENT FOR THE FIRST MONTH

- Resident will be required to pay rent for the current month at the time that they move into the apartment.
- Rent begins on the first day of occupancy. Residents who move into the apartment on the 1st day of the month will owe rent for the full month. Residents who move into the apartment after the 1st day of the month will pay rent on a pro-rated basis (the monthly rent amount divided by the number of days in the month multiplied by the number of days lived in the apartment).
- We do NOT accept cash. You must pay with a credit or debit card, travelers checks, or money order.

SECURITY DEPOSIT

- All long term residents (91-calendar days or more) must pay a $150 security deposit. This includes roommates (co-residents) living in single graduate housing.
- The $150 deposit is held in a non-interest bearing bank account.
- The $150 deposit may be refunded to the resident when they leave Graduate and Family Housing if cleaning or damage charges are applied.
LEASE AGREEMENT

The Lease Agreement is a contract between all adult Residents (age 18 years of age and older) and Graduate and Family Housing. All persons 18 years of age and older must sign the Lease Agreement. This makes everyone “jointly and severally” responsible for the apartment. “Jointly and severally” means that everyone is financially responsible for rent, late charges, and all other charges assessed to the account. Basically, this means if one person leaves the apartment without paying their share of the charges ALL of those who have signed the Lease Agreement are responsible for the full amount of the charges.

The term of the Lease Agreement is based on the academic year. The term begins on the day you move into an apartment and ends at midnight on June 30. The Lease term will end in the current fiscal year for residents signing their Lease Agreement between July and December. The Lease term will end in the next fiscal year for residents signing their Lease Agreement between January and June. All Lease Agreements must be renewed and executed by all Residents and Management effective July 1 of every year. Residents entering the third year of their Lease Agreement may receive notice that their Lease Agreement will NOT be renewed if there is not sufficient availability for new (first year) residents and residents entering their second year. Residents entering the four year of the Lease Agreement may expect to receive notice from Management that their Lease will not be renewed and they will have to seek off campus accommodations. However, should there be an over- abundance of available apartments; Management may offer these residents the opportunity to participate in a lottery to seek permission to stay in their apartment for the fourth year. After the fourth year of the Lease Agreement, on campus housing will not be an option.

Residents who sign the Lease Agreement assume the following responsibilities:

- Paying rent and other charges in a timely manner
- Paying for damages caused by the residents and/or other occupants of the apartment, including family members, or guests
- Ensuring that all occupants and guests comply with University regulations as well as local and state laws
- Notifying Graduate and Family Housing when the occupancy of the apartment changes
- Following all the Terms and Conditions of the Lease Agreement

Residents must inform Graduate and Family Housing if their full-time student status changes. A 60-day written Notice to Vacate must be completed in the Graduate and Family Housing office and the apartment must be vacated. Residents who are not enrolled full-time must vacate the apartment. A Memorandum will be distributed prior to the end of each semester that will provide the final possible date to vacate the apartment. Note: Throughout the calendar year, an apartment must be vacated no later than 10- days after the completion of academic work or 10 days after commencement.

Residents who are not enrolled as full-time students during the summer session may elect to remain in Graduate and Family Housing provided that they have pre-registered or will register as a full-time student for the following fall semester and that they qualify based on the number of years they have held their Lease Agreement OR have been notified in writing by Management that they are eligible to stay.

The Lease Agreement is binding upon the Management and Resident from the date of occupancy through the specified termination date or when Resident is no longer affiliated with the University. Residents are required to come into the Graduate and Family Housing office to complete a “Notice to Vacate and Release of Responsibility” form at least 60 days prior to vacating the apartment for any reason.
Residents must request, in writing, to break the Lease Agreement if they choose to vacate the apartment before their Lease Agreement expiration date. The written request must be presented to the Graduate and Family Housing office at least 60 days in advance of their requested move out date. The Manager of Graduate and Family Housing must approve all requests to break the Lease Agreement. This approval will be determined based upon Resident’s reason for the request. Only major circumstances will be considered sufficient cause for breaking the Lease Agreement. A Lease Agreement cannot be broken to move to another location on or off campus. (A transfer within Graduate and Family Housing does not apply.)

Residents who marry while living in Graduate and Family Housing are expected to fulfill the terms of their Lease Agreement. Some of our apartment communities are designated as “singles only”. Residents who live in one of these communities and marries while living in that community may be required to transfer to a family community within Graduate and Family Housing.

The Lease Agreement will remain in force for the term specified on the Lease Agreement. Thereafter, it will need to be renewed effective every July 1 except as follows:

- Resident provides proper notice to vacate and leaves Graduate and Family Housing. Resident has the option to vacate Graduate and Family Housing at the end of the first year or at the end of each subsequent renewal period. In either case, Resident is still responsible for coming to the Housing office at least 60 days in advance of any move out date to complete the required “Notice to Vacate” paperwork.
- The Resident is no longer a full-time student and no longer eligible for Graduate and Family Housing.
- Resident is entering the third year of their Lease Agreement and receives written notice from Management that the Lease Agreement will not be renewed.
- Resident is entering the fourth year of their Lease Agreement and receives written once form Management that the Lease Agreement will not be renewed.
- Resident has completed the fourth year of their Lease Agreement.
- Management terminates the Lease Agreement due to non-payment of rent or other Lease Agreement violation.

We sometimes have changes occur in policy or procedures. We will notify you of these changes in writing (through Memorandums, email, resident newsletters and other documentation). Once we have done so, the changes become an official part of your Lease Agreement. You should always keep these changes with this Resident Handbook, your Lease Agreement, and other important paperwork related to your stay with us.
OTHER PAPERWORK

ASBESTOS
Residents will receive a fact sheet titled, “Asbestos in Building Materials”, that is published by the University of Kentucky, Environmental Protection. All Residents must sign a statement that they have received this information. The statement details the presence of asbestos-containing materials and their location. Residents must not remove, damage, or disturb these items. Prior to any activity that would disturb asbestos-containing materials (i.e. renovation, maintenance, or demolition); authorized University staff will perform tests and, if the presence of asbestos is confirmed, will remove the material. The material will be removed only by trained, certified asbestos workers. Remember, the presence of asbestos-containing materials does not constitute a hazard. A potential health hazard exists only when the fibers become airborne and are inhaled. Due to this fact, it is very important that Residents do not damage, disturb, or remove building materials. Residents are advised to read the fact sheet and the disclosure statement and follow all suggested behaviors designed to reduce or eliminate potential risks associated with asbestos-containing building materials.

LEAD PAINT
Residents will receive a booklet titled, “Protect Your Family From Lead In Your Home”, that is published by the United States Environmental Protection Agency (EPA), the United States Consumer Product Safety Commission, and the United States Department of Housing and Urban Development. All Residents must sign a statement that they received this information. The statement provides the information as to whether Graduate and Family Housing has any knowledge or record of lead based paint hazards in its apartments. Residents are advised to read the booklet and the disclosure statement and follow all suggested behaviors designed to reduce or eliminate potential risk associated with lead based paint products.

FIRE SUPPRESSION STATEMENT
You will be asked to sign a “Fire Suppression” statement. This statement will inform you as to whether or not your building is equipped with a fire suppression system. This simply means whether or not water sprinklers are provided.
GENERAL INFORMATION
Housing a single full-time graduate Resident may choose to have a roommate to share their apartment. The roommate must meet all Graduate and Family Housing Residency Requirements. Resident and roommate will be jointly and severally liable for rent, late charges, damage charges, and all other charges assessed against the apartment. Graduate and Family Housing does not assign roommates, does not assist Resident with locating a roommate, and does not mediate roommate disputes.

If Resident chooses to have a roommate, both Resident and roommate must come together to the Housing office to sign the Lease Agreement. The financial arrangements are made between the roommates. The full monthly rent and/or other charges are due and payable to Graduate and Family Housing regardless of the number of apartment occupants. Current Residents who will move out of their apartment within six (6) months cannot add a roommate. This is true whether the Resident is transferring to another apartment in Graduate and Family Housing or moving off-campus.

Roommates understand that their term of occupancy in any apartment will be based on the original Lessee’s term of occupancy and will expire on the same date. Resident and Roommate understand that both may be required to vacate the apartment should one Roommate wish to vacate the apartment before the expiration of the Lease Agreement. The Roommate will be subject to the same Lease Agreement renewal terms as the original Lessee and approval by Management. All Roommates must vacate the apartment according to the original Lessee’s term of occupancy. A Roommate may NOT automatically stay in the apartment after the original Lessee vacates the apartment. The Roommate may be required to complete a new housing application and be placed in the queue with new applicants. The decision will be based on eligibility requirements, current policy and availability of housing.

CHOOSING A ROOMMATE
There are some things that you might want to consider before sharing your apartment especially if you do not know the potential roommate.

(1) Ask for references. They can be personal, business, former landlords, and so on. If the person is new to this country, ask for a reference from the University department that they are associated with. (2) Ask questions to determine whether or not your lifestyles and interests are compatible. (3) Discuss all financial arrangements before letting anyone move into the apartment (4) Discuss living arrangements such as use of kitchens, meal preparation, the purchase of food, use of stereo equipment and televisions, and so on. (5) Discuss potential areas of conflict and how the two of you might resolve issues in the future. (6) After discussing these items, you may choose to draw up a rental contract that outlines what the two of you have agreed to.

Sharing your apartment with a roommate can save you money and can provide you with a new friend. But, remember to be careful when choosing that person.

FINANCIAL ARRANGEMENTS
• Graduate and Family Housing rents by the apartment NOT per bed.
• Financial arrangements are made between the two roommates. The full monthly rent and other charges are due to Graduate and Family Housing.
• When one roommate leaves the apartment, the remaining roommate is responsible for paying the full balance due.
NOTICE TO VACATE
If either resident decides to move out of Graduate and Family Housing, both must come to the office at the time to complete the “60-Day Notice to Vacate” paperwork. APARTMENT CONDITION

• Your apartment should be clean and everything should be operating properly when you move in.
• The Resident Manager will inspect your apartment before you move in and will complete detailed “Apartment Inventory” and “Custodial” forms.
• You will be provided with the contact information for your Resident Manager. You will need to contact the Resident Manager within 48 hours of your move in date to schedule an appointment to review the check-in paperwork. You and the Resident Manager will review and sign the forms.
• You will be held accountable for the condition of the apartment and its contents based on the information noted on the “Check-In” form. This will be very important when you move out of the apartment as we will compare the condition at the time you moved into the apartment to the condition when you move out of the apartment. Charges will be applied accordingly.
• The Resident Manager will report any items that may need attention.
PAYMENT POLICY

NOTE: Cash is not accepted. Payments must be made by personal check or money order, credit card or debit card.

RENT PAYMENTS AND LATE CHARGES
Rent payments are due on the first day of each month. Rent is paid in advance. Rent for the first month of residency is due at the time you move into the apartment. Resident must contact Graduate and Family Housing if they are unable to pay the rent when due.

• Graduate and Family Housing provides a grace period during which rent can be paid without a late charge being assessed to the account.
• For payments made in the Housing housing office, the grace period ends at 4:30 p.m. on the 10th day of the month. The rent payment must be in the office or the drop box by 4:30 p.m. on the 10th of the month to avoid the late charge. If the 10th falls on a weekend or a holiday, the payment must be received by 4:30 p.m. on the first following business day.
• For payments made on-line, the grace period ends at 11:59 p.m. on the 10th day of the month.
• Currently, the late charge is $20.00. The amount of the late charge is subject to change. The late charge will post to any account with a balance due of $20.00 and up.

FORMS OF PAYMENT
Graduate and Family Housing will accept payment by the following methods:

Personal checks: This privilege will be suspended if Resident has 2 checks returned due to insufficient funds. There is a $25.00 per check fee for insufficient fund checks. Personal checks must be written for the amount due only. We cannot return change for personal checks. If the check is written for more than the current amount due, the balance will be posted as a credit to Resident’s account. We do not accept two party checks. Traveler’s checks will be accepted. We cannot return cash. If you cannot pay the exact amount, any excess payment will have to be posted as a credit to Resident’s account.

Credit or Debit card: We accept Visa, Master Card, American Express, and Discover on-line and in the Housing housing office. We cannot accept authorization over the telephone to use a credit or debit card for payment purposes. Your credit or debit card can be used in one of the following ways:

• Bring your credit or debit card to the office each time you wish to use it to pay your rent or other charge on your account.
• Pay your rent on-line (specific instructions provided separately)

NOTE: We do not have cash in the housing office. We do not cash personal or payroll checks.
FINANCIAL AID
Graduate and Family Housing can defer the payment of rent until Resident receives their Financial Aid award. Resident must complete and sign a “Rent Deferment Agreement” in the Graduate and Family Housing office if they wish to pay their rent by Financial Aid. The “Deferred Rent Agreement” must be completed at the beginning of each semester if Resident wishes to utilize Financial Aid to pay their rent. Resident has 2 options when paying rent by Financial Aid. A brief description follows:

1. Resident elects to pay only the amount of rent for the current month, plus any past due rent. Resident will pay all late charges incurred from the time Resident moves in through the time Financial Aid is applied to their rent account. We will attempt to manually add the charge to the student account so that the funds are transferred automatically. However, it is the Residents responsibility to ensure that their financial aid covers the rent charge, to ensure that the full amount due is paid to Graduate and Family Housing OR for bringing all monies due to the Graduate and Family Housing office. Residents who fail to comply with the terms of the “Rent Deferment Agreement” will be denied Financial Aid rent deferment in the future.

2. Resident elects to pay rent for the full semester. All late charges will be waived. We will attempt to manually add the charge to the student account so that the funds are transferred automatically. However, it is the Residents responsibility to ensure that their financial aid covers the rent charge, to ensure that the full amount due is paid to Graduate and Family Housing OR for bringing all monies due to the Graduate and Family Housing office. Residents who fail to comply with the terms of the “Rent Deferment Agreement” will be denied Financial Aid rent deferment in the future.

NOTE: Financial aid cannot be used to pay a previous semester’s debts.
FINANCIAL DELINQUENCIES

• Accounts are considered financially delinquent when the balance owed is not paid by the due date.
• A “7-day Notice to Vacate” will be sent to Residents who have not paid their rent by the end of the grace period. Resident will then have 7 calendar days to pay the rent balance. If the rent remains unpaid on the 8th calendar day, eviction proceedings will begin.
• Resident will be responsible for all costs incurred by Graduate and Family Housing during the eviction process. These costs, including fees to serve and file legal documents, will be added to Resident’s account.

Residents or former Residents that remain delinquent will have a HOLD activated against their student status at the University. The HOLD will prevent the student/Resident from enrolling in classes, receiving grades, diplomas, transcripts, and may prevent participation other University activities.

We will attempt to collect the delinquent balance using all available means up to and including possible legal action. Resident will be financially responsible for all costs incurred by Graduate and Family Housing during the collections process. Such costs might include payment to a 3rd party collection agency, fees to serve legal documents, fees to file legal documents, and other court costs.
TRANSFERS

A “Transfer Request” form must be completed in the Graduate and Family Housing office when a Resident wishes to transfer to a different apartment within Graduate and Family Housing. Requests for transfers are accepted for the following reasons:

- To move to a different size apartment (i.e., from an efficiency to a one-bedroom)
- To move to a different apartment complex
- For extenuating circumstances

Transfer assignments are based on need and availability of requested apartments. Graduate and Family Housing will not process transfer requests during peak assignment periods (approximately two months prior to and one month following the beginning of fall and spring semesters.

There will be a $100.00 transfer fee assessed at the time the transfer is executed. Two roommates living in the same apartment will pay 1 transfer fee if they are moving together to the same apartment. They will EACH pay a transfer fee if they are moving to separate apartments. If only 1 of the roommates is leaving the apartment, that roommate will pay the transfer fee.

NOTE: The transfer fee cannot be avoided by moving out of the apartment and back into a new apartment. The transfer fee will be applied to a resident that vacates Graduate and Family Housing then returns in 30-days or less.

The transfer fee will not apply if the move is required by Graduate and Family Housing.

If the transfer reservation is cancelled within five (5) calendar days of the scheduled transfer date, resident(s) will still be expected to pay the $100.00 transfer fee.

Graduate and Family Housing will make every effort to honor a Resident’s request to transfer. However, under certain circumstances, we will not process a transfer request. A transfer request may be denied under the following circumstances:

- Resident’s file contains more than one lease violation notice including, but not limited to: noise violations, excessively dirty apartment, and others.
- Resident asks to transfer to a larger apartment, but has a history of late rent payments.
- Resident asks to transfer to an apartment that they are not qualified to occupy (i.e., a single Resident who requests a 2-bedroom apartment).
- The apartment has been inspected by Graduate and Family Housing staff and has not been approved for a transfer.

NOTE: A second resident (roommate) cannot be added to an apartment when the first resident will be moving out of the apartment within a six (6) month period. This includes transfers to another apartment in Graduate and Family Housing as well as off-Campus apartments.
MOVING OUT OF GRADUATE AND FAMILY HOUSING

60-DAY NOTICE TO VACATE AND RELEASE OF LIABILITY

Resident is required to notify Graduate and Family Housing, in writing, at least 60-days prior to vacating the apartment for any reason. Resident must come into the Graduate and Family Housing office to complete the required paperwork. Verbal notification is not acceptable. Written notification must be on the “Notice to Vacate/Release of Liability” form. Other forms of written notification will not be accepted.

Resident is responsible for paying rent for a period of 60 days after Graduate and Family Housing receives notification that Resident intends to vacate the apartment. Resident is responsible for rent during this period regardless of whether or not they physically occupy the apartment. In the event that Resident physically vacates the apartment prior to the expiration of the 60 day period and has returned the door keys, Graduate and Family Housing will attempt to rent the apartment as soon as possible. The former Resident’s responsibility for rent will end at the expiration of the 60-day period or when the apartment is rented, whichever comes first.

The “Notice to Vacate/Release of Liability” form must be completed by any apartment Resident 18-years of age or older who is moving out of the apartment. This is very important! You will remain financially responsible as long as your name is still on the Lease Agreement regardless of whether or not you physically occupy the apartment.

The procedure for completing a 60-day written “Notice to Vacate/Release of Liability” is as follows:

• Resident comes to the Graduate and Family Housing office and completes the 60-Day “Notice to Vacate/Release of Responsibility” form. Resident must provide a forwarding address.
• Resident pays rent through the end of the 60 day notice period.
• Resident informs Graduate and Family Housing if any special considerations apply (i.e., advance refunds or returning student status).
• Resident is provided with a packet of check-out materials that includes: (a) Resident Manager information form; (b) cleaning guidelines; (c) cleaning and damage charges; and (d) address change packet (where applicable).
CLEANING WHEN VACATING THE APARTMENT
Resident is responsible for cleaning the apartment in accordance with “Cleaning Guidelines for Vacating Residents”. A copy of these Guidelines will be given to Resident when the “Notice to Vacate/Release of Responsibility” is completed. Resident will be provided with a current list of possible charges that will be assessed should Resident fail to follow the cleaning guideline procedures.

FINAL INSPECTION WITH THE RESIDENT MANAGER
• The final inspection is for the benefit of the Resident as well as Graduate and Family Housing. All cleaning and damage charges will be assessed according to information contained in the final check out.
• The Resident Manager will conduct the final inspection in the event that Resident leaves the apartment prior to the scheduled inspection date or if Resident refuses to meet with the Resident Manager. Resident’s failure to participate in the final inspection does NOT release Resident from any obligation regarding cleaning or damage charges, missing or damaged property, past due rent or late fees, or other charges assessed.
• Resident is responsible for contacting the Resident Manager to schedule the final inspection.
• The Resident Manager will receive notification from Graduate and Family Housing that Resident has competed a 30 day “Notice to Vacate/Release of Responsibility”. The Resident Manager will attempt to contact Resident if the final inspection has not been scheduled.
• The final inspection should be performed on the vacate date except for advance refund requests. Please refer to the “Advance Refund” section of this handbook for details.
• The Resident Manager will assess charges during the final inspection. Charges are assessed based on information provided to the resident when they complete the “Notice to Vacate”.
• The Resident and Resident Manager will date and sign the check-out form.
• The Resident has the right to dispute assessed charges. In this event, the Resident must not the dispute on the check-out form. The Resident must contact the Housing Office to present their dispute in writing.

RETURN OF KEYS
• Resident is required to return all door and mailbox keys when they vacate the apartment.
• Rent charges will continue to be assessed until the keys are returned.
• A charge for a lock change will be assessed if all keys are not returned.
• The keys should be returned to the Resident Manager during the final inspection.
• Under certain circumstances, Resident can return the keys by sealing them inside an envelope and putting them in the Resident Manager's drop box. The envelope should be labeled with Resident’s name, community name, building number, apartment number, and date.
ABANDONED PROPERTY
All personal property must be removed from the apartment when it is vacated. Personal property left in an apartment will be considered abandoned property. Abandoned property will be removed from the apartment. Items may be stored or disposed of at the discretion of Graduate and Family Housing Management. Stored items will be kept for a period not to exceed 30 days at which time they will be disposed of. Graduate and Family Housing is not liable for any personal property left in the apartment after it is vacated.

APARTMENT ABANDONMENT
A resident that leaves Graduate and Family Housing without notice will be considered to have abandoned their apartment. There are 2 types of apartment abandonment: 1) the resident turns all keys over to our office or an agent thereof; and 2) the resident does not turn over all keys to our office or an agent thereof.

KEYS TURNED OVER
- Resident will be responsible for rent payment for a period of 30-days following the receipt of all keys.
- Resident will be responsible for paying all charges on their account including any charges related to the collection of the past due debt.
- A check-out inspection will be conducted and applicable charges for cleaning and damages will be assessed to the account.
- We will attempt to contact the resident regarding any charges assessed, the status of their security deposit, and other applicable matters.
- Unclaimed security deposits will be subject to forfeit after a period of not less than 60 calendar days.

KEYS NOT TURNED OVER
- We do not have legal possession of an apartment until we have received all keys from the resident. When the resident leaves the apartment without turning over all keys, we are forced to file a “Forcible Detainer” in the Fayette County District Court.
- Resident will be responsible for paying rent until the property is released to us by the Fayette County District Court.
- Fees to file legal documents, fees to serve legal documents, and all other fees assessed during the eviction process.
- All cleaning and damage charges assessed after a Judgment is obtained allowing Graduate and Family Housing access to the apartment.
- Lock change fees.
- Resident will be responsible for any costs incurred by Graduate and Family Housing to collect delinquent balances.
- All other fees assessed by Graduate and Family Housing.
- **Resident’s account will be immediately considered delinquent. Resident will be placed on HOLD status with the University.**
DEPOSIT INFORMATION

DEPOSIT REFUND
The $150.00 deposit is a security deposit. As such, all charges assessed against the apartment will be deducted from the deposit. Resident will be notified when rent and late fees are due and unpaid when Resident vacates the apartment. Should Resident fail to respond to this notification, we will deduct rent and late charges from the deposit. The balance, if any, will be refunded to Resident.

The deposit is held in a non-interest bearing trust account. There will be no interest paid to Resident when the apartment is vacated. The following information applies to the deposit:

• The deposit is refunded to the Resident that paid it. The security deposit will be considered forfeit if Resident does not provide a forwarding address and said deposit remains unclaimed for a 60-day period.
• The deposit is considered forfeited if charges exceed $150.00. In this event, the former Resident will be notified. A detailed list of the charges, rent and late fees will be mailed to the former Resident at the forwarding address provided in the Notice to Vacate/Release of Liability. The former Resident is responsible for paying all charges, rent and late fees that exceed the amount of the deposit. Graduate and Family Housing will utilize all available avenues for the collection of charges that remain unpaid after the former resident has been notified of the charges. Please refer to the “Financial Delinquency” section of this Handbook. NOTE: The written list of assessed charges will not be sent in the same mailing with any refund check.
• The full $150.00 deposit will be refunded if there are no charges assessed against the apartment and all rent and late fees are up-to-date. The balance of the deposit (deposit less charges) will be refunded, if applicable. The deposit will be refunded to the forwarding address provided in the Notice to Vacate/Release of Liability.
• The deposit is refunded by check and will be mailed to the forwarding address provided in the Notice to Vacate/Release of Reliability. It is Resident’s responsibility to provide a complete and accurate forwarding address. Deposit refunds should be received within 6-8 weeks of the move out date.
• The U.S. Postal Service will return any check to the University that it is unable to deliver. Graduate and Family Housing will make every effort to locate the former Resident.
• Any refund check that is not claimed after a period of 60 days will be considered forfeited i.e. it will not be returned to the former resident.
ADVANCE REFUNDS
A Resident who is leaving the U.S. can request that their deposit be refunded in advance. (Note: Residents of Puerto Rico do NOT qualify for the advance refund.) We will require documentation that Resident is leaving the country before we will process the refund.

Residents must request the advance refund when they complete their “30 Day Notice to Vacate/Release of Responsibility”. Residents that paid the deposit using a debit or credit card will have their deposit refunded to their card. Residents that paid the deposit by check (this includes traveler’s checks, money orders, etc.) will receive their refund by check. NOTE: A request for an advance refund does NOT guarantee receipt of the check prior to the scheduled departure date. Graduate and Family Housing will make every effort to ensure that Resident receives the refund check before their departure. However, unforeseen events may prevent the check from reaching Resident before their departure. In this event, the refund check will be forwarded to the address provided by the Resident in their “Notice to Vacate/Release of Liability”. The procedure for requesting an advance refund is as follows:

- Resident completes a written “Notice to Vacate/Release of Liability” in the Graduate and Family Housing office AND they request that their refund is processed in advance. Resident must provide a forwarding address in their home country.
- Resident must provide documentation that they are scheduled to leave the U.S. on or before the date recorded on the “Notice to Vacate/Release of Liability”. The refund will NOT be processed without documentation.
- The final inspection will be scheduled at least 8 business days prior to the date the Resident is scheduled to vacate the apartment. Resident must contact their Resident Manager to schedule the appointment.
- Resident completes all procedures as outlined in the “Check-Out Procedures” section of this Handbook.
- The apartment must be cleaned prior to the final inspection. It is not necessary for Resident to physically vacate the apartment before the final inspection date.
- The final inspection MUST be completed on the scheduled date. The Resident Manager is responsible for completing the paperwork and for turning the paperwork into the office.
- The apartment will be assessed for any cleaning or damage charges. The charges, if any, will be deducted from the deposit.
- **CHECK REFUNDS:** Graduate and Family Housing will complete the paperwork necessary to process a refund check. Graduate and Family Housing does not issue the check. The University Accounts Payable Department will prepare and distribute all refund checks. Resident should receive the refund check in their mailbox the day before they are scheduled to vacate the apartment.
- **CREDIT CARD REFUNDS:** Graduate and Family Housing will process the refund amount to the debit or credit card number furnished by the resident when they completed their Notice to Vacate. The card refund form will be shredded once this process is complete. Our office does NOT keep a record of any resident’s debit or credit card information.
GENERAL INFORMATION
As a Resident of Graduate and Family Housing, you are an important part of your apartment community, the University, as well as the city of Lexington and the Commonwealth of Kentucky. It is your responsibility to learn and follow the regulations and applicable laws. This Handbook will discuss the rules and regulations that are required by Graduate and Family Housing. Updates to this Handbook may come in the form of email notices, resident newsletters, and other written forms of communication. These items become a part of this Handbook and supersede the information herein. Failure to adhere to our rules and regulations is a violation of your Lease Agreement.

We cannot address all of the issues that concern you such as student regulations and local or state laws. We may provide you with the appropriate resources to obtain this information when possible.

STUDENT CODE OF CONDUCT
Graduate and Family Housing Residents are subject to the Students Rights and Responsibilities Part I-Code of Student Conduct: “Rules, Procedures, Rights and Responsibilities Governing Non-Academic Relationships”. This document can be accessed on the web site located at: http://www.uky.edu/StudentAffairs/Code

COMMUNITY LIVING REGULATIONS
Graduate and Family Housing strives to provide a safe, clean community for all its Residents. We have established rules that govern the behavior of Residents and their guests so that everyone can enjoy living in our community. We expect all our Residents to comply with the rules and regulations contained in the Lease Agreement and all attachments thereto. We reserve the right to update Graduate and Family Housing Rules and Regulations.

ABSENCES—EXTENDED
Residents who plan on being away from their apartment for one week or longer should make arrangements before they leave to ensure:

• The Graduate and Family Housing office is notified that the apartment will be vacant for one week or longer.
• The newspaper delivery is stopped or that someone picks up the newspaper on a daily basis.
• The mail is held at the U.S. Post Office until they return.
• The rent is paid or will be paid upon your return.
ALCOHOL POLICY

The University desires to provide an environment where alcohol consumption by underage students is neither encouraged nor made available and further, to promote alcohol education and counseling programs. Consistent with this philosophy, the University expects compliance with the following regulations:

1. Use of alcoholic beverages on University of Kentucky property must not violate state or local laws.
2. Alcoholic beverages are not permitted in classrooms, laboratories, offices, other buildings where the public has access, or any outdoor areas of the campus.
3. Alcoholic beverages are not permitted in undergraduate housing leased from and supervised by the University [regardless of a student’s age]. This includes residence halls, fraternities, sororities, and undergraduate sections of Greg Page.

The intent of this regulation is the promotion and maintenance of an environment conducive to study for its residents, the vast majority of whom are under twenty-one years of age. Violation of this regulation may result in discipline under the Student Code of Conduct or termination of the housing contract, or both.

If residents or guests of the residence halls are found with alcohol in their possession, they will be asked by the residence hall staff to dispose of the alcohol by pouring it out, and their behavior will be documented for follow-up by the Hall Director. Students in undergraduate university housing will be found in violation of this policy if they (1) possess alcohol, (2) exhibit drunken behavior, or (3) remain in a room in which others are drinking alcohol or in which alcohol is in plain sight. For social occasions, registered student organizations are expected to comply with all University regulations and to abide by University guidelines for event planning published by the Dean of Students. Student officers of such organizations will be held accountable for compliance by members and guests.

NOTE: Graduate and Family Housing residents are allowed to have alcoholic beverages in their apartments as long as they meet state law requirements i.e. must be at least 21-years of age or older. Items 1 and 2 of the University’s alcohol policy DO apply to Graduate and Family Housing residents. Residents may not serve or consume alcoholic beverages in any public area in Graduate and Family Housing including community rooms, laundry rooms, and picnic shelters. Additionally, residents must follow all state and local laws regarding use and possession of alcoholic beverages.
APPLIANCES

- Residents are not allowed to store or operate major appliances in the apartment. Major appliances include: washers, dryers, dishwashers, and freezers. Effective November 1, 2010 residents that violate this policy will be charged a fine of $50.00 each time the violation is reported to the Housing Office. Reports may be issued by any University of Kentucky staff member during routine or requested maintenance or other authorized entry to your apartment. Failure to pay this fine on or before the tenth day of the month may result in an additional $20.00 late fee. Refusal to pay any amount due the Housing Office may result in a “7-Day Notice to Vacate” and eviction proceedings in Fayette District Court.

- Graduate and Family Housing provides necessary major appliances such as cook stove and refrigerator. These appliances cannot be removed from the apartment.

- Residents are responsible for the proper use and care of all furnished appliances. Please refer to the “Facility Upkeep and Repair” section of this Handbook for details concerning the care and use of furnished major appliances.

- The Resident is responsible for cleaning all furnished appliances after each use. Please refer to the “Cleaning Tips” section of this Handbook for more details.

- The Resident is responsible for promptly reporting any equipment problems to FIXIT. Please refer to the “24-Hour FIXIT (3-4948) Connection” section of this Handbook for details.

STOVES

- The use of foil, plastic wrap and paper on the cook stove, the oven, and on the wall behind the cook stove is strictly prohibited. These items prevent proper venting and are considered a fire hazard. Grease and food buildup on these items is a fire hazard and draws pests.

- Please use your cooking equipment safely. Never leave your apartment when items are cooking. The Resident is responsible for all damages that occur as a result of leaving cooking items unattended. Never leave children alone in the kitchen area when cooking.

- Residents are responsible for cleaning the stove top after every use. Do not allow grease and food particles to buildup. This can cause a fire and it draws pests to your apartment.

- Residents are responsible for cleaning the inside of the oven on a regular basis. Products are available for purchase that will help keep your oven clean.

REFRIGERATOR

- The refrigerator should be cleaned on a regular basis. Please refer to the “Cleaning Tips” section of this Handbook for more details.

- The refrigerator should be kept closed except when adding or removing items. It will lose cold air if left open. It is especially important to keep the refrigerator closed if the electric power goes out or the refrigerator or freezer is not working properly.

- Do not overfill your freezer. Do not allow items to cover the air vents inside. Proper air circulation is required to operate the freezer and refrigerator.
BICYCLE REGULATIONS
Graduate and Family Housing Residents are expected to comply with all regulations regarding bicycles. The University Police Department is responsible for enforcing bicycle regulations. It is your responsibility to become familiar with these rules and regulations. Ignorance of the rules will not be accepted as an excuse for dismissal of citations or other enforcement action. We will highlight some of the regulations in this Handbook. A more detailed account can be found at the following website: http://www.uky.edu/pts/alternative-transportation_bicycle-information.

BICYCLE REGISTRATION
(Revised: 11/19/09) All bicycles parked on Campus will be required to have a valid bike permit. There is no cost for the permit. The permit is obtained through Parking and Transportation Services.

PARKING YOUR BICYCLE
Bicycle parking is available throughout campus and is designated by the presence of blocks, racks, or other devices provided for the securing of bicycles. Bicycles must be parked only within these areas and must be properly secured.
NOTE: The security of your parked bicycle is important. It is recommended that you purchase a “u-bolt” bicycle lock (not a regular chain lock). Always be sure to fasten the “u-bolt” lock securely before leaving your bicycle.

DO NOT PARK YOUR BICYCLE: inside any University building; against or fastened to any tree, plant, shrub, or foliage; against or fastened to any water, steam or gas pipe, electrical fixture or enclosure, fence, sign post, lamp post, railing, public seating fixture, or emergency safety device; upon or attached to any entrance or exit ramp, stairway or stairwell railing, or otherwise fastened to or blocking any exit or entrance to any University building; and in any other area where parking is prohibited by regulations or signs.

IMPROPERLY PARKED BICYCLES
The University will impound, at the expense of the owner/operator, any bicycle or non-pedestrian device that is classified as: (1) abandoned; (2) lost or stolen; or (3) parked, stored, or operated in violation of regulations. The University reserves the right to remove locks attached to bicycles in order to impound them. The owner of the impounded bicycle must claim it by contacting University Parking or the University Police Department. They must provide proof of identification and pay all fees.

MISCELLANEOUS REGULATIONS
(1) pedestrians have the right-of-way; (2) bicycles cannot be operated on sidewalks, in parking structures, within University buildings, and in other areas prohibited by regulations or by signs; (3) bicycles are to be operated only in bike lanes or paths and in other areas not prohibited by regulation or signs; (4) bicycles are to be operated in compliance with Kentucky law when riding on streets or roadways; and (5) stunt riding, hot-dogging, trick riding or freestyle riding or skating are not to be performed on University property.
CHILDREN
Resident is responsible for the care and behavior of their children. Resident is financially responsible for any damage caused by their children in the apartment and in common areas. The following items apply to Residents with children:

• Residents are expected to provide appropriate supervisor for their children at all times. Children under the age of 10 should never be left unsupervised. University Police or Child Protect Services will be notified if a child is found unsupervised.
• Children are not allowed to play in laundry rooms, hallways, lobbies and other restricted common areas. Graduate and Family Housing provides playground equipment for your children. There are a number of grassy areas in which the children can play. Please be sure to properly supervise your children when they are using the playground equipment.
• Residents are responsible for ensuring that their children comply with Graduate and Family Housing Rules and Regulations.

Residents will be notified if they or their children are in violation of this regulation. Repeated violations will result in disciplinary action.

CHILDCARE
Residents are responsible for ensuring that their children are under supervision at all times. There are a number of daycare options available to Lexington Residents.
SCHOOLS

The children of Graduate and Family Housing Residents will attend the following schools:

SHAWNEETOWN
- Glendover Elementary School
- Southern Middle School
- Lafayette High School

GREG PAGE
- Glendover Elementary School
- Crawford Middle School
- Lafayette High School

Residents should contact the Fayette County Board of Education if they have any questions regarding the public school system. The Board of Education can be reached by telephone at 381-4000.
COMMON AREAS

- Common areas include hallways, stairways, mail rooms, laundry rooms, community rooms, picnic shelters, the grounds and other areas used by all residents.
- Residents are responsible for the proper use of all common areas by resident, family members, or guests.
- Residents are responsible for cleaning up after themselves in all common areas.
- Do not dispose of personal trash in the common areas.
- Children are not allowed to play in restricted commons areas such as hallways, stairways, mail rooms, and the laundry room.
- Adult socialization is not allowed in restricted commons areas such as hallways, stairways, mail rooms, and the laundry room. The use of cell phones in these areas is not allowed.
- Resident activities, including but not limited to parties, must be conducted in a way that respects your neighbors. They must not be held late at night (inside or outside). The noise level must be kept to a minimum and must not violate our “Quiet Policy”.
DECORATIONS POLICY

GENERAL INFORMATION

We recognize that your apartment is your home. However, we ask residents to bear in mind that each room will eventually become someone else’s home.

- Painting your apartment is not permitted.
- Painted surfaces must not be damaged by nails or double stick tape.
- Non-removable decals should not be applied to any surface.
- Decorative materials must not present a safety or public health hazard.
- Candles or other open flames are prohibited.
- Nothing can be attached to the ceilings.
- For fire safety reasons, combustible materials must NOT be used for decorations; e.g., cotton, paper, straw, etc.

Failure to comply with these regulations may result in financial liability to the resident.

HOLIDAY DECORATIONS

- All decorations, including Christmas trees, must be UL-listed as flame retardant.
- Christmas tree lights must be UL-listed for the intended use.
- Decorations must NOT obstruct exits, emergency lighting, exit signs, or corridors.
- Exterior decorations, other than lights, must NOT be attached to the building.
- All decorations must be removed prior to holiday vacations.
- LIVE trees are not allowed.

Failure to comply with these regulations may result in financial liability to the resident.
FIRE PREVENTION AND SAFETY

FIRE SAFETY GUIDELINES—UNIVERSITY OF KENTUCKY

Safety is a primary concern in our communities and requires a cooperative effort from all those who live in and work in our apartment communities. The following rules must be observed:

1. General Safety

• Stairwell fire doors and corridor doors must be maintained in an operable condition and must be self-closing and self-latching. Doors must NOT be propped open, except with magnetic hold-open devices.

• Smoke alarms, emergency lighting, and exit signs must NOT be damaged or tampered with in any manner.

• Fire pull stations may be located in the public areas of your building. The fire pull stations look like this:

![Fire Alarm]

These are used to set off an alarm in the event of a fire. EXAMPLE ONE: a resident is doing their laundry in the laundry room and a dryer catches on fire. The resident would activate the pull station to set off the alarm, and immediately go outside! EXAMPLE TWO: Pull stations in hallways (usually near the exit doors) should be activated as residents are leaving the building in the event of fire.

The fire pull stations are used ONLY in the event of fire. Children must be taught how to use the pull stations in the event of fire. Caregivers must also teach children that they should NEVER play with the pull stations and that they must only be used in the event of an emergency.

If it is determined that the alarm was activated under malicious intent, a $50.00 fine will be charged to a resident when they, their family members, or guests to their apartment activate a fire pull station for any reason other than a true emergency.

• Stairwells, corridors, and passageways must NOT be obstructed.

• Flammable liquids, such as gasoline, paint thinner, charcoal lighter fluid, propane gas, etc., are NOT permitted inside the building.

• Candles are NOT permitted

• Incense and incense burners are NOT permitted

• Cooking items must not be left unattended.

• Bicycles and motorized equipment, except those needed by students with disabilities, are NOT permitted inside residential buildings and may be removed from the premises by the UK Police.
2. Apartments

- Subdivision of rooms with partitions is NOT permitted.
- Beds must NOT be enclosed in any manner.
- Elevated beds (i.e. bunk beds or lofts) not provided by the university are prohibited. Where elevated beds are provided, students may not place any item (i.e. refrigerators, microwaves, couches, storage, etc.) under the beds. Only a study carrel is permitted beneath an elevated bed. The maximum height allowed for a bed is 66 inches at the top of the mattress.
- The number of pieces of furniture must be appropriate to the size of the room. Furniture must NOT block access from a bed to the corridor door.

3. Electrical Issues

- Electrical equipment must be maintained and used in a safe manner.
- Regular extension cords (flexible cords) must NOT be used.
- Surge protectors that are grounded and have a built-in 15-amp circuit protection may be used. Surge protectors must be UL listed and may NOT be plugged into other surge protectors. The cord must NOT be run under the carpet, through walls, under doors, or any other place that would subject it to physical damage. Damaged cords must be discarded.
- Surge protectors may not be plugged into another surge protector.
- Multi-plug adapters must NOT be used.
- Air-freshener plug-ins (i.e. Glade™ plug-ins) with a built-in “outlet” (plug) may be used only if the outlet (plug) in the air-freshener is not used.

Each housing facility has an evacuation plan in the event of a fire. Please consult the back of your door for information concerning the nearest exit.

Fire drills, false alarms, and genuine fire alarms are indistinguishable. You MUST evacuate the building whenever the alarm sounds and you may not reenter until the all-clear signal is given. Failure to evacuate during ANY alarm will result in disciplinary action being taken.
ELECTRICAL GUIDELINES

Prohibited Items

Because the University takes very seriously the safety of everyone in housing facilities, we cannot allow students to bring certain items into their room or into the building. During fire and safety inspections, university officials will require the removal of prohibited appliances or materials including but not limited to:

• Portable heaters
• Combustible liquids and other materials
• Candles
• Incense and incense burners
• Halogen lamps and lights
• Power tools
• Camping stoves
• Sunlamps
• Bicycles

Approved Items

All electrical appliances must be UL-listed for their intended use. Coffee pots, electric blankets, fans, computer equipment, televisions, VCRs, DVD Players, stereo equipment, hairdryers, refrigerators and microwave ovens are permitted. Appliances such as clothing irons, electric rollers, curling irons, etc., must be turned OFF before leaving the room. Appliance cords serving appliances must be in good condition. Hazardous conditions arising from defective, or improperly used appliances must be corrected immediately. Microwaves must be plugged directly into a wall outlet. Surge protectors are permitted for sensitive equipment. Surge protectors may not be plugged into another surge protector.

While students are encouraged to make reasonable additions to their living space to make it more comfortable, students must understand that the use of multiple electrical appliances in a room may place a strain on the building’s electrical system. Overloading these systems can present safety hazards. Therefore, students are asked to limit their use of electrical appliances in order to avoid overloads. A student may be required to remove any appliance from a residential living facility if it causes repeated problems with a building’s electrical systems, or presents a safety hazard.
FIRE SAFETY POLICY

• If fire strikes, evacuate your apartment and building immediately. Fire emergencies: Dial 911 immediately from a telephone located a safe distance away from the site of the fire.

• If a smoke alarm sounds, evacuate the apartment and building immediately.
  
  - Residents with a roommate or family members should designate an outside meeting place to use in the event of fire evacuation. This will ensure that all apartment occupants are accounted for in this type of emergency.

• Do NOT reenter your apartment until you are authorized to do so by a representative of the Fire Department, Police Department, or a known staff member.

• Do NOT remove smoke detectors. Residents will be fined if the smoke detector is removed. Additional costs may apply if the resident, a family member, or a guest causes damage to a smoke detector.
  
  - In most of our communities, removing a smoke detector will disable all smoke detectors in the building. This leaves the entire building without protection in the event of a fire.
  - Greg Page residents are required to perform a monthly self-test on their smoke detectors. There is a red self-test button. Simply press the button and a loud sound will occur. If this doesn’t happen, the resident must report it to FIXIT.
  - Greg Page smoke detectors will make a noise that sounds like a bird chirping when the battery is low. The resident must telephone FIXIT when this happens so that the battery can be replaced.

• Keep all matches and lighters put up out of the reach of children.

• Do NOT leave your apartment if you have food or beverage items cooking on the stove or in the oven. Residents in violation of this policy will be charged a fine plus the cost of damages and labor for repairs.

• Do NOT use water to attempt to extinguish an electrical or grease fire. A Fire Extinguisher is provided in every apartment to be used in case of fire. You can contact FIXIT (3-4948) to learn how to use the fire extinguisher.

NOTE:

• A minimum $90.00 fine will be charged to any resident that causes a smoke alarm to sound off due to smoke or fire caused by negligence.

• Resident may be held for additional financial responsibility for fire or smoke damages to the apartment, its contents as well as damage to surrounding units if it is determined that the fire was caused by negligence on the part of a Resident or their guests.

• Negligence includes, but is not limited to the following:
  - Unattended cooking; candles, incense, and other items that burn; cigarettes, cigars and other smoking materials; as well as all any other violation of the University Fire Safety Guidelines or the University Decorations Policy.
FURNITURE

Visit our Web site for a complete list of furniture items in each apartment and a more complete explanation of our furniture policy. The Web site is: www.uky.edu/housing>choose the “graduate and family” tab>then choose “policies”, and click “F” for “Furniture”.

Furniture is provided in every apartment at no additional costs to our residents. The furniture setup is different in each community and size apartment. These furniture setups are standard. We do not change the standard furniture setup of an apartment except as follows:

• Adding or removing a roommate.
• A change in marital status.
• A request to remove a bed or beds only (except where prohibited).
• A request to remove all furniture.

A one-time charge may apply when the resident makes a request to change the furniture setup in accordance with this policy.

The resident is responsible for caring for the furniture while it is in use. Financial liability may apply if these items are misused by resident, family, or guests.

The resident must report any need for repairs in a timely manner. Failure to report needed repairs may result in financial liability.
GARDENS

Residents are not allowed to plant gardens or perform any type of landscaping outside their apartments. All outdoor construction is prohibited.

INSURANCE

In order to assure the safekeeping of personal property, student rooms or apartments should be kept locked at all times when unoccupied. The University is unable to assume responsibility for personal property. Residents should obtain private insurance coverage for their belongings.

PETS

Pets are not allowed in Graduate and Family Housing. Residents that are in violation of this regulation will receive a warning notice that will require them to remove the pet from the apartment. Resident will be assessed a $50.00 fee which covers the cost of pest treatment. This fee also applies to animals that have “visited” the apartment. A Resident who refuses to remove the pet is subject to further disciplinary procedures up to and including eviction.

QUIET TIME

“Quiet Time” is observed between the hours of 7:00 p.m. and 7:00 a.m. so that our Residents can study, relax and sleep. During “Quiet Time”, Residents are expected to confine noise levels to their apartment. Stereo and television equipment must be operated so that the noise is not audible outside the apartment. Residents are expected to comply with requests by others for quiet. Noise should be kept to an acceptable level at all times. “Quiet Time” is particularly important when Residents are preparing for final exams. All Residents will be expected to observe a 24-hour “Quiet Time” beginning the week before finals and continuing until final exams are complete. Residents will receive notification if they are violating noise regulations. Continued violation of these regulations will result in disciplinary action. Residents are also subject to local laws regarding acceptable levels of noise.
SELLING & SOLICITING

Door-to-door sales or solicitation in the Campus Housing facilities are not permitted. Sales are defined as any effort to offer a product or service in return for money, goods, or other services. Solicitation is defined as any effort to ask for donations or contributions of money, goods, or services. If anyone is found selling or soliciting in the residence halls, the UK Police will be called to escort the person off campus, and additional disciplinary action may be taken.

Campus Housing facilities are to be used solely for residential purposes. Residents are not permitted to operate businesses out of their rooms or to publicly list residence hall room numbers or phone numbers in commercial ads or other business announcements.

SMOKING AND USE OF OTHER TOBACCO PRODUCTS (Revised 11/19/2009)

The University of Kentucky has a tobacco free policy which covers all buildings owned or operated by the University. The use of ALL tobacco products is prohibited on Campus both indoors and outdoors. Tobacco products include, but are not limited to, cigarettes, cigars, chewing tobacco, and snuff. This policy is applicable to all apartments, residents, and their guests. More information can be found at: http://www.uky.edu/TobaccoFree/. Disciplinary measures may be taken against anyone found in violation of this policy.

Residents can report violations of this policy at: reporttfviolation@uky.edu.

WATERBEDS

Waterbeds (and other water filled furniture) are not allowed in Graduate and Family Housing. Residents will be required to remove any water filled furniture found in their apartments. Residents will be held financially responsible for any damage that occurs as a result of unauthorized use of water filled furnishings.

WEAPONS

Weapons are not allowed in Graduate and Family Housing. This is a violation of University policy. You will be requested to remove all weapons from the apartment. Failure to do so will result in disciplinary action.
UPKEEP AND REPAIR OF FACILITIES AND EQUIPMENT

GENERAL INFORMATION
Graduate and Family Housing provides 24-hour emergency service to its Residents. Residents may request service by telephoning FIXIT (the 24-Hour Call Center) at 859-323-4948 or on-line at http://www.uky.edu/Housing/services/index.htm. Very important service needs (problems with heat or air conditioning, plumbing stoppages, problems with electricity, etc) should always be reported by telephone. Routine maintenance requests can be made on-line.

Services are provided at no charge to the Resident UNLESS the service is caused by the misuse or abuse of property or equipment. The Resident is responsible for the cost of labor, materials, or parts if the service is necessary due to the misuse or abuse or property or equipment.

- Resident is financially responsible for the condition of the apartment and its contents.
- Resident is responsible for the proper care and use of the apartment and its contents.
- Resident is responsible for ensuring that all occupants of the apartment and all guests properly use the apartment and its contents. The apartment and its contents are the property of the University. The information in this section pertains to the proper use and care of the apartment and its contents.

ENTRY INTO THE APARTMENT
Graduate and Family Housing reserves the right to enter the Resident’s apartment under the following conditions:

- In the event of an emergency: authorized Graduate and Family Housing staff will enter the apartment without notice. (A hangtag will be left in the apartment to notify them that our staff was in the apartment.) There are several emergency situations that might require us to enter your apartment without notice (i.e., natural gas leaks, burst water pipes or other water leaks, fire or suspected fire, and other situations that threaten property or people.)
- The apartment will be treated for pests and approximately every 3 months. At move in, you will receive a Memorandum detailing the pest control schedule. This is the only advance notice you will receive. After treatment, technicians should leave a hangtag letting you know that they were in your apartment.
- Staff will enter the apartment to complete requested repairs. It is not necessary for you to be in the apartment for staff to complete a repair that you have requested. They will not make an appointment to complete these repairs. If you are not at home when they arrive, they will leave a hangtag or a completed Job Order to notify you that they have been in the apartment.
- With 48-hours notice to perform maintenance work, fire equipment inspections, and other necessary inspections or maintenance of the apartment.
SHOES

- All University staff members are required to wear shoes at all times during working hours.
- While we respect the cultural differences of all our residents, we are not allowed to enter your apartment without wearing shoes. You may choose to put down newspaper or some other covering for staff members to walk on while they are working in the apartment. It is your responsibility to remove this covering after the work is complete and to dispose of it properly.
- Residents that do not wear shoes inside their apartment may not store their shoes outside their apartment doors. Unworn shoes must not block any entrance/exit door to your apartment. This is for your safety in the event of fire and other emergency situations.
APPLIANCES

• The Resident is responsible for cleaning all furnished appliances after each use.
• The Resident is responsible for promptly reporting any equipment problems to FIXIT. Unreported problems often result in making the situation worse. Resident may be financially responsible for damages caused by not reporting problems in a timely manner.
• The use of foil, plastic wrap, and paper on the cook stove and oven is strictly prohibited. These items prevent proper venting and are considered a fire hazard. This also attracts pests to your apartment.
• Please use your cooking equipment safely. Never leave your apartment when items are cooking. The Resident is responsible for all damages that occur as a result of leaving cooking items unattended. Never leave children alone in the kitchen area when cooking.
• The refrigerator should be cleaned on a regular basis.
• The refrigerator should be kept closed except when adding or removing items. It will lose cold air if left open. It is especially important to keep the refrigerator closed if the electric power goes out or the refrigerator or freezer is not working properly.
• Do not store an excessive amount of food in your freezer or refrigerator. Do not block air vents. These practices will not allow the air to circulate properly and will interfere with the operation of the equipment. Resident may be held financially responsible if the refrigerator is not used properly.

DRAIN CLOGS

Residents must care for the drains and plumbing system so that we can avoid problems with clogged drains. Proper use of the drains and plumbing system include the following items:

• Do NOT pour grease and food items into the sink, toilet, or tub. All clogs caused by these items will be charged to the Resident.
• Do NOT remove tub or sink “stoppers” or covers. These devices prevent debris from going into the drain. All clogs caused by the removal of these items will be charged to the Resident.
• Do NOT flush any foreign substance down the commode (except toilet paper). This includes disposable diapers, feminine sanitary products, and so on. All clogs caused in this manner will be charged to the Resident.
• The Resident can attempt to repair minor plumbing clogs by using a plunger. This is the ONLY approved method by which the Resident can attempt to unclog plumbing.
• The use of drain cleaners is strictly prohibited. The Resident will be financially responsible for all damage to plumbing equipment caused by the use of drain cleaners.
• The Resident will be charged for any service call that results in a stoppage due to foreign items (i.e., grease, food items, etc.) being poured into a drain. The Resident must contact FIXIT (3-4948) when they are not able to clear the clog with a plunger.
LAUNDRY FACILITIES

- Graduate and Family Housing provides modern laundry facilities in all areas except the Rose Lane apartment communities. Shawneetown has laundry facilities in each building. Greg Page and Commonwealth Village each have a central laundry facility. The apartments located at 631 S. Limestone have a central facility in building 200. Residents who utilize facilities outside their own apartment complex are responsible for adhering to University Parking Department regulations as it may be necessary to park your vehicle at an available parking meter.

- Most laundry room doors are kept locked for security reasons. A separate laundry room key will be provided to Residents who cannot open the laundry room door with their apartment key. Do not prop open laundry room doors—a fine will be assessed if you are found propping the doors open.

- Graduate and Family Housing provides clotheslines in Greg Page and Shawneetown for Residents that prefer to air-dry their clothes. The clotheslines are to be used ONLY for hanging clothing items. Graduate and Family Housing is not responsible for items left on the clotheslines.

- Residents must use a credit or debit card to operate the laundry equipment in all facilities EXCEPT 631 S. Limestone—this is a coin-operated facility.

- Residents are responsible for reporting equipment malfunctions to the FIXIT (Call Center) office.

- Requests for refunds are made through the FIXIT (Call Center) office. FIXIT (Call Center) staff will get all the information necessary to complete the laundry refund form. Our laundry partner, ASI, will credit the amount to the resident’s credit or debit card. Residents that use “WaveRider” to pay laundry charges will have a different refund process i.e. they will be provided with login credentials that will allow them to use the refund amount to do their laundry. WaveRider refund requests are also reported to the FIXIT (Call Center) office. NOTE: If you are requesting a refund due to a machine malfunction, you must report the machine license plate number in order to get credit.

- Credit or debit card issues must be reported directly to ASI or to your card company.
DOORS AND WINDOWS

Graduate and Family Housing laundry room doors are kept locked for security purposes. Laundry room doors must not be propped open. The doors and windows must be kept closed at all times. Air conditioning and heating equipment cannot function properly if doors and windows are opened. Residents will be issued a separate laundry room door key, if applicable. Otherwise, the apartment door key will allow you to access the laundry room. There will be a flat rate fee of $36.00 for lost laundry room keys in addition to current per lock change fee for the apartment door key.

USE OF EQUIPMENT

• The Resident is responsible for the proper use of the laundry equipment. The equipment contains instructions as to how it should be used. Please read these instructions before you use the equipment.
• Do NOT overload the washers. They will not clean properly if they are overloaded. Do NOT overload the dryers. Your clothes will not dry properly if the dryer is too full. Overloading also causes maintenance problems with the equipment.
• The Resident should refer to the manufacturer’s recommendations regarding the use of detergents, softeners, and bleach. Do NOT add more soap than the manufacturer recommends for the type of machine you are using. Your clothes may not rinse properly if you use too much soap. You may cause the washer to overflow if too much soap is used. NOTE: The front-loading washers require LESS soap than the top loading machines. Please be sure you use the proper amount of soap for these washers!

REPORTING EQUIPMENT MALFUNCTIONS

Problems with the laundry equipment must be reported to FIXIT (3-4948)
UNATTENDED LAUNDRY

Graduate and Family Housing assumes NO responsibility for items left in the laundry rooms. The Resident should remain in the laundry until they are finished. All personal items, laundry supplies, and clothing should be supervised at all times.

CHILDREN

Children should not be allowed to play in the laundry room or with the laundry equipment. The Resident is responsible for supervising children while using the laundry facilities.

ADULTS

Adults are not allowed to use the laundry room for any purpose other than cleaning their laundry.
LAUNDRY ROOM ETIQUETTE

Residents are expected to exercise common courtesy in using the laundry facilities.

• If you leave the vicinity, set a timer so you know exactly when to come back.
• If your laundry cycle is completed and your clothes are left unattended in a machine, your clothing may be removed by another Resident. Laundry taken out of a machine should be placed on the folding table.
• Do not monopolize the machines. If you need to use more than 2-3 machines, it is best to do so at a time when it is not busy.
• Do not leave your laundry on the table for an extended period of time. Take it with you when you leave. Items left over 24 hours will be disposed of.
• When using detergent, measure carefully to avoid a soap disaster on top of machine or on the floor. Report any spills to FIXIT (3-4948) immediately to avoid any potential accidents.
• Do not dye clothes in the washing machines.
• Do not put rubber or plastic in the dryer.
• Do not overload machines to save on time or money. Overloading can lead to equipment breakdown.
• Remember to check your pockets and remove money, paper, gum, makeup and tissues.
• The laundry room is for Residents only. Report any non-Residents to the University Police Department at 257-1616. The laundry room is not intended for social activities.
• Do not allow your children to use the laundry room as a playroom. Adults are not allowed to use the laundry room for any purpose of than cleaning their laundry. Any damage to laundry facilities will be the responsibility of the Resident.
• No smoking is permitted in the laundry room.
• The laundry room is for all Residents. Please help keep it clean. Spills must be wiped up immediately. Please be respectful of your neighbors and their property.
• Report broken machines to FIXIT (3-4948) (email: FIXIT@Isv.uky.edu).
LOCKS AND LOCKING DEVICES

Residents are not allowed to install additional locks or locking devices on the doors. All problems with locks should be reported to FIXIT (3-4948)

NAIL AND SCREW HOLES

Nail and screw holes are not permitted.

PAINTING

Graduate and Family Housing staff will do all apartment painting. Residents are NOT allowed to paint the apartments.

WINDOWS AND SCREENS

- Windows must remain CLOSED when the Resident is operating the heat or the air conditioning systems. These systems will not function properly with the windows open. The Resident will be charged for any service request stating that their heating or cooling systems are not working properly when it is determined that an open window(s) necessitated the request.
- Window screens must not be removed. The Resident is responsible for costs incurred due to window breakage from inside the apartment and damage to the screens as a result of removing them.
- Fans and window unit air conditioners (except where supplied by Graduate and Family Housing) cannot be placed in apartment windows. Residents who violate this policy will be subject to a $36.00 fine.
CLEANING INFORMATION AND COMMUNITY STANDARDS

GENERAL INFORMATION
Graduate and Family Housing provides custodial service only in the common areas such as hallways, lobbies, and laundry rooms. Residents are responsible for maintaining their apartments in accordance with the guidelines specified in this Handbook. Residents will be notified whenever their apartment does not meet cleanliness guidelines and will be given a specific time period during which the apartment must be brought to standards. Repeated cleanliness violations will subject the Resident to disciplinary procedures. The Resident is financially responsible for any damage incurred due to the violation of these regulations.

NON-COMPLIANCE
A “Warning Notice” may be issued by any UK staff member for Lease Violations including a dirty apartment. The “Warning Notice” will be noted on the resident’s computer file and will be filed in their official resident file. “Warning Notices” can and will be used as follows: 1) to approve or deny a transfer to another apartment within Graduate and Family Housing; 2) to begin a cleaning inspection process in any specific apartment not in compliance with Community Cleaning Standards; 3) to begin a 14-Day Notice to Cure and eviction proceedings in any specific apartment not in compliance with Community Cleaning Standards; 4) to provide rental history information requested by agencies within or outside the University; 5) other uses at the discretion of the Housing Manager.

STANDARDS AND TIPS
The apartment should be kept reasonably clean and neat at all times. Garbage should not be allowed to accumulate in the apartment. Specific cleaning requirements and tips are as follows:

A/C and HEAT GRILLS
The grills on the air-conditioning/heating units must be cleaned. The Resident should wipe them with a damp rag once a month. The filters cannot function properly if the grills are covered with dust or grease.

BATHROOM
The bathtub and sink should be cleaned with a commercial bathroom cleanser after each use. The toilet should be cleaned as needed with a commercial cleanser. A thin coat of clear furniture polish or car polish can be applied to the shower wall to help keep the soap scum and mineral deposits off the wall. NOTE: Do not apply the polish to the tub or shower floor. These substances will make the tub or floor slippery and can cause a fall. Clean the wall with a sponge and an all-purpose bathroom cleanser then re-apply the polish.
CARPET
The carpet was shampooed before you moved into the apartment. While you occupy the apartment, it is your responsibility to shampoo the carpet as needed. Carpet shampoo machines can be rented at local grocery stores. The carpet should be vacuumed regularly to prevent the dirt from becoming ground into the carpet and to extend the life of the carpet.

COMMON AREAS
University Apartment custodial staff will clean the common areas. Residents are responsible for keeping the areas free of personal items and debris. Children are not allowed to play in these areas. Residents should not leave garbage in the hallways, the laundry rooms or other common areas. Residents should throw trash items into appropriate containers when using the laundry rooms. “Junk mail” and other items should be thrown in the trash. These items should not be left in windowsills, on shelves, or thrown on the floor. Please use common courtesy in these areas.

COOKING
Some cooking styles involve an open-faced pot (like a Wok) that allows grease to splatter heavily. Please be sure to clean the cooking area, cabinets, and floors thoroughly if your cooking style involves this type of appliance. You will be responsible for any cleaning charges assessed due to this type of cooking style.

DISPOSAL OF TRASH
Dumpsters are provided for the disposal of garbage. Residents MUST place trash inside the dumpster. Trash must not be placed outside the dumpster. Trash must be disposed of regularly. We cannot control our pest population if trash is allowed to accumulate inside the apartment. Resident must NOT set trash out in hallways, stairwells or other public areas. Resident will be charged if housing staff removes and disposes of trash from public areas.

PEST CONTROL
All rooms are treated periodically for insect control by Housing personnel. Residents must notify the housing office if a medical problem exists. A special treatment time will subsequently be arranged. Residents must allow workers to enter your room for treatment unless a prior medical exception has been filed.

REFRIGERATOR
The refrigerator should be wiped down—inside and out—on a regular basis. Do NOT use a scrubbing pad on the exterior of the refrigerator. All spoiled food products should be disposed of immediately.

STOVE/OVEN
The stovetop should be wiped after each use. The oven should be cleaned on a regular basis using a commercial oven cleaner. Spills inside the oven must be cleaned up immediately as they can be a fire hazard. If you have a gas stove, do not clean the area underneath the burners. The range hood filter must be cleaned.
GRADUATE AND FAMILY HOUSING SERVICES

Web site: www.uky.edu/housing/graduate

Maintenance and Repairs

FIXIT

EMERGENCY Job Order requests must be reported by calling “FIXIT (3-4948) from an on campus telephone line or 859-323-4948 from a cell phone or an off-campus telephone line. Do NOT submit emergency Job Order requests via e-mail. Only non-emergency requests should be sent via the Web site.

The types of requests that are considered emergencies include: plumbing stop-ups and major leaks, electrical outages or shortages, any fire or safety hazard, security locks and doors, broken windows, problems with stoves or refrigerators, and lack of heat or air conditioning.

Submit your ROUTINE Job Order requests (general maintenance, pest control, furniture, and general ResNet needs) via:

- WEB SITE: http://www.uky.edu/AuxServ/
- TELEPHONE: FIXIT (3-4948) from an on campus telephone line or 323-4948 from a cell phone or an off-campus telephone line

Telephone service is staffed 24-hours a day, 7 days a week including official University holidays. For maintenance emergencies, please call FIXIT immediately.

RESNET

Residents who own a personal computer may connect to the University’s Internet service at no extra charge. ResNet technicians will provide you with technical support and the information that is required to establish an Internet connection. You can learn more about ResNet by visiting their website at www.uky.edu/AuxServ. Choose ResNet from the departmental options listed on the left-hand side of the homepage. Please contact ResNet at 323-4948 for more details or for assistance. (You may be required to purchase a network card if your computer is not equipped with one.) You MUST have a University email (Link Blue) account to access the Internet. You will need to purchase a CAT-5 cable as well to connect to the modem. Wireless Internet service is available in all of our apartments.

Bluegrass Community and Technical College (BCTC) students and others not provided a Link Blue ID must contact the Housing Manager to obtain a user ID account.
CABLE TELEVISION
Basic cable television service is provided at no extra charge. Cable service is a part of the total rental package and, as such, is not an option. Residents may elect to subscribe to premium cable services through our cable provider. Please contact Insight Communications at 514-1400 if you wish to subscribe. Resident is responsible for the cost of premium services. Please contact ResNet if you experience problems with your cable service. Their telephone number is 323-4948.

BULLETIN BOARDS
Bulletin boards are provided in various locations throughout our communities for the Resident’s use. Residents are allowed to post notices on the bulletin boards. All notices must be dated. Do NOT post notices on the walls. Tape, staples, and other adhesives will damage the wall surface. All notices that are found posted to a wall will be removed and the Resident found responsible will be required to pay damage charges.

COMMUNITY ROOMS
Graduate and Family Housing provides one community room for our Residents to use. The community room is located in D” Building in Shawneetown. The room can be used for meetings or social functions. They primarily contain the following items: folding tables and chairs and lounge furniture. The community room must be reserved in advance by completing a form in the housing office. If you are unable to get to the office to complete the form, we can mail or fax one to you. The form can also be accessed on our web site at: www.uky.edu/AuxServ. Click the links as follows: Campus Housing>Graduate and Family Housing>Applications>Community Room Application. You will be notified if the community room is not available on the requested date. New Policy Note: A $50.00 deposit in the form of a personal check will be required by everyone except Resident, Co-Resident, or immediate family members 18 years of age and older. (The family member’s name must be on file in the Cooperstown office.) A charge will be added to Resident’s account if the community room key isn’t returned. The room will be inspected after the key is turned into the office. The room must be cleaned after use. We will add a charge to Resident’s account if the room is not cleaned. We will add charges to Resident account for any damages to the room, furnishings or equipment that occur while you are using the community room. Deposits, where required, will be returned after the keys are returned and it is determined that there are no cleaning or damage charges.

A community room is also available for residents living in the properties at 631 S. Limestone and 633 Maxwelton Court. This room is located in the basement of building 200. Currently, residents do NOT have to reserve this room.

- Alcoholic beverages are NOT allowed in the community room.
- Tobacco products are NOT allowed in the community room.
- Resident is responsible for the behavior of guests in the community room.
- Resident is responsible for observing our quiet hours.
GARBAGE PICK UP

- Graduate and Family Housing provides dumpsters outside every apartment community so our Residents can dispose of waste.
- Do NOT leave garbage in the hallways or other public areas.
- Do NOT dispose of household trash in laundry room trash containers.
- Please be sure to dispose of all garbage in appropriate containers.
- Residents should dispose of garbage promptly so that we can avoid a pest problem.

RECYCLING

- A blue recycling bin is provided in each apartment. This bin is the property of the University of Kentucky. It must remain inside the apartment.
- If this bin is not in your apartment when you move in, you must report it to the Housing Manager so that one can be provided.
- When you move out of the apartment, the bin must be cleaned and left in the apartment. You will be charged if the bin is missing. You will be charged if the bin isn’t clean.
- We encourage all of our residents to participate in recycling. You can recycle paper, plastics, aluminum and tin cans, cardboard and other materials. It is your responsibility to empty your recycling bin into a blue “Rosie” trash container. These should be located near the dumpster (for household trash disposal).

Certain items cannot be placed in the blue recycle bins or “Rosie”. These items include, but are not limited to: plastic shopping bags, compact fluorescent bulbs, batteries, and printer cartridges. Plastic shopping bags can be taken to Kroger where a special recycle bin is set up or they can be dropped off at the Housing office. We have separate bins for these bags, compact fluorescent bulbs, batteries and ink cartridges.
LOCK OUT SERVICE
LOCK OUT POLICY
Effective: September 1, 2011

Definition: a resident(s) somehow becomes locked out of their apartment and contacts FIXIT to have a staff member unlock their door. A staff member could be the Resident Manager, office staff, or anyone working for Graduate and Family Housing at the University of Kentucky.

Purpose: a key is required to lock apartment doors. Repeated requests for lock out service indicate that there are unauthorized occupants in an apartment or that keys have been lost. Both situations violate community polices. This policy revision is being made to reduce or eliminate these violations.

Cost: (1) during regular business hours, Monday-Friday 8:00 a.m. - 3:30 p.m. this service is provided at no cost to the resident UNLESS it is a Flagrant Lock Out (defined in this policy). (2) There is no cost for this service provided by a Resident Manager between the hours of 3:30 p.m.-11:00 p.m. UNLESS it is a Flagrant Lock Out (defined in this policy). (3) The cost for after-hours service, including that which requires an off-duty staff member to be called in to do the work will be a chargeable service billed at a minimum of $90.00.

Flagrant Lock Out: a Flagrant Lock Out is defined as three or more requests for lock out service in any one apartment. All requests for lock out service beginning with request number 4 will be billed as a chargeable service at a minimum of $90.00.
ON LINE RENT PAYMENT
Rent can be paid online using a Visa, MasterCard, American Express, or Discover debit or credit card. Visit our Web site: www.uky.edu/housing. You will choose the “Graduate and Family” tab and then select “Make Payment”.

PEST INSPECTION AND CONTROL
Pest control is an important issue in our apartment communities. We must work together to control the pests in our apartments. Graduate and Family Housing provides pest inspection and treatment on a routine basis to all of our apartments. Your apartment will be inspected and treated every month. Treating the apartment will not eliminate pests unless the apartment is kept clean and free of trash. It is Resident’s responsibility to maintain the cleanliness of the apartment and to dispose of trash promptly and properly. The pest control staff and maintenance staff will report apartments that do not adhere to Graduate and Family Housing cleanliness standards, fire safety violations, decorations policy violations, pest control guideline violations, and all other violations of Graduate and Family Housing policy. The cleaning standards are outlined in the “Cleaning Standards and Procedures” section of this Handbook. Resident will be notified that their apartment is in violation and will be given a specified period of time during which the apartment must be cleaned or the violation corrected. The apartment will be re-inspected. Residents that refuse to adhere to cleanliness standards or other Graduate and Family Housing policy will be subject to eviction upon obtaining a 3rd written notice of their violation(s). The pest control schedule is online at: http://www.uky.edu/Housing/graduate/welcome_folder.html. This is the ONLY advance notice you will receive.

PLAY AND RECREATION AREAS
Graduate and Family Housing provides playground equipment for the enjoyment of the children who reside in Shawneetown and Greg Page. Parents are responsible for the supervision of children who are using the playground equipment. We want the children to enjoy the equipment safely.

We provide picnic tables, grills, and sheltered areas in some of our complexes for the enjoyment of our Residents. Please be courteous when using these areas and clean up any debris in the area.

There are also grassy, open areas in which recreational activities can take place.
PROGRAMMING AND SPECIAL ACTIVITIES

We try to schedule fun activities through the year. Some of those activities may include:

WINTER HOLIDAY EVENT
The “Winter Holiday Event” is an annual event sponsored specially for the children that live in Graduate and Family Housing. It is scheduled during the month of December. The event is open to all children that reside in Graduate and Family Housing. A special event or give-away will announced early in December.

MISCELLANEOUS
Graduate and Family Housing sponsors other events throughout the year. These activities include Fire Prevention and Safety Month activities.
RESIDENT MANAGERS

- A Resident Manager is assigned to each community. The Resident Manager lives on site (except Rose Lane).
- Contact information for your Resident Manager is provided at the bottom of your Lease Agreement.
- Your Resident Manager can help you with questions about the apartment and community, the University, and the Lexington community.
- Your Resident Manager will conduct an inspection of your apartment before you move into the apartment and will also conduct an inspection when you vacate the apartment.
- They oversee activity within the community and often act as a liaison between the Resident and the housing staff.
- Your Resident Manager is a full-time student. Their student and family responsibilities sometimes require them to be away from their apartment. They have voice mail service. You can leave a message at either number.
- Anytime a Resident Manager is outside the Lexington area, they arrange for another Resident Manager to handle their duties. The substitute Resident Manager’s name and telephone or pager number can be obtained from the voice mail message on your Resident Manager’s home telephone number.
- You should still direct any EMERGENCY maintenance requests to FIXIT (3-4948) on campus or 323-4948 off campus or via e-mail or the web site if it is not an emergency.

NOTICE: Immediately dial 911 to report all fire emergencies and matters that need to be handled by the Police Department. In the event of fire, evacuate your apartment first and then locate a telephone somewhere away from the building and dial 911 to report the emergency.

RESIDENT COUNCIL

The Resident Council is a dedicated group of residents. They meet on a monthly basis to discuss issues important to all residents. They bring these issues to the attention of appropriate housing officials and other University officials. All residents and family members are qualified to become members of the Resident Council. All non-member residents are invited to attend meetings, but are not allowed to vote.

A list of current Resident Council members can be found on our Web site.
STORAGE FACILITIES
Graduate and Family Housing does not provide storage facilities. Residents must store all personal belongings inside their apartment or make alternate arrangements for storage.

TELEPHONE SERVICE
Telephone service is not provided by Graduate and Family Housing. Residents must establish a billing account with UK Communications and Network Systems to begin their telephone service---with the exception of 468 Rose Lane. Campus telephone service (all Residents except (468 Rose Lane) can be established by calling CNS at: 859-218-HELP (4357). CNS is also online: www.uky.edu/IS/CNS/stservices/phserv.html.
Residents of 468 Rose Lane must contract for telephone service through Windstream by calling: (800) 483-4000.

UTILITIES
Graduate and Family Housing provides the following utilities at no extra charge:

- Personal electric
- Water and sewer
- Heat (October 1-May 1)
- Air conditioning: *in some communities heat and air conditioning cannot be provided at the same time. In these areas, air conditioning will be provided from approximately May 2-November 30.*
- Gas service (where applicable)

Residents should make every effort to conserve these services. We trust everyone is interested in conserving our natural resources and doing what is best for our planet. Additionally, utility costs figure into our budget and can contribute to future rent increases.
UNIVERSITY OF KENTUCKY SERVICES

Web site: www.uky.edu

BOOKSTORE
The University Bookstore provides licensed apparel, gifts and accessories in addition to all the books and supplies that you might need. You can visit the Bookstore’s website at: www.uky.edu/AuxServ/.

CAMPUS DIRECTORY
The University publishes its own telephone directory. In addition to student, staff, faculty and departmental telephone numbers, the directory provides a wealth of information important to the University community. The Campus Directory can be accessed on line at: www.uky.edu. Choose the button labeled “General Information” and then click “Campus Directory”.

CAMPUS CUISINE
Campus Cuisine operates a number of dining facilities and convenience stores on campus. They are conveniently located throughout the campus area. They offer a varied menu to suit everyone’s taste. The food is good and economically priced! You can visit their web site at: www.uky.edu/AuxServ

CAMPUS MAIL
Campus Postal Services does NOT deliver mail to our apartment communities. Certain students may have access to campus mail through a University department. (The majority of our Residents will use the U.S. Postal Service for their postal needs.) Special envelopes are available to use when mailing items through Campus Mail. Please do NOT send your rent payment through Campus Mail. You will be assessed a $20.00 late fee if your payment is not in our office by 4:30 p.m. on the 10th of the month.

COUNSELING AND TESTING
The Counseling and Testing Center has counselors available for consultation. Their services are offered to University students, faculty, and staff. They provide services, counseling, and outreach programs in addition to many other services. Their telephone number is: 257-8701 or you can visit their web site at: http://www.uky.edu/StudentAffairs/Counseling.

DISABILITY RESOURCE CENTER
The Disability Resource Center is located in Room 2 of the Alumni Gym. Their telephone number is 257-2754. The Center provides a number of services to students with permanent or temporary disabilities. Please contact the Center to obtain more information concerning the availability of services. You can visit their web site at: http://www.uky.edu/StudentAffairs/DisabilityResourceCenter
HEALTH SERVICES
University Health Service provides medical care for students. You can call them for an appointment at: 323-APPT (2778) or via web site: www.mc.uky.edu/ukhealth.

INTERNATIONAL AFFAIRS
The International Affairs office provides information and support for our international students. Their services include immigration services, intercultural opportunities, and friendship. They sponsor a “Welcome and Orientation Week” to further assist the newly arrived student in the transition. International Affairs can be reached by telephone at: 257-4060. You can learn more about their services at the following web site: http://www.uky.edu/IntlAffairs

MARTIN LUTHER KING, JR. CULTURAL CENTER
The Martin Luther King, Jr. Cultural Center functions to enhance the quality of life for the University’s African-American students, the University itself, and the community by providing a source for the exploration of African-American culture and heritage. The Center sponsors a variety of programs throughout the year. It provides books, periodicals, and other media source materials devoted to educating the public about the contributions and culture of African-Americans. You can visit the Center in Room 124 of the Student Center or call 257-4130 for more information.

MINORITY AFFAIRS
The Minority Affairs office supports programs that promote affirmative action and diversity at the University of Kentucky. They offer programs such as the Learning Services Center and Student Support Services. You can contact Minority Affairs Learning Services Center at 323-6347, Student Support Services at 257-9797 or you can visit their web site at: http://www.uky.edu/MinorityAffairs

POLICE
The University Police Department is located at 305 Euclid Avenue (at the corner of Rose and Euclid). They are open 24-hours a day, 7-days a week. The administrative telephone number is: 257-5770. The Police Dispatcher can be reached at: 257-UKPD (8573) (use this number for situations that are NOT emergencies). This is the correct number to dial if you are reporting a non-emergency incident. Always dial “911” from a Campus telephone in an emergency situation. This will connect you to the University Police Department. If you dial “911” from an off-Campus phone, you will be connected to the Lexington-Fayette Police Department. Dial #8573 from your cell phone (this is a free call) to reach the University of Kentucky Police Department. You can visit their web site at: www.uky.edu/police. Their Web site contains a lot of important safety information.
RECREATIONAL FACILITIES
There are a number of recreational facilities provided by the University. Basketball, volleyball, badminton, jogging, weight conditioning, and aerobics are just a sampling of the services and facilities available. There are indoor jogging and swimming facilities. Outdoor facilities include a jogging trail, tennis courts, and picnic facilities. Recreation Facilities can be contacted by telephone at: 257-2898. You can learn more about the recreational facilities available and their operational schedules at the following web site: http://www.uky.edu/StudentAffairs/CampusRec

STUDENT CENTER
The Student Center is located on Euclid Avenue across the street from Memorial Coliseum. It is home to the University Bookstore, the Food Court, and many student organization offices. Recreational activities are available in the student center. You can access the Student Center via their web site at: www.uky.edu/StudentCenter.

STUDENT GOVERNMENT ASSOCIATION
The Student Government Association provides a number of services for University students. A small fee is charged to every student for the S.G.A. The S.G.A. encourages student feedback on campus issues and on the services provided by the S.G.A. Their office is located in room 120 of the Student Center. Their telephone number is: 257-3191. You can visit their web site at: http://www.uky.edu/StudentOrgs/SGA.

STUDENT ORGANIZATION CENTER
The Student Organization Center is the place to learn more about the more than 300 organizations available to students on campus. Their telephone number is: 257-1099 or 257-1109. Some of the University Student Organizations have web pages whose links are located at the following address: www.uky.edu/StudentOrgs.
TRANSPORTATION AND PARKING

- The University provides campus-wide bus service for the convenience of the students. A bus schedule can be obtained through the Parking Department. The Graduate and Family Housing office usually has bus schedules available. Bus schedules, route information, and general information can be accessed via web site at: http://www.uky.edu/pts/buses-and-shuttles.
- The Parking Department maintains University parking lots and issues parking permits to students and Residents of campus housing.
- All Graduate and Family Housing Residents must obtain a parking permit to park in the lots around the apartment communities.
- The cost of the parking permit is the responsibility of the Resident.
- The Parking Department patrols Graduate and Family Housing lots 24-hours day, 7-days a week throughout the year.
- Graduate and Family Housing lots are patrolled during the summer months. Residents will be required to purchase a summer parking permit.
- Citations will be issued to vehicles parked in the lots without a permit.
- Metered parking spaces provided in the lots for the use of guests. Residents who are expecting a visitor should obtain a temporary parking permit from the Parking Department.
- The Parking Department can be contacted by telephone at: 257-5757 or you can visit their web site at: www.uky.edu/pts.
CLOSINGS

UNIVERSITY HOLIDAYS AND CLOSINGS
The University has certain departments that remain open during official closing periods. (Some are staffed 24-hours a day, 7-days a week.) The University will make every effort to insure that essential services are maintained during closing periods. The Graduate and Family Housing office is closed during all official University holidays. The office will remain open during periods of severe weather whenever possible. The office can be reached by calling FIXIT (3-4948) or off-campus at 323-4948. FIXIT is staffed continuously.

HOLIDAYS
The University recognizes the following holidays:

Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year’s Day, Martin Luther King, Jr. Day, and Memorial Day. In addition, the University provides 4 additional holidays during the month of December. These dates vary from year-to-year.

A current list of celebration dates can be found in the Campus Directory or at the following web sites:
http://www.uky.edu/PR/HolidayAnnounce/
or
http://www.uky.edu/cgi-in/calendar?f=holiday

SEVERE WEATHER

• The Vice-President for University Relations makes the decision whether severe weather requires the cancellation of classes or the closing of some offices. The University Police Department provides information to the Vice-President concerning weather reports and road conditions.
• Major units (i.e. University Hospital, Physical Plant, the Residence Halls, and Graduate and Family Housing) of the University remain open during severe weather.
• The cancellation or delay announcements are normally made by 6:00 a.m. through the local media.
• The most up-to-date and complete information can be obtained from UKTV cable channel 16 or the UK Infoline at: 257-5684.
IMPORTANT TELEPHONE NUMBERS

NOTE: All telephone numbers are subject to change.

Lexington’s area code is 859.

Campus Telephone Information 257-1900

Police
Emergency 911 or #8573 from your cell phone
Dispatcher 257-8573
Parking Information 257-5757

Graduate and Family Housing

Main Office 257-3721
Fax 323-1900

Service Providers

FIXIT 323-4948
ResNet 323-4948
Insight Communications 514-1400

Overseas Travel
The U.S. Department of Transportation has a Travel Advisory and Airport Safety Hotline that advises international travelers of potentially dangerous airports and countries. The hotline number is: (800) 221-0673.
The U.S. Department of State operates a Citizens’ Emergency Center that offers assistance in emergency situations to travelers abroad as well as travel advisories and alerts for various countries. The telephone number is: (202) 647-0900.