



## **WELCOME!**

Welcome to University Housing, located on the campus of The University of Texas at Dallas (“University” or “UT Dallas”). For the convenience of our residents, University Housing has several offices, which are listed on pages 4-5. We are pleased that students have chosen to make their homes with us and hope the on-campus living experience will be an enriching part of their education.

University Housing strives to provide an exceptional residential experience by delivering educational opportunities and supportive services that foster diverse engagement, individual growth, and community belonging. Our hope is to provide residents with a variety of programs and activities that will supplement and/or complement their educational experience. This handbook will assist residents in understanding responsibilities and standards of living on campus in a university housing environment.

Residents and their fellow residents will formulate a community environment while residing on campus, and we will assist in balancing classwork and extracurricular activities within our housing program. It is important to respect the rights and interests of others, as this is a value of UTD Housing. This handbook is designed to provide information on policies and regulations regarding all housing facilities.

Every student in our university community shares ownership in the safety and well-being of the community. It is important to strive to preserve the condition and quality of the facilities and being proactive if there is a violation of community standards.

It is each resident’s responsibility to read through this entire handbook and bookmark it for future reference; it is an extension of the University Housing – Terms and Conditions. Residents will be responsible for understanding and adhering to its policies and guidelines. All information in this handbook is subject to reasonable and necessary changes throughout the term of the agreement. If changes to policies or guidelines take place, these will be communicated to residents through their UT Dallas email account and posted on the UT Dallas Housing website.

If there are any questions that were not covered in this Handbook, be sure to contact one of the University Housing staff.

## UNIVERSITY HOUSING OFFICE LOCATIONS AND HOURS

Please visit our [contact webpage](#) for the various office locations and hours.

<https://housing.utdallas.edu/contact/>

University Housing is committed to compliance with all federal, state, and local fair housing laws. Community rules and regulations are designed to provide for consistent and fair treatment of all residents in the spirit of these laws.

### Important phone numbers:

#### **In the event of a life-threatening emergency, please call 9-1-1**

UT Dallas Police Department	(972) 883-2222
UTD-TALK After Hours Crisis Hotline	(972) 883-8255
UT Dallas Student Counseling Center	(972) 883-2575
UT Dallas Student Health Center	(972) 883-2747
UT Dallas Student Wellness Center	(972) 883-4275
National Suicide Prevention Lifeline	(800) 273-8255
Poison Control	(800) 222-1222
Dallas Area Rape Crisis Center	(972) 641-7273 (24-Hour Crisis Hotline)

### **After-Hours Assistance**

University Village	(972) 883-7300
Canyon Creek Heights North	(972) 883-7391
Canyon Creek Heights South	(972) 883-7381
Residence Hall South	(972) 883-5561 (or see front desk for assistance)

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## UNIVERSITY HOUSING CODE OF CONDUCT

As required by the University of Texas Board of Regents, the University of Texas at Dallas has developed the Student Code of Conduct regarding student behavior and discipline in accordance with The University of Texas System model rules. All University Housing residents are required to abide by its rules and regulations. Violation of any rule or regulation, including the failure to perform any required action or the performance of any prohibited actions, may be cause for disciplinary action. (Student Code of Conduct, UTDSP5003)

Residents are responsible for adhering to the terms and conditions of their University Housing Terms and Conditions and rules and guidelines as outlined in this handbook.

All rules and regulations stated in this publication are subject to reasonable changes, revisions, and additions. University Housing, University officials, and/or community members may intervene if a resident's behavior is contrary to stated policies or proves to be a disruption of community standards.

If a rule has been broken, the resident may be subject to penalties including disciplinary action from the University, fines, and/or the termination of their University Housing Terms and Conditions.

### University Housing Terms and Conditions Violation Fee Schedule

The fee schedule below pertains to violations including, but not limited to, noise, trash, and storage/balcony issues.

1 <sup>st</sup> Violation	Written warning
2 <sup>nd</sup> Violation	\$25 per individual residing in the apartment or suite
3 <sup>rd</sup> Violation	\$50 per individual residing in the apartment or suite and possible sanctions from the University
4 <sup>th</sup> Violation	\$100 per individual residing in the apartment or suite and possible termination of University Housing Terms and Conditions

*Please note*, some violations including pet violations, illegal occupancies, and tampering with fire safety devices follow *a different fee and disciplinary process. Under no circumstance is University Housing required to provide a written warning for any violations. Violations are also punishable through the University's student discipline process.*

## ABANDONED PROPERTY

Any personal property left in a resident's bedroom, suite, or apartment after they move out or appear to move out without following the move-out procedures will be removed and considered abandoned. By the judgment of a University official, any property deemed to be of little to no value or perishable (including food, medicine, and/or plants) will be removed and thrown away. A charge will be associated with the removal of personal items. For any valuable items left behind, please contact the appropriate University Housing office. Items that are deemed to have value will be held for a period of no more than 14 days past the last day of the resident's booking.

Personal property found to be unattended in any common area, including but not limited to the laundry rooms, study rooms, and clubhouses, will be held for a period of 14 days before disposal. The resident should check with the front desk assistants for any lost or missing items.

## ALCOHOL

Unless permitted by law and University rule, using or possession of alcoholic beverages on property or in buildings or facilities owned or controlled by the System or the university is prohibited. Residential spaces where any individual residing is less than 21 years of age are considered dry spaces and alcohol is prohibited. **Alcohol is prohibited in all residence halls and in all common areas (i.e., swimming pools, clubhouses, study rooms, dog park etc.).** Any behavior which may have been influenced by the use of drugs or alcoholic beverages shall not in any way limit the responsibility of the student for the consequences of their actions. More information on UTD's Alcoholic Beverages Policy (UTDBP3011) may be found at <https://policy.utdallas.edu/utdbp3011>.

## APPLIANCES

### **University Commons Residence Halls**

Appliances allowed in the residence halls include coffee pots, hot pots and rice cookers with auto shutoff, microwaves, and micro/mini fridges. **Please note, each suite is only capable of accommodating one micro/mini fridge and one microwave. Micro/mini fridges must not exceed 43”H x 21”W x 23”D.** There is a dedicated circuit in the common area that is capable of handling the load pulled from these types of appliances.

Electrical appliances not allowed in the residence halls include, but are not limited to air conditioning units, air fryers, pressure cookers, Instant Pots, room water coolers, camping stoves, ceiling fans, electric skillets, woks, griddles, waffle makers, sandwich makers, convection ovens, halogen lamps, potpourri pots, hot oil popcorn poppers, hot plates, oven broilers, power tools, any appliance with an open coil, induction cooktops, space heaters, toasters, and toaster ovens. *University Housing staff will confiscate unauthorized or misused appliances, and the individuals responsible will be subject to disciplinary action.*

### **University Village & Canyon Creek Heights Apartments**

Appliances included in your apartment are as follows: refrigerator, stove/range, microwave, vent hood, washer, and dryer (in select University Village floor plans). *Please see the “MAINTENANCE TIPS” section of this handbook for more information on appliance use and maintenance.*

Electrical appliances not allowed in the apartments include, but are not limited to air conditioning units, room water coolers, camping stoves, halogen lamps, Instant Pots, potpourri pots, hot oil popcorn poppers, any appliance with an open coil, stand-alone freezers, or space heaters. Additionally, appliances that are already provided in the apartment are for the residents who may not bring extra appliances. *University Housing staff will confiscate unauthorized or misused appliances, and the individuals responsible will be subject to disciplinary action.*

## ASSIGNMENT OR RELETTING

Residents shall not assign their University Housing Terms and Conditions sublet any or all part of their housing, or otherwise allow any person to share or occupy the unit. Failure to abide by this rule may result in disciplinary action pursuant to the Student Code of Conduct. (Student Code of Conduct, UTD SP5003)

## ASSISTANCE ANIMALS

Accommodation of assistance animals is handled through the AccessAbility Resource Center (ARC) and the University Housing Office. All requests must be made in writing through the [AccessAbility Resource Center website](#).

## Assistance Animal Accommodations

UT Dallas provides reasonable housing accommodations to students requesting assistance animals. For Assistance Animal requests, residents must:

- Submit an online housing application.
- Submit an online Request for Services form with the ARC.
- Submit the Assistance Animal Verification form, provided to resident after submitting the Request for Services form.

The Request for Services e-form, along with the Assistance Animal Verification form, will be reviewed by the ARC. If the paperwork is approved, the ARC will recommend the appropriate housing accommodation(s) to University Housing. Approval by the ARC does not guarantee housing. **The assistance animal may not be in the unit until the animal has been approved by the ARC.** Upon approval, the animal will need to be documented by filling out the University Housing Pet and Animal Agreement form. Residents must submit proof of current vaccinations, City of Richardson registration, and a current photo of the approved animal. The registration process will be completed upon picking up the approved pet tag in the UV Housing Office

More information on policies and procedures related to assistance animals at UTD can be found at Service Animals (<https://studentaccess.utdallas.edu/students/service-animals>) and Emotional Support and Assistance Animals (<https://studentaccess.utdallas.edu/students/assistance-animals/>). Registering For Services (<https://accessability.utdallas.edu/student-accommodations/register-and-request-services/>) provides step-by-step instructions to request services from the ARC for the first time. Any questions on accommodations at UTD may be directed to the ARC at 972-883-2098 or [studentaccess@utdallas.edu](mailto:studentaccess@utdallas.edu).

## BED BUGS

Bed bugs have become a severe problem on many college campuses. The major issues are that students do not know what to look for or how to make a bed bug report. If there are signs of bed bugs, contact the appropriate University Housing office immediately.

Bed bug bites may be identified by small welts similar to mosquito bites. Often these welts occur in rows of three or more and cause itching and discomfort. These bites may show up in the morning, but they typically take a few days to appear. If bed bugs are present, tiny dark excrement-stains will be on sheets, pillowcases, and mattresses. Molted skins and eggshells may also be present, but residents should look for crawling or dead adults as well.

If an active infestation is found, Housing will treat the unit at no cost to the resident. However, preparation of the unit will be the resident's responsibility. Non-compliance with a bed bug treatment (including treatment preparation) or more than one case of bed bugs, may result in the resident being held liable for payment of treatment and in potential disciplinary action, pursuant to the Student Code of Conduct. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

## BICYCLES

Bicycles are required to be registered with University Housing at the beginning of each academic year. Bicycles can be registered during move-in or anytime thereafter at the front desk or University Village Office.

Residents should use designated bike racks or carefully store the bike in University Village apartment storage closets or on a balcony (bike hooks are not allowed). Storing bikes is prohibited



in Canyon Creek Heights apartments, inside all residence halls, and all common areas. The use of bicycles inside UT Dallas facilities or in unauthorized outdoor areas is prohibited. Ride responsibly through the community and obey all posted traffic signs. The operator of a bicycle must not interfere with the right-of-way of pedestrians.

**Due to safety concerns, bikes found blocking public access or exits or in hallways, breezeways, or stairways will be impounded and then removed.** Additionally, bicycles found to be inoperable or unregistered will be removed and impounded. **Neither University Housing nor UT Dallas will be held liable for the removal or destruction of bicycle locks if the bicycle is not in compliance with bicycle registration and/or parking policies.**

To protect a bike from theft, obtain a strong lock and properly secure it to the bike rack. Bicycles may not be secured to any tree, shrub/plant, stairway or walkway handrail, fence, light or signpost, etc. **Bicycles must be removed on the scheduled move-out day and cannot be stored during the summer if the owner is not living in University Housing at the time. Bicycles not removed will be removed by staff 14 days after the resident checks out of their housing assignment and will be sent to University Surplus to process.**

## **BULLETIN BOARDS**

Only student campus organizations or University departments may post information on bulletin boards in University Housing areas. All items to be posted must be approved by the Office of Residential Life located in the University Housing Office at Residence Hall West.

## **BUSINESSES / PRIVATE ENTERPRISES**

Conducting any kind of business in an apartment, residence hall space, or anywhere in the University Housing community is strictly prohibited. Violation of this rule could result in termination of the resident's campus housing.

University Housing recognizes that some business activities may be able to be conducted in a manner that does not disturb or interfere with the other residents or the academic programs or administrative activities of the University. However, any exception to this policy must be granted by a University Housing official to ensure that the requested activity does not interfere with entry to or exit from a building, structure, or facility; does not interfere with the ingress and egress to and from the residence; and does not violate applicable State, federal, or local laws or regulations. Also, any business would be prohibited from inviting others into their residence for the purpose of conducting business.

All exception requests for this policy must be made in writing and sent via email to [housing@utdallas.edu](mailto:housing@utdallas.edu).

## **BYSTANDER INTERVENTION / COMET VOICE**

All members of our University community share in a collective responsibility to make our campus peers feel welcome, safe, and comfortable. The goal of [Comet Voice](#), the bystander intervention initiative of UT Dallas, is to empower students with the confidence and skills to stand up and step in when needed.

Bystander intervention means recognizing a potentially harmful situation and choosing to respond in a way that could positively influence the outcome. A harmful situation is anything that

constitutes a negative physical, mental, social, or emotional response affecting a community, a group of individuals, or a single person.

## **CANCELLATION OF UNIVERSITY HOUSING - TERMS AND CONDITIONS**

Should a resident need to cancel their University Housing Terms and Conditions, they will be held to the cancellation rule as outlined in the University Housing Terms and Conditions, which is detailed below.

### **Cancellation Provisions**

You are responsible for the full amount of the University Housing Terms and Conditions agreement period, unless you formally cancel in writing within the following timelines and requirements. You must cancel your agreement by notifying University Housing in writing via the official cancellation form. Your cancellation date will be recognized as your last date of occupancy. Note: In all cases the administrative fee is non-refundable.

### **CANCELLATION CHARGES FOR THE ACADEMIC-YEAR**

- 0% of fall housing charges for termination prior to June 1<sup>st</sup>.
- 10% of fall housing charges for termination between June 1<sup>st</sup> and July 15<sup>th</sup>.
- 25% of fall housing charges for termination between July 16<sup>th</sup> and September 10<sup>th</sup>.
- 50% of fall housing charges for termination between September 11<sup>th</sup> and September 20<sup>th</sup>.
- 75% of fall housing charges for termination between September 21<sup>st</sup> and September 26<sup>th</sup>.
- 100% of fall & spring housing charges for termination after September 26<sup>th</sup>.

### **CANCELLATION CHARGES FOR THE ACADEMIC-YEAR SPRING TERM (For New Spring Agreements Only)**

- 0% of spring housing charges for termination prior to November 15<sup>th</sup>.
- 25% of spring housing charges for termination between November 16<sup>th</sup> and January 31<sup>st</sup>.
- 50% of spring housing charges for termination between February 1<sup>st</sup> and 11<sup>th</sup>.
- 75% of spring housing charges for termination between February 12<sup>th</sup> and February 17<sup>th</sup>.
- 100% of spring housing charges for termination after February 17<sup>th</sup>.

### **CANCELLATION CHARGES FOR THE SUMMER TERMS**

*(This only pertains to students who have applied for summer housing.)*

- 0% of summer housing charges for termination prior to May 1<sup>st</sup>.
- 25% of summer housing charges for termination between May 1<sup>st</sup> and June 1<sup>st</sup>.
- 50% of summer housing charges for termination between June 2<sup>nd</sup> and June 6<sup>th</sup>.
- 75% of summer housing charges for termination between June 7<sup>th</sup> and June 12<sup>th</sup>.
- 100% of summer housing charges for termination after June 12<sup>th</sup>.

Students who enter into a housing agreement during the fall semester are responsible for the full agreement period, which lasts through the academic-year spring term.

Students may be eligible for a cancellation fee up to **15%** of the remaining housing charges on the agreement if they have a medical or financial hardship. To be considered for this reduction,

students must provide written documentation to University Housing personnel. Decisions regarding the exact cancellation fee will be made individually on a case-by-case basis. This documentation will be reviewed by a University Housing Committee for final approval of a cancellation fee.

Students who cancel a fall renewal agreement for the following year's academic agreement term, but are remaining a resident for the summer, will have their summer agreement revert to a summer-only agreement. The dates to vacate their space will be outlined by the summer-only agreement dates posted on the housing website.

Students who cancel a summer agreement will also have their following academic agreement and assignment terminated.

Students who cancel in writing (via the official cancellation form) prior to the term that they participate in an approved study abroad program, a special campus-sponsored study program or an approved internship, will not be required to pay for the housing charges for the semester they are cancelling.

**Graduating Students:** To avoid being charged for the remainder of the University Housing Terms and Conditions Agreement, graduating students whose housing agreement continues past their date of graduation must provide a written notice of cancellation on or before October 31 for December graduates and on or before May 31 for August graduates. Note that no advanced notification is required for May graduates since no housing agreement extends beyond this date.

Students who are not enrolled, are removed for conduct reasons, are financially non-compliant or academically suspended will be responsible for the full amount of the University Housing Terms and Conditions Agreement.

*Cancellation Prior to or During Occupancy (Military Personnel Only):*

You may terminate the University Housing Terms and Conditions Agreement with no cancellation fees or future housing charges if you enlist or are drafted or commissioned in the U.S. Armed Forces. You may also terminate the University Housing Terms and Conditions Agreement with no fees or future housing charges if:

- You are a member of the U.S. Armed Forces or reserves on active duty or a member of the National Guard called to active duty for more than 30 days in response to a national emergency declared by the President of the United States; and
- You receive orders for permanent change-of-station, receive orders to deploy with a military unit or as an individual in support of a military operation for 90 days or more, or are relieved or released from active duty.

## **CHALKING**

The use of chalk on any buildings is prohibited. Groups may be approved by the Office of Residential Life to chalk in specific sidewalk locations around the residence halls and/or apartments. Residents may be referred for discipline pursuant to the Student Code of Conduct ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) if the chalk is not properly removed by the group.

## **CLEANLINESS, HEALTH, AND HYGIENE**

Residents are required to make reasonable efforts to maintain proper personal cleanliness and hygiene. Suites and apartments must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents may not interfere with the safe and clean environment of others. Violations of this rule may result in fines, referral to the Office of Community Standards and Conduct, and/or termination of your University Housing Terms and Conditions.

## **COMMON AREAS**

Apartment and residence hall outdoor recreation areas, swimming pools, laundry facilities, lobbies, clubhouses, study rooms, parking lots, dog parks, and grass areas are intended for the individual and/or group use of University Housing residents. More information on room reservations can be found at <https://housing.utdallas.edu/resources/frequently-asked-questions/https://housing.utdallas.edu/resources/frequently-asked-questions/>.

*See also the "ROOM RESERVATION RULES" section.*

In University Commons and Canyon Creek Heights, residents may bring video gaming equipment to the common area televisions. Residents may also check out available gaming equipment from their hall's front desk with proper identification. Inappropriate use or abuse of gaming equipment, such as breaking pool cues or paddles, throwing balls, etc. may result in the loss of privileges and/or the liability for the cost of repairs/replacements.

Study lounges are in several areas for private academic use during the day or night. Some lounges are available for entertaining guests, studying, playing cards, playing board games, or visiting. Lounges are open to visitors of hall residents 24 hours a day. Visitors must be escorted by a resident.

Sleeping is not allowed in any common area of housing. Activities sponsored by University Housing have priority in use of all common areas.

The use of tobacco products (*cigarettes, cigars, pipes, water pipes, hookahs, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, electronic nicotine delivery systems, etc.*) is prohibited everywhere on University property, including University Housing. (Tobacco Free Policy, UTDBP3089) For more information on the University's tobacco-free initiative, visit <http://www.utdallas.edu/tobaccofree/>.

*See also the "SMOKING & TOBACCO" section.*

Alcoholic beverages are not permitted in any common area within University Housing.

It is expected that the resident and their visitors will respectfully comply with the directions of Housing and University officials who are acting in the official capacity of their duties and responsibilities. This includes, but is not limited to, identifying themselves and/or producing a valid identification, changing behavior when asked, or attending mediation when requested. Failure to comply with a University or System official is a violation of the Student Code of Conduct ([Student Code of Conduct, Subchapter C, Sections 49.10](#).[Student Code of Conduct, Subchapter C, Sections 49.10.](#)) and may result in disciplinary action.

## **COOKING (University Commons Only)**

Cooking in the residence hall public kitchen is allowed for residents of that hall with approval from the front desk. The public kitchen includes a microwave, stove, and oven. Residents are required to sign in at the front desk with their Comet Card prior to using the kitchen, and they must sign out once they are finished and have cleaned the kitchen. Residents are responsible for ensuring that proper sanitation, ventilation, and fire safety precautions are taken. Any damage resulting from improper food disposal will be billed to the individuals responsible. No food or waste should be disposed of in sinks.

Use of unapproved cooking appliances in a residential suite may result in disciplinary action. (See the "APPLIANCES" section for lists of approved and prohibited appliances.)

## **CUSTODIAL SERVICES**

Our housekeepers, porters, and landscapers work diligently and with pride to maintain the housing community. Their efforts alone are not enough to guarantee a clean, safe, and comfortable environment. The residents' efforts as community member are critical to this effort. Maintenance/housekeeping requests can be submitted through the [MyHousing portal](#). We would also like to hear about any concerns a resident may have regarding the quality of service. University Housing Housekeeping services only clean community spaces within housing areas. Residents are expected and required to keep their personal living space and bathroom areas clean.

## **DAMAGE OR DESTRUCTION OF PREMISES**

If University Housing determines that a resident's housing assignment is not able to be lived in due to damage, destruction by fire, other casualty, or a pandemic situation, University Housing may terminate the resident's University Housing Terms and Conditions or move the resident to available accommodations within University Housing while repairs are made.

## **DECORATING / PAINTING / WALL HANGINGS**

Pictures, posters, and other items used to decorate a student's bedroom are encouraged as long as they do not create a health or fire hazard or damage the bedroom. Door decorations must be limited and appropriate for an academic institution. All decorations are subject to the approval of roommates. Decorations may not be visible through the window. **Holiday lights may not be utilized.**

Additionally, residents may not hang items such as flags or netting from the ceiling or balconies. Items that "drape" inhibit smoke flow and may dangerously delay activation of the smoke alarm in the event of a fire. Window coverings are provided in all areas for privacy and protection from the heat of the sun. Do not hang or display items in windows or on exterior apartment or suite doors that are visible from the outside. Holiday decorations are welcome and must be removed within five days of the conclusion of the occasion.

***For fire safety reasons, no items may be hung or placed within 18 inches of a fire sprinkler head.***

### **All University Housing Areas**

Students may not adhere tape (including carpet tape, duct tape, or any other adhesive tape) to the walls, doors, or floors in their housing unit. Residents have the freedom to decorate the interior of their apartment by hanging pictures or other decorative objects. Stickers, including glow-in-the-

dark stars and double-sided adhesive foam/tape, are not allowed on walls, ceilings, windows, cabinets, or exterior and interior doors. Any repairs, painting, wallpapering, carpeting, electrical or plumbing changes, or other changes to the interior or exterior by residents is strictly prohibited. Placing contact paper or any adhesives on the walls, woodwork, doors, floors, or desktops will result in damage charges. The use of thumbtacks, small tack nails, or small screws is permissible for hanging items on walls (i.e. posters or pictures). Nailing or screwing anything into doors or furniture is prohibited. Affixing any items to the ceiling is prohibited. It will be the resident's responsibility to return the unit back to its original move-in condition. Any act of vandalism, damage, destruction, or misuse of university property is in violation of the Student Code of Conduct ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) and will result in charges and/or disciplinary action.

### **University Village Apartments**

No structural changes or additions may be made to the exterior of the building, including the front entrance, patios, and balconies. No alterations may be made to the front door or entrance to the resident's apartment. Front door mats are encouraged, but we reserve the right to remove mats that are not designed for outdoor use, such as carpet remnants. Colored light bulbs are prohibited in all exterior fixtures. Extra exterior lighting (such as garden lights, patio lights, etc.) is not permitted.

## **DOG PARKS**

University Housing has two dog parks located in Phase One of the University Village apartments. The PawsAbility Park is open for use by service dogs, trainees, and those residents needing accessible park access. The UTD Bark Park is open to residents who have dogs that are registered with University Housing.

### **PawsAbility Park**

Open 7 days a week (may be closed in inclement weather)

Hours: 8:00 am to 10:00 pm

Rules:

1. The PawsAbility Park is designated for use by service dogs, trainees and those needing accessible park access.
2. Only individuals affiliated with The University of Texas at Dallas are permitted to use the park.
3. No dogs without handlers and no handlers without dogs.
4. Handlers are responsible for any injuries or damage caused by their dog and assume all risks related to park use.
5. Dogs must be properly licensed, vaccinated and registered with UTD University Housing with tags displayed on collars. All dogs must be healthy and have no open wounds.
6. Dogs must be leashed when entering and exiting the park.
7. Gate should be closed at all times other than entering and exiting.
8. Handlers are responsible for the behavior of their dogs at all times.
9. Dog waste must be cleaned up by their owners immediately.
10. Discourage dogs from digging. Fill in any holes immediately.
11. Any dog exhibiting aggressive behavior must be removed from the park.
12. Handlers that do not comply with these rules will be asked to leave.

### **PROHIBITED ITEMS**

- Human & Dog food/treats
- Glass Containers

- Dogs in heat
- Sick Dogs
- Aggressive Dogs
- Puppies (under 4 months)

For PawsAbility Park access contact University Village Housing Office.

### **UTD Bark Park**

Open 7 days a week (may be closed in inclement weather)

Hours: 8:00 am to 10:00 pm

Rules:

1. The UTD Bark Park is designated for use by UTD Housing residents with registered dogs.
2. No dogs without handlers and no handlers without dogs.
3. Handlers are responsible for any injuries or damage caused by their dog and assume all risks related to park use.
4. Dogs must be properly licensed, vaccinated and registered with UTD University Housing with tags displayed on collars. All dogs must be healthy and have no open wounds.
5. Dogs must be leashed when entering and exiting the park.
6. Gate should be closed at all times other than entering and exiting.
7. Handlers are responsible for the behavior of their dogs at all times.
8. Dog waste must be cleaned up by their owners immediately.
9. Discourage dogs from digging. Fill in any holes immediately.
10. Any dog exhibiting aggressive behavior must be removed from the park.
11. Handlers that do not comply with these rules will be asked to leave.

### **PROHIBITED ITEMS**

- Human & Dog food/treats
- Glass Containers
- Dogs in heat
- Sick Dogs
- Aggressive Dogs
- Puppies (under 4 months)

### **DOORS & HALLWAYS**

Residents will use their Comet Card to enter doors with card access systems. Residents are expected to carry their Comet Card with them at all times to gain access to their building and unit. Only residents of a building or interior housing space, and some Housing staff, will be given access to that building or space.

Ring™ doorbell systems and other similar external camera and monitoring systems may not be installed anywhere in University Housing. This is due to the intrusive methods required to install such systems and because of privacy concerns for other residents with this externally facing technology.

It is against University Housing and Fire Safety procedures to prop or hold open any door within the community for any reason. It is also a violation to tamper with any electronic or key-operable mechanism that operates the doors in each facility. Individuals found tampering with door systems or propping doors open will be referred to Residential Life and subjected to disciplinary action by the University. Individuals may not loan or give their Comet Card or room key to any individual to

give them access to the residence hall suites, hallways, or dining hall. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

Residents who lose their Comet Card during non-business hours may check out a temporary card by visiting the front desk or calling the on-call number for their building. Temporary cards may not be checked out for periods of more than 72 hours. Residents who lose their temporary card or fail to return it within a 72-hour period will be charged a minimum fee of \$50.

## **DRUGS & ILLEGAL SUBSTANCES**

**Drugs:** Unless authorized by state and federal law, the use, possession, manufacture, sale, or distribution of any drug or controlled substance or sale or distribution of any such drug or controlled substance is illegal. ([Student Code of Conduct, Subchapter C, Section 49.10](#))

- **Drug Paraphernalia:** The use or possession of equipment, products, or material which is used or intended for use in manufacturing, growing, using, or distributing any drug or controlled substance. ([Student Code of Conduct, Subchapter C, Section 49.10](#))

Any behavior which may have been influenced by the use of drugs or alcoholic beverages shall not in any way limit the responsibility of the student for the consequences of their actions. ([Student Code of Conduct, Subchapter C, Section 49.10](#)) Violation of the above shall be a material violation of the University Housing Terms and Conditions and may be cause for disciplinary action and termination of tenancy. A termination does not release the resident from their financial obligations under the University Housing Terms and Conditions.

## **ELECTRIC VEHICLES**

Power outlets from the interior or exterior of housing units may not be used to charge electric vehicles. Electric vehicles must use the charging stations located on campus designated for electric vehicles.

## **ELEVATORS**

In order to keep the elevators in safe working condition, the following actions are prohibited and could result in disciplinary action according to the Student Code of Conduct:

- Intentional damage and/or vandalism to the elevators, such as prying elevator doors open, jumping, etc.
- Overloading the elevator.
- Use of emergency alarms and emergency stops in non-emergency situations.

If a resident is trapped in an elevator, they should sound the alarm and wait for help to arrive before attempting evacuation.

## **ELIGIBILITY**

Each long semester, to be eligible to live in University Housing, students must comply with the following:

**Graduate students:** 6 class hours of The University of Texas at Dallas coursework each fall and spring semester.

**Undergraduate students:** 9 class hours of The University of Texas at Dallas course work each fall and spring semester.



University Approved Internships: 1 class hour of The University of Texas at Dallas course work each fall and spring semester.

All students: enrollment in summer classes is not required, but registration for fall coursework is required.

## **University Housing Terms and Conditions**

All residents must be signatories on the University Housing Terms and Conditions. The parent or legal guardian of a resident who is under 18 years of age must also be a signatory. A person who is on a non-immigrant visa and who is on practical training is no longer a student and is not eligible to live in University Housing.

A resident suspended or expelled by the University must complete a University Housing Cancellation form no later than 24 hours following the exhaustion of the appeal process. Eligibility to live in University Housing may be revoked if a student is found in violation of the Student Code of Conduct. Students who are asked to vacate their housing due to loss of eligibility will be held to the terms of the cancellation policy.

The University of Texas at Dallas has the right to reserve units in University Housing. The University of Texas at Dallas reserves the right to make appropriate changes in housing priorities and procedures as required. Changes will become effective whenever the appropriate authorities so determine and may apply to both prospective student residents and those already residing in University Housing.

Eligibility may be renewed if the student continues to meet requirements. Eligibility automatically expires, however, when the student no longer meets requirements or graduates from the university, unless continuing enrollment is demonstrated and documented.

**Eligibility for residence does not guarantee students a right to renew a Housing agreement and the right to reside in University Housing will be based on the University's housing priorities and availability.** Any exceptions to housing assignments will be dependent on availability distance from campus and determined on a case-by-case basis.

## **EMERGENCY RESPONSE PROCEDURE**

These actions should be taken in emergency situations:

### **EVACUATE – When building alarms sound**

#### **LEAVE THE BUILDING IMMEDIATELY**

- **DO NOT** use elevators.
- **ASSIST** the disabled.
- **TAKE** personal belongings.

### **SEEK SHELTER – When outdoor warning sounds**

#### **FIND A SAFE PLACE IN A BUILDING**

- **USE** interior rooms away from doors/windows.
- **LISTEN** for instructions from the indoor warning system and **KEEP TUNED** to media, if possible.
- **WAIT** for “all clear” from campus officials.

### **LOCKDOWN – When given the order to lockdown**

#### **STAY INSIDE A ROOM OR BUILDING**

- **SEEK** a secure location, lock or barricade doors, close blinds, turn out lights.
- **STAY AWAY** from windows.
- **LISTEN** for instructions from the indoor warning system and **KEEP TUNED** to media, if possible.
- **WARN** others. To provide critical or emergency information call (972) 883-2222 or 9-1-1, if possible.

If a resident requires special assistance in the event of an evacuation, please contact the University Housing Office.

## **ENERGY CONSERVATION TIPS**

### **Electricity**

- Replace incandescent light bulbs with compact fluorescent lights (CFL's). They use 75% less energy and last up to 10 times as long.
- Turn off lights when exiting a room.
- Unplug or turn off appliances when they are not being used to save a significant amount of energy.
- Save energy by unplugging all computers, chargers, and electronics when not in use.

### **Water**

- Turn off the water when not using it (when lathering hands with soap, brushing teeth, scrubbing dishes, etc.).
- Decrease showering time.

### **Refrigerators**

- Open the refrigerator door only long enough to get the food items needed.
- Organize food on the shelves for easy access.
- Refrigerators and freezers operate more efficiently when they are full, but overloading will prevent cold air from circulating properly.

### **Dishwasher**

- Only wash full loads.
- Allow dishes to air-dry.
- When handwashing dishes, fill the sink with water instead of letting the water run.
- Rinse with cold water.

### **Stove**

- Defrost food first in the microwave.
- Cover pots to shorten the cooking time.
- Keep the oven and stove free of grease and baked-on residue.
- Using an oven can significantly increase the temperature in the apartment, causing the air conditioning to work overtime. Instead, a microwave or toaster oven can be used when possible.

### **Laundry**

- Wash full loads.
- Use cold water instead of hot water. Today's detergents are made to get clothes clean in cold water, saving the energy needed to heat the water.
- Dry full loads and clean the lint filter after each use.
- Most materials only need a 10- or 15-minute wash cycle to get them clean. Excessive washing and drying will wear out clothes faster.
- Air-dry items which do not need to be machine-dried.

### **Heating & Air Conditioning**

- Do not turn the thermostat too high or too low to adjust the temperature quickly. It will not heat or cool a home any faster.
- Do not let heat or cold air escape – keep windows and doors closed while A/C or heating is on.
- Use fans and open windows to create a cross-draft instead of using central air conditioning.
- Keep vents free from obstructions.

## ENTRY

University Housing respects a resident's right to privacy. Without prior written consent, University Housing will not give any person access into a resident's apartment, suite, or bedroom. However, authorized University personnel may enter apartments and suites as follows:

- In case of an emergency
- When a safety concern is present
- When a resident has abandoned or surrendered the premises
- To make necessary or agreed repairs, alterations, or improvements
- To clean and make ready a vacant space or bedroom
- To inspect a vacant space for move-in readiness
- To supply necessary or agreed services, including but not limited to the following: pest control, water extraction, heating and air conditioning repairs, plumbing repairs, fire inspection, etc.
- To test smoke detectors, complete health & safety inspections, and to perform regular preventative maintenance
- To show the premises to prospective workers or contractors

Except in cases of emergency, University Housing will provide residents with reasonable written notice of intent to enter through their UTD email. Entry should be during normal business hours. All attempts will be made to give 48 hours advance written notice of entry. Residents may be present when staff enters the unit; however, entry is not conditional upon the resident's presence. In an emergency, University Housing or its representatives (ex: Police, Fire Department, EMT's) may enter the unit at any time without prior notice. Notice will be left behind, typically on the kitchen counter, of all entries into a unit.

When any University personnel are acting within the scope of their assigned duties and obligations (such as in emergency or disciplinary situations), residents must comply with requests to enter apartments, suites, and bedrooms. Refusal to allow access to such personnel acting in accordance with their job will be referred to the Office of Community Standards and Conduct for possible disciplinary action. ([Student Code of Conduct, Subchapter C, Section 49.10](#))

## ESCORT – Safe Walk Campus Escort

UTD provides a free campus police escort program called Safe Walk Campus Escort, which is managed by the UTD Police Department. The walking escort program is available 24 hours a day, 365 days a year. Students requesting an escort should **call extension 2222** from a campus phone, or dial **(972) 883-2222**. The resident should be prepared to give them their name and the nearest exit door to their location. A designated escort (i.e., police officer, police guard, student patrol) will meet at that door and walk with the resident to any area on campus.

## **EXTERIOR BUILDING AREAS**

For health and safety reasons, hallways, stairways, breezeways, landings, and walkways are to be kept clear of furniture, equipment, trash, bicycles, and any other obstacles that might obstruct safe passage. Hallways, breezeways, walkways, and lounges are not to be used as grounds for 'hall sports', sporting events, wrestling, horseplay, or riding bikes, skateboards, or recreational wheeled devices due to the risk of property damage or personal injury. This includes bouncing or throwing balls, Frisbees, etc. Water fights of any kind (squirt guns, water balloons, etc.) in the buildings are prohibited. Climbing on ledges, roofs, overhangs, balconies, the outside of stairwells, and exterior walls is prohibited.

Students are not allowed to paint or spray-paint signs, boards, or any other items on sidewalks, grass, bushes, trees, parking lots, or concrete areas around the buildings. Doing so could lead to damage charges being applied to the resident's account based on the clean-up and overspray assessment of the vandalism. Students are also prohibited from feeding, fishing, hunting, interacting with, or interfering with the animals who make their home on campus.

## **FAILURE TO REPORT/COMPLY, PASSIVE INVOLVEMENT & CONCEALMENT OF INFORMATION**

Everyone in the University Housing community has the responsibility of maintaining the safety and wellbeing of the community, maintaining the condition of the facility, and taking initiative and action if there is a violation of community standards. A resident's presence during any violation of University Housing community standards or policies ultimately condones, supports, and/or encourages violation(s). Residents are responsible for choices they make. In the presence of a rule violation, you may attempt to stop the violation, contact management staff, and/or immediately remove yourself from the situation and the vicinity of the violation. If you choose to remain at the scene of a rule violation, you will be included in the documentation and may also be held accountable for applicable rule violation(s). Concealment of information is also considered a rule violation. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

In the event that a conflict arises that you cannot resolve, please do not hesitate to contact University Housing.

## **FALSE REPORTS**

**Texas law states that making a false threat at any Texas higher education institution is considered a state jail felony.**

This law was enacted in response to threats at several universities across the United States that disrupted classes and prompted evacuation of campus property, even though the reports turned out to be a hoax.

This law relates to the offense of making, causing, or reporting a false alarm involving a public or private institution of higher education. A person commits an offense under [Section 42.06](#) if they knowingly initiate, communicate, or circulate a report of a present, past, or future bombing, fire, offense, or other emergency that they know is false or baseless and that would ordinarily:

- Cause action by an official or volunteer agency organized to deal with emergencies; or
- Place a person in fear of imminent serious bodily injury; or
- Prevent or interrupt the occupation of a building, room, place of assembly, place to which the public has access, aircraft, automobile, or other mode of conveyance.

An individual adjudged guilty of a state jail felony shall be punished by confinement in a state jail for any term of not more than two years or less than 180 days and, in addition to confinement, may be punished by a fine not to exceed \$10,000.

UT Dallas students should be aware that the State of Texas takes these threats seriously, and the legal consequences, which are severe, go beyond anything that the University's disciplinary committee can address.

## **FAMILY HOUSING**

Residence in University Housing is restricted to University of Texas at Dallas students, their spouses, and children. There are limited facilities within University Housing that are available for UT Dallas students with spouses and children. These spaces are offered on a first-come, first-served basis. We cannot guarantee family housing options will be available.

All persons residing in a family housing unit are required to sign an agreement and any addendums for a full apartment unit. Canyon Creek Heights and University Commons are single bedroom housing options for UT Dallas Students and are not available as family housing.

## **FIRE PREVENTION – HAZARDS/FLAMMABLES**

In the event that a resident witnesses smoke or fire, call 9-1-1 immediately.

Fire can cause significant damage and threaten human life. The role residents play in campus safety is extremely vital. The following items are prohibited in all areas of University Housing due to flammability risks:

- Combustible decorations and chemicals
- All objects with open flames, including but not limited to the following: candles, potpourri, Sternos, coal-burning devices, and incense
- Open-element appliances (hot plates, indoor grills, induction cooktops, immersion heating coils, and heaters)
- Halogen lamps
- Holiday lights
- Any multiple-outlet connection that does not contain a circuit breaker and/or does not carry an Underwriter's Laboratory (UL) approval

Listed below are suggestions to help prevent fires:

- Turn off and unplug all non-essential appliances immediately after use, including such items as curling irons, hot pots, and irons.
- Remain in-room when any electrical appliance is in use.
- The use of combustible decorations, chemicals, and objects with open flames (including but not limited to candles, potpourri, Sternos, coal burning devices, and incense), is prohibited in University Housing at all times.
- Open element appliances (hot plates, indoor grills, induction cooktops, immersion heating coils, and heaters) are also prohibited.
- Multiple-outlet connections are prohibited unless they contain a circuit breaker and carry an Underwriter's Laboratory (UL) approval.
- Do not use frayed cords, and do not put electrical cords under rugs or other items that cause heat to build up in the cord.

- Do not use multiple cords or power strips interconnected (“daisy chained”) together. This may cause circuit overload, tripped fuses, or fire.
- Do not block any exits.
- The use of halogen lamps is prohibited.
- When using microwave ovens, be sure to follow the cooking instructions for microwave cooking, not conventional cooking.
- Do not store gasoline in an apartment, patio or balcony.
- Report any fire safety hazards immediately to the appropriate University Housing office.
- Use of any holiday lights is prohibited.

It is recommended that all power strips used for protection of computers and other electrical equipment have a 1449 UL-listed surge suppression rating with sufficient joule capacity.

## **FIRE / SECURITY EQUIPMENT / EVACUATIONS**

University Housing and UTD are committed to maintaining high standards for health, safety, and security in the housing areas. Individuals who jeopardize the health, safety, and security of others by not following health and safety procedures will be subject to fines and possible disciplinary proceedings, leading up to the termination of housing privileges. All residents and their guests must recognize the importance of the following health and safety regulations.

If a resident discovers a fire, they will make sure that all other persons are out of the suite/apartment. Leave the area and close the door behind. Pull the nearest fire alarm station and then call 9-1-1 as soon as it is safe to do so and no immediate danger is present.

All residential buildings in the housing community are provided with a fire alarm system designed to alert occupants of emergency conditions. Manual fire alarm pull stations are located at all major exits. Selected buildings have automatic detection systems (i.e., smoke detectors) which are intended to protect special hazards or equipment. Upon sensing smoke, heat conditions, or the activation of a manual pull station by building occupants, the alarm systems will sound bells, horns, or horn/strobe devices. Upon detecting any of these devices, all building occupants should evacuate the building from the nearest exit and report to their designated assembly area. Details of the incident and the “all-clear” notice will be provided to evacuees by the housing personnel or emergency responders at the assembly area. In many buildings the alarm may only sound for 5-10 minutes and then stop. This does not mean to remain in the building, nor does it mean the problem is resolved.

University Village buildings 43-67, Canyon Creek Heights, and all residence halls are equipped with automatic fire sprinkler systems in addition to fire alarms. A fire sprinkler system is designed to automatically apply water to a fire within an apartment or building. The sprinkler heads respond to heat in immediate proximity of the ceiling above a fire. Only the sprinkler heads over the fire will open and spray water to extinguish or reduce the spread of the fire. **Do not hang anything on or near a sprinkler head. Avoid behavior which may cause an accidental trigger of the sprinkler head (i.e. horseplay, throwing a football indoors, etc.). The resident may be held responsible for any and all damages to the premises should they accidentally cause a sprinkler to open.**

University Housing personnel will regularly conduct inspections of all fire and safety equipment as part of the preventative maintenance routine.

**Tampering with smoke detectors, fire sprinklers, fire alarm pull stations, fire extinguishers, fire hoses, door alarms, door/hardware/closing mechanisms, and “EXIT” signs and lights is prohibited.** Students are subject to fines and disciplinary sanctions ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) if found to have removed or tampered with fire safety devices. Tampering with or removal of fire safety devices may result in a minimum fine of \$150 per individual resident residing in the apartment or suite and could include further disciplinary sanctions.

When exiting a building during a life-threatening emergency, proceed as quickly as possible to a dedicated assembly area. Please become familiar with the dedicated evacuation area for buildings that are regularly frequented:

**Buildings 2 – 12**

Campus parking lot on north side of Franklyn Jenifer Dr., across from Phase 3

**Buildings 14 – 23**

Phase 1 parking lot near the southeast corner of building 10

**Buildings 24 – 31**

Campus parking lot on north side of Franklyn Jenifer Dr., across from Phase 3

**Buildings 33 – 36**

Central parking area between the phases (congregate closest to the dividing channel (creek) to allow access to emergency vehicles)

**Buildings 38-41**

Central parking area between the phases (congregate closest to the dividing channel (creek) to allow access to emergency vehicles)

**Buildings 43-51**

Campus parking lot on east side of Drive H, across from Phase 6

**Buildings 53-59**

Sand volleyball court area if situation permits. Alternative location: western parking area, between Phases 8 & 8A

**Buildings 61-63**

Central parking area, closest to University Village Housing Office

**Buildings 65-67**

Sand volleyball court area if situation permits. Alternative location: western parking area, between Phases 8 & 8A

**Residence Halls**

Proceed to the nearest parking lot near the building, remaining 75 feet away from the building. Stay out of the way of fire lanes and first responders.

**Canyon Creek Heights North & South**

Leave via the nearest exit and remain 75 feet away from the building. Stay out of the way of fire lanes and first responders.

## Evacuations

- Evacuate the building immediately when a fire alarm is heard or are instructed by a first responder
- After everyone has exited the area, close the door after exiting and leave the door unlocked
- Take personal belongings, such as keys and purses, if safe to do so
- Use stairways, not the elevator
- Remain calm and help others if necessary
- Evacuate at least 75 feet away from the building and stay out of fire lanes
- Notify emergency personnel or **911** if there is anyone trapped or injured in the building. Provide their location in the building and any additional information that the responders need to know.

## FIRE PIT RULES

There is a small fire pit for residents' use at University Village near apartment buildings 38-41. All University Housing residents may use the fire pit. The fire pit cannot be reserved. Fire can be a very serious hazard, and residents should use caution if they choose to utilize the fire pit. Below are the rules that must be followed at all times. These are also posted at the fire pit location.

1. Fires are not to be left unattended at any time.
2. Before lighting a fire, clear the area of all dead leaves, grass, and other flammable items. It is important to inspect the fire pit for flammables before starting a fire.
3. Only natural firewood or commercial logs may be burned. Burning of lumber, tree trimmings, leaves, cardboard, garbage, and similar items is not permitted. Residents must supply their own natural firewood or commercial logs.
4. Fire accelerants (i.e., lighter fluid, gasoline, etc.) are not permitted to assist in starting or maintaining a fire.
5. During high-wind conditions, fires are not to be started, and all existing fires must be extinguished.
6. All fires must be contained inside the fire pit. No fires are permitted outside the pit.
7. Fires must be managed to a three-foot diameter and may not exceed two feet in height.
8. All fires should be put out completely by using the water hose near the fire pit. Once everything is cool to the touch, clean up the area before leaving the pit. Burned remnants of the fire should be placed in the appropriate trashcan near the fire pit. Leave the fire pit empty and clean.
9. Fires must be extinguished and cleaned up by 10 pm.
10. If a fire gets out of control, extinguish it immediately using the water hose located next to the fire pit. **In the event of an emergency, back away from the fire and call 9-1-1 immediately.**

## FIREARMS, WEAPONS, & HAZARDOUS MATERIALS

Unless permitted by law or institutional rule, possession or use of any type of explosive, firearm, imitation weapon, ammunition, hazardous chemical, or weapon while on campus or on any property or in any building owned or controlled by the System or the university is prohibited.

Violators may be referred to the UTD Police and Office of Community Standards and Conduct for disciplinary action.



The following are listed requirements for storage of a firearm in university-owned apartments (university-owned residence halls are excluded), in alignment with our current university rule addressing Senate Bill 11 (SB 11) also known as “campus carry.”

- The location of the safe must be inside an apartment and under the control of the license holder, not in any public space.
- The safe must be physically secured to a stationary object inside the apartment with a cable lock provided by license holder.
- The safe must be large enough to fully contain all firearms placed in it and provide for secure storage.
- The safe must have exterior walls constructed of a minimum 16-gauge steel.
- The safe must have a high-strength locking system consisting of a mechanical or electronic combination or biometric lock. Key locks are not allowed.

More information on Senate Bill 11 and the University of Texas at Dallas rule can be found at [www.utdallas.edu/campuscarry](http://www.utdallas.edu/campuscarry)

Commonly acceptable knives are folding blades with a cutting edge no longer than 5 ½ inches, including Swiss Army knives and police/fire rescue knives with an acceptable blade length.

## **FLAGS, SIGNS & BANNERS**

Flags, signs, and banners may not be hung from patios, balconies, windows, hallways/breezeways, or from any other area visible from the exterior or interior of the residence. Holiday decorations are welcome and must be removed within five days of the holiday.

## **FREEZE WARNINGS & PREPARATIONS**

If freezing weather is expected, cabinet doors under the kitchen and bathroom sinks should be opened so that the exposed plumbing does not freeze. If a resident is going to be away from their apartment/suite for an extended period of time during the winter months, they should leave the thermostat on “auto” and set it at a minimum of 55 degrees. Turning the thermostat off may cause pipes to freeze and burst. These precautions are essential in order to avoid substantial damage to apartments and personal belongings. If residents fail to take these precautions, they may be liable for damages to their apartment and any other affected areas.

## **FRONT DESK**

The front desk is the central operating point for each University Commons residence hall and Canyon Creek Heights building. University Village also has a front desk, which is located in the University Village Housing Office. Full-time staff, peer advisors, and desk assistants are employed at each front desk to provide information and other services. Visit the front desk when information is needed, there is a question about the hall or the campus, want to check out available games or recreation equipment, or need to meet with any housing staff members who work in that building. The staff has offices located at or near the front desk and keeps regular office hours should there be a need to see them. If there is an idea for something Housing could offer for check-out, please let us know! (See the University Housing contact information on pages 4 & 5 for the full front desk hours of all housing areas.)

In University Commons, residents may check out a wide variety of equipment from the front desk. Equipment may be checked out:

### **Residence Halls – South and West:**

Sun – Thu: 7 am – 11:59 pm

Fri – Sat: 7 am – 1 am

### **Residence Halls – North, Northwest, and Southwest:**

Sun – Thu: 8 am – 11:59 pm

Fri – Sat: 8 am – 1 am

University Commons residents must return the equipment by 11:59 P.M. on the same day it was checked out. If a resident fails to return the equipment on time, they will be charged a \$10 late fee each day it is late.

## **FURNITURE**

### **University Commons & Canyon Creek Heights**

Canyon Creek Heights and University Commons residence hall suites are completely furnished. All furniture must remain in its designated space. Common area furniture that is removed by a student for their private use will be considered stolen and disciplinary action may be taken. Room furnishings are to remain in the rooms at all times. Students may not leave any type of furnishings or property outside of their bedroom or in the hallway. No University furniture should be moved to an outside location.

Furniture in rooms may be rearranged. When moving furniture to create a new look, be careful not to damage the walls, scratch the floors, or damage the furniture. Please do not dismantle any of the furniture in the room. The furniture in the room must stay in the room. Residents may add their own additional pieces as space allows, but they may not remove any pieces. We also ask that residents do not swap furniture between rooms. If there is a problem with any of the room furnishings, please report it to the University Commons staff or front desk immediately.

To ensure compliance with fire and safety codes unobstructed access into and out of a room must be maintained. (Unobstructed access means that the door to the room must swing open fully). When arranging your room, please do not block doorways or inhibit the traffic pattern.

### **University Village Apartments**

University Village apartments are completely unfurnished except for kitchens. You will need to bring bedroom and common area furniture with you. *Some four-bedroom apartments do have a built-in desk in each bedroom.* We recommend you contact your roommates once you receive your housing assignment to confirm what common area furniture will be needed.

## **GAMBLING**

Engaging in illegal gambling is prohibited by the University. ([Student Code of Conduct, Subchapter C, Section 49.10](#))

## **GRILLS & OUTDOOR COOKING APPLIANCES**

There are charcoal grills located throughout the University Housing community for resident's use. Personal grills and other outdoor cooking devices are not allowed anywhere in University Housing, including balconies and on or near patios.

Caution should be used when using the charcoal grills. Fire should not be left unattended at any time. All fires should be extinguished completely before leaving the area. Once everything is cool to the touch, the area should be cleaned up before leaving.

## **GROUP BILLING**

Financial charges related to the cleaning of, damage to, or theft of University property are billed to the specific individual(s) responsible whenever such individuals can be identified. However, when damage or theft cannot be assigned to a specific individual(s), the charges may be divided equally among the residents of an area, building, floor, or unit.

Residents will be given every opportunity to identify individual(s) responsible for the damage before a group billing is finalized.

Active involvement in reducing damage within the community is encouraged. Residents can assist by following these guidelines:

- Report any damage to a PA immediately.
- Treat University property with as much respect as would be given to personal property
- Discourage others from behaving irresponsibly.

## **GUESTS**

A guest is defined as an individual who is not an assigned resident of the particular bedroom, suite, or apartment they are visiting. Residents and their guests are expected to conduct themselves in a considerate manner with regard to the rights and needs of suitemates, apartment-mates, and other residents. Guests, both those living in other on-campus facilities or off-campus, must be escorted at all times by a resident of the space they are visiting and must abide by the policies contained in this Handbook. Residents are responsible for the conduct of their guests at all times. Violators of these rules may receive disciplinary action pursuant to the Student Code of Conduct. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)).

**Visitation hours are Sunday – Thursday, 9 am – Midnight and Friday & Saturday, 9 am – 2 am.** There should be no more than double the maximum occupancy in an apartment or suite at any time. The maximum residential occupancy is as follows:

### University Village:

- 1 Bedroom Unit: 2 residents
- 2 Bedroom Unit: 4 residents
- 3 Bedroom Unit: 3 residents
- 4 Bedroom Unit: 4 residents

### Canyon Creek Heights

- 1 Bedroom Unit: 1 resident
- 2 Bedroom Private Unit: 2 residents
- 2 Bedroom Shared Unit: 4 residents
- 4 Bedroom Unit: 4 residents

### University Commons

- 3 Bedroom Unit: 3 residents

Overnight guests are allowed only with the approval of all roommates, and only one overnight guest per suite/apartment will be allowed at any given time.

- Guest Registration: All residents will be required to fill out a “Guest Registration” form via Roomcompact prior to the guest’s arrival.
- An overnight guest is someone who stays later than visitation hours (past Midnight Sunday – Thursday and past 2:00 am on Friday and Saturday nights).
- Residents are allowed an overnight guest in their suite/apartment a maximum of two nights per month. These visits can be either two consecutive nights or in two one-night increments. Visits may not be longer than two consecutive nights. Guests may not move from one room to another to extend their stay.
- No one under 18 years of age will be allowed to be a guest of a resident.
- No access card or key will be provided for the overnight guest. Guests found without an escort, at any location in University Housing, will be asked to leave the facility or area immediately. Failure to follow this prescribed rule will result in disciplinary action for the resident of University Housing and possibly the overnight guest, if the guest is a student.
- University Housing reserves the right to revoke a resident’s guest and visitation privileges.

## **GUEST PARKING**

Visitors to University Housing who need to park a vehicle must obtain a visitor parking pass from the University Parking Office. Visitor parking passes are free of charge and will expire after the date noted on the pass. Residents can request parking passes for their guests via the online permit request form at <https://services.utdallas.edu/tools/passhousing/>. Visitor parking passes must be requested two days in advance.

Enforcement hours for residential parking are Monday – Thursday from 9 am to 9 pm, and Friday from 9 am to 5 pm. Outside of these hours, anyone may park their vehicle in residential spaces without a permit.

More information on visitor parking may be found at (<https://www.utdallas.edu/visitors/visitor-parking/>) For other information on parking at UTD, please visit the Parking & Transportation website at [services.utdallas.edu/transit](https://services.utdallas.edu/transit) or see the “PARKING” section on page 41.

## **HEALTH CENTER**

All students currently enrolled have access to the [Student Health Center](#) located on the 4th floor of the Student Services Building. The Student Health Center provides care and treatment for acute illnesses and minor injuries. Chronic health problems are not in the Student Health Center’s scope of practice and must be managed by an off-campus provider. The mission of the Student Health Center is to promote, protect, maintain, and restore the health status of students. Their goal is to provide quality medical care at minimal cost. They also strive to provide health education and preventative medicine. Students may be referred to off-campus providers for more serious problems that exceed the Center’s capabilities.

**The Student Health Center may be contacted per the following details:**

(972) 883-2747

[healthcen@utdallas.edu](mailto:healthcen@utdallas.edu)

Mon – Fri: 8 am to 5 pm

Closed on weekends, holidays, and whenever the University is closed.

The Student Health Center currently requires appointments for in-person visits. Appointments can be scheduled either by calling the Health Center or using the green “Schedule Appointment”

button on the website. The latest appointment time is 4 pm for regular visits or 4:20 pm for urgent issues.

Tuition-paying students are seen at the Student Health Center at no charge for the office visit. Nominal fees are assessed for lab work, medications, and certain procedures. Payment for services is due at the time medical treatment is provided. Students are responsible for any financial obligations resulting from a referral to a private physician's office, lab, hospital, or other off-campus provider, etc.

Students needing immediate medical attention after-hours or on weekends should go to a local physician, urgent care facility, minute clinic, or hospital emergency room if they have a true emergency.

The [UT Dallas Wellness Center](#) educational, preventive, and support services related to various public health topics. Brochures and other printed materials are also available at the Center.

## **HEALTH, SAFETY, & PREVENTATIVE MAINTENANCE**

University Housing staff will enter rooms to perform inspections to ensure health and safety standards are being met and to identify potential hazards. Staff will also perform key preventative maintenance within and around units. Residents will receive advance notification and will be expected to cooperate. Failure to comply will result in disciplinary action. Inspections will focus on the following, but are not limited to this list:

### **Safety Equipment**

- Smoke detectors
- Sprinkler heads
- Other security features (self-closing door hinges, window & door locks, etc.)

### **Fire Hazards**

- Frayed and/or overloaded electrical wiring, including multiple cords or power strips plugged together ("daisy chained")
- Stacks of newspapers or magazines
- Unapproved heaters
- Buildup of grease in ovens, broilers, or on stovetops
- Storage of gasoline, other flammable materials, or gas-powered vehicles in the unit

### **Health Hazards**

- Improperly disposed garbage or food
- Unclean bathtub or shower surfaces
- Improperly disposed aluminum cans, glass, bottles, and bags
- Obstructions blocking interior safety equipment or ease of ingress/egress
- Unreported water intrusion/leaks
- Pest control issues
- University Housing Terms and Conditions violations
- Prohibited animals
- Potential undocumented occupancy
- Excessively dirty or cluttered rooms

Corrective warning notices will be given in writing within a reasonable time following the inspection. Any violations that mandate an automatic fine will also be communicated and charged to the resident's account. Damages to the unit may be cause for disciplinary action in accordance with the Student Code of Conduct. ([Student Code of Conduct](#))

## **HOLIDAY CHECKLIST**

If a resident is planning to leave town for a holiday or an extended period of time, the following tips and reminders will help ensure a safe and problem-free return:

- Set the thermostat to "auto" and between 55-65 degrees. Leave the cabinet doors under the kitchen and bathroom sinks open in case of freeze warnings.
- Do not leave messages on your door, social media, or voicemail indicating an absence.
- Make sure all windows and doors are locked.
- Clean out the refrigerator and take out the trash.
- . Remove all valuables while the space is unoccupied.
- We recommend updating emergency contact numbers in the student record.
- Unplug unnecessary devices.

## **IDENTIFICATION**

For the safety and welfare of all students and to protect the property of the residence halls and apartments, University Housing staff may request proof of identity of any person on the premises. Failure to provide identification to a University official or staff member upon request may result in disciplinary action. ([UTDSP5003](#)) Individuals that are unable to provide identification may be asked to leave and the police may be contacted to assist with the situation.

## **ILLNESS**

If a resident becomes ill, injured, or incapacitated, University Housing will engage the services of the local emergency medical service at the expense of the resident to administer immediate medical needs until the resident's emergency contact is notified for instructions. If the emergency medical personnel recommend that the resident be removed from University Housing for care in a medical facility, the resident will be responsible for the expenses. The resident must inform University Housing of any special medical requirements so that such information may be available if an emergency arises.

## **INTERNET SERVICES**

University Housing has partnered with Apogee to provide wireless internet service and support to residences. Residents can register for an account at [myresnet.com](#). Once residents have created a unique name and password, they can log in and access ResNet, the wi-fi network in campus residential units. Residents may register up to 7 devices (computer, smart phone, tablet, or game systems) to their account.

A support representative is available 24 hours a day to provide assistance and help connecting devices.

- Call: 855-465-6750
- Email: [support@myresnet.com](mailto:support@myresnet.com)
- Text: "ResNet" to 202-980-7135
- Live Chat: [myresnet.com](#)

## **KEYS, CARD ACCESS, & LOCKOUTS**

Keys and Comet Cards are the resident's responsibility. **Do not loan them to anyone. Loaning keys or a card to another individual is a violation of housing rules and may result in disciplinary action.** Making, causing to be made, or possessing any key for a University facility without proper authorization is prohibited.

For safety purposes, do not place any identifying markers on the key ring, and never leave keys unattended.

No additional locks may be installed on doors to residential units or any other doors on campus.

In every facility there will be a \$75 charge to rekey a resident's room.

Replacement interior apartment/suite/mail key	\$ 75.00
Loss of Temporary Card	\$ 50.00
Lock change request	\$ 100.00

Loss of an exterior entry key or not returning issued key(s) upon move-out will result in a lock change and charges as noted above. No charges will be assessed if keys are reported stolen and a police report has been filed.

### **University Commons & Canyon Creek Heights Lockout Procedures**

Residents who lose or temporarily misplace their bedroom key and/or Comet Card should immediately go to or call the front desk to request a lockout. Residents will need their identification verified before a lockout is performed. **Each resident is permitted a total of four lockouts per semester.** Subsequent lockouts may result in disciplinary action and a \$10 charge being assessed per occurrence. If a resident is locked out after-hours, contact the on-call staff by calling the number posted at the front desk.

### **University Village Lockout Procedures**

Residents who lose or temporarily misplace their keys should immediately report the issue to the University Village Housing Office. If residents are locked out after-hours, they should call the office at (972) 883-7300 and follow the prompts. Housing staff will respond to the call as soon as possible.

## **LAUNDRY FACILITIES**

### **University Commons and Canyon Creek Heights**

Students living in University Commons and Canyon Creek Heights have 24-hour access with their Comet Card to the laundry facility on the first floor of the building. The washers and dryers are set to run at no charge and are included as an amenity for residents only. Students who allow outside individuals to use the laundry facility will be referred to University Housing for disciplinary action.

If a washer/dryer malfunctions, please submit a maintenance request through the [MyHousing portal](#).

### **University Village Apartments**

The University Village apartments, with the exception of certain floor plans in Phase 1, (Buildings 2-14), come equipped with a washer and dryer. If there is trouble with either appliance, submit a maintenance request through the [MyHousing portal](#).

Residents without a washer and dryer in their apartment may use one of University Housing's Laundry Rooms. One Center is located adjacent to the Phase 1 pool in the north end of Phase 1, off Franklyn Jenifer Dr. The other is located at the south end of Phase 1 adjacent to buildings 9 and 10. Non-residents are not permitted to use the laundry facilities.

## **LOST & FOUND**

If a resident loses or finds something in the housing area, call the UTD Police Department at (972) 883-2222. A follow-up call to the appropriate University Housing front desk is also recommended. See "ABANDONED PROPERTY" section for more information.

## **MAIL & PACKAGE DELIVERY**

Packages are delivered to the building's front desk or office. University Village residents may receive packages at their front door. Packages are only accepted for current residents with the current resident's name and suite or apartment number. When a package is received at the front desk or office on a resident's behalf, they will receive a package notification from University Housing in their UT Dallas email inbox. Residents should wait one hour after the package notification is received to collect the package, as individual packages arriving within large shipments are difficult to locate before they have been routinely processed by the front desk staff. The package will be held for 7 days, after which time it will be returned to the sender if unclaimed. A valid picture ID must be presented to claim a package. If a resident is unable to pick up their package and would like to request a proxy to pick it up, they must email [housing@utdallas.edu](mailto:housing@utdallas.edu) with the proxy's name and NetID. The proxy must be a UT Dallas student. If the request is approved, the resident will receive a confirmation email from University Housing with pickup instructions.

Packages become the personal property of the recipient once they are picked up. University Housing is not responsible for residents' personal property and therefore cannot accept packages for return. Residents wishing to return their packages must return them by visiting a package drop-off location. For students' convenience, a FedEx drop-off kiosk is located inside the Activity Center at the Copy Center.

University Housing is not responsible for perishable items. **Perishable food packages that arrive and are not picked up during that day's business hours (see the list of front desk hours on pages 4 & 5) will be discarded. Housing staff will make an effort to identify and process perishable food packages immediately upon delivery,** so residents should make arrangements to pick up these packages as soon as possible.

University Housing does not accept C. O. D. deliveries or deliveries of any of the following items: furniture, groceries, food from restaurants, edible arrangements, live plants or flowers, live animals, any purchases delivered in plastic shopping bags, or any items that must be placed inside of a unit. If a resident of University Commons or Canyon Creek Heights wants to order any of these items, they must either personally transport them into their building and unit or collect them directly from the carrier upon delivery. University Village residents who order these items should instruct the carrier to deliver them directly to their apartment. University Housing does not hold packages or mail during the entire summer. After 7 days all unclaimed mail and packages are returned to sender.

## **University Commons Residence Halls**

Each University Commons resident has their own mailbox. Mail will be posted to residents' mailboxes once each day, Monday through Friday. Mail is not posted on the weekends and



holidays. Outgoing mail may be placed in the dedicated box at each mail center. All packages are delivered to the front desk.

### **University Village Apartments**

The U.S. Post Office is responsible for mail delivery to the University Village apartments. There is a mail center in each phase of the community. As a convenience to the residents, any parcels or packages that do not fit the available mailboxes and parcel lockers will be accepted at the University Village Housing Office. Outgoing mail may be placed in the dedicated box at each mail center.

### **Canyon Creek Heights Apartments**

A mail center is available outside each Canyon Creek Heights apartment building. Mail will be posted to residents' mailboxes once each day, Monday through Friday. Mail is not posted on the weekends and holidays. Outgoing mail may be placed in the dedicated box at each mail center. All packages are delivered to the front desk.

## **MAINTENANCE**

Requests for service may be placed by phone, in person, or online via the [MyHousing portal](#). Requests for any security-related matters must be submitted in writing, except in case of life/building safety emergencies. **Call the appropriate University Housing office to report a maintenance emergency. Do not submit emergency maintenance issues online.**

Residents must promptly notify us of water leaks, suspected mold, electrical problems, malfunctioning lights, broken or missing locks or latches, and other conditions that pose a hazard to property, health, or safety. Failure to do so may cause the resident to be liable for any damage caused by the delayed or non-reporting of such problem in their apartment, suite, or bedroom.

We want residents to enjoy their stay, and we have a duty to safeguard the buildings, so don't hesitate to request service for any problems.

### **After-Hours Maintenance Emergencies**

University Village	(972) 883-7300
Canyon Creek Heights North	(469) 516-7134
Canyon Creek Heights South	(469) 516-7134
Residence Hall South	(972) 883-5561 (or see front desk for assistance)
Residence Hall North	(972) 883-5241 (or see front desk for assistance)
Residence Hall Northwest	(972) 883-7341 (or see front desk for assistance)
Residence Hall Southwest	(972) 883-7361 (or see front desk for assistance)
Residence Hall West	(972) 883-7410 (or see front desk for assistance)

## **MAINTENANCE EMERGENCIES**

Call the appropriate University Housing office to report a maintenance emergency. The on-call technician will be notified and respond as quickly as possible. When calling to report a maintenance emergency, be as detailed as possible and provide accurate contact information (cell phone, home phone, or if the resident be waiting in a neighbor's apartment, etc.). The correct contact information is critical to ensure a quick and effective response.

### **Emergency Calls vs. Priority Calls:**

In an attempt to effectively manage after-hours calls, University Housing categorizes calls into two groupings: Emergency and Priority.

- **Priorities** are calls that do not conform to criteria for after-hours emergencies. They are routine service calls that can wait until morning, at which time the work order will be given priority status.
- **Emergencies** are defined as any breakdown or malfunction in which life, health, or property is threatened if immediate corrective action is not taken. Though it is impossible to list or predict all possible scenarios, **the list below includes acceptable on-call emergencies:**
  - No heat or air-conditioning when outside temperature is less than 50 degrees (10 Celsius) or higher than 80 degrees (26.6 Celsius)
  - Electrical or gas failure of any nature
  - Overflowing toilet
  - Stopped up toilet if only one toilet is available in the apartment or suite
  - Water problems such as leaks, severe backups, or broken pipes
  - Malfunction of an essential appliance (ex: non-working refrigerator)
  - No water
  - No hot water when affecting more than one unit or when exterior temperature is below 50 degrees
  - Any unsecured entry
  - Any threatening situation such as fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors, etc.)
  - Biohazards
  - Lockouts

## MAINTENANCE TIPS

Failure to properly maintain the apartment/suite may cause damage which could result in a violation of the Student Code of Conduct ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)). Should a resident require maintenance assistance, or if there are any questions regarding the operation of any appliances, they may submit a request via the [MyHousing portal](#) or contact the appropriate front desk in person or via phone.

### Garbage Disposal (University Village & Canyon Creek Heights)

- Cover the garbage disposal when it is not in use to prevent foreign material from accidentally dropping into the unit.
- Run COLD water when using the disposal to flush shredded waste through the drains.
- DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, eggshells, pasta, anything fibrous (i.e., celery, artichokes, corn husks, etc.), or grease down the garbage disposal. These items will build up and cause clogging.

### Troubleshooting

1. Press the reset button under the garbage disposal unit (located under the sink) and turn the switch on.
2. If the disposal still does not operate, submit a maintenance request through the [MyHousing portal](#) and we will send someone to repair the unit.

### Dishwashers (University Village & Canyon Creek Heights)

- Rinse dishes before loading the dishwasher to help prevent the drain from clogging.
- Load dishwasher-safe plastic and wooden items on the top rack only.
- Do not place fragile glassware in the dishwasher; the jet action may cause the items to break.

- Contact the office for detailed operating instructions and assistance.

### **Washer & Dryer:**

- Leave the washer's lid open after washing to allow moisture to evaporate.
- The wash basket is practically maintenance free, but if a resident wants to clean the basket, wipe it with a clean, soft cloth dampened with liquid detergent. Do not use harsh or gritty cleaners. Rinse using any rinse setting.
- Do not overload the washer. Overloading the washer or allowing it to become unbalanced can cause damage to the washer, and the resident may be responsible for any damage.
- Clean the dryer's lint filter before each use. This helps prevent fires and allows the dryer to operate efficiently. To clean the filter, moisten fingers and reach into the filter opening. Run fingers across the filter. Lint must be removed from in and around the dryer (check behind the machine) to reduce the risk of fire.
- Immediately clean up any spills or washing compounds on the washer and dryer using a damp cloth. The dryer control panel and finishes may be damaged by some laundry pretreatment and stain remover products if such products are sprayed on or have direct contact with the dryer.
- Avoid using sharp objects near the washer and dryer. They could cause damage to the machines, and the resident may be held responsible for such damage.

### **Toilets**

- Clogged toilets can be prevented by ensuring that only toilet tissue, used in moderation, is flushed down the toilet. Keep a plunger on hand to quickly solve clogs. Maintenance assistance is available for serious backups.

### **Light Bulbs**

- The apartment/suite is supplied with light bulbs at time of move-in. After move-in, it is the resident's responsibility to replace burned out light bulbs in any **personal** lamps or fixtures.
- Please report unlit bulbs over walkways, halls, or common areas to the appropriate University Housing office.

### **Smoke Detectors**

- The apartment/suite has smoke detectors located throughout the unit. These detectors are hardwired to the electrical system and have battery backup. As the proper functioning of these detectors is critical to safety, we recommend that they be inspected and tested on a monthly basis. It is a violation of the law and your University Housing Terms and Conditions to remove or tamper with these detectors. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))
- Immediately call the appropriate University Housing office to report any malfunctioning detectors. Please note, if the smoke detector is beeping, the battery may be low. Do not disassemble the unit. Call the appropriate University Housing office to have a new battery put in.
- *For more information on fire safety, please see the "FIRE PREVENTION – HAZARDS/FLAMMABLES" & "FIRE/SECURITY EQUIPMENT/EVACUATIONS" sections.*

### **Central Air & Heat**

- The apartment/suite is equipped with an individual central air and heat unit. An ideal temperature setting is between 73°-76°F, with the minimum to maximum range being from 70°-78°F. (Be aware that setting the thermostat to temperature extremes may cause damage to the heating/cooling unit.)

- Allow a minimum of 20 minutes for the temperature to adjust.

### **HVAC (Heating/Ventilation/Air Conditioning) Filters**

- The air conditioning filter will be new at move-in. The maintenance team will check/replace the filter during preventative maintenance. Additional replacements may be requested at any time during tenancy.

### **Mold/Moisture Awareness**

- Remove any visible moisture accumulation, including on walls, windows, floors, ceilings, and bathroom fixtures.
- Mop up spills and thoroughly dry affected areas as soon as possible.
- Use exhaust fans in the kitchen and bathroom when necessary and keep the climate and moisture at reasonable levels.
- Clean and dust the unit regularly. Keep the premises, particularly the kitchen and bathroom, clean.
- Promptly notify the appropriate office of the presence of any of the following conditions:
  - Water leaks, excessive moisture, or standing water inside the premises, including in common areas.
  - Mold growth that persists after the resident has tried several times to remove it with a household cleaning solution, such as Lysol or Pine-Sol disinfectant, Tilex Mildew Remover, Clorox, or a combination of water and bleach.
  - A malfunction in any part of the heating, air-conditioning, or ventilation system.
- Residents will be liable to pay for damages caused by failing to comply with these instructions.

### **Waste Removal & Recycling**

Trash and recycling dumpsters are located throughout University Housing. It is the resident's responsibility to place trash in the outdoor receptacles. *For more information about trash and recycling, including a map of the compactor locations, please see the "TRASH/RECYCLING" section.*

### **MEAL PLAN**

Students living in University Commons are required to carry a meal plan for the fall and spring semesters of their residency. Please contact [UTD Dining Services](#) for more details.

### **MIXED GENDER HOUSING**

University Housing at the University of Texas at Dallas welcomes students of all gender identities and expressions and is committed to providing a welcoming community for all residents. Please visit our website below or contact Residential Life to learn about all available housing options. It is our goal to provide an affirming and non-discriminatory housing experience. [Mixed Gender Housing](#).

### **MOTORIZED AND FUEL OPERATED VEHICLES -**

All motorized fuel-operated vehicles may be parked **only** in designated areas on campus and must be properly registered. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) Due to safety concerns, it is prohibited to store vehicles inside the housing facilities, on patios/balconies, stairwells, landings, breezeways, and walkways. Any of these vehicles found in or around the

premises, beyond the designated parking areas, may be cited, towed, and impounded at the owner's expense.

## **MOVE-OUT**

To avoid an improper move-out fee, the following must be completed prior to moving out. (Detailed information will be sent prior to the end-of-semester move-out day.)

- Clean the entire apartment/suite
  - Remove all belongings from the suite/apartment, patio/balcony, and storage room.
  - Remove all trash and dispose of it properly.
  - Clean all exterior and interior surfaces of the kitchen appliances (including the refrigerator, stove, dishwasher, hood, and microwave)).
  - Sweep and mop all uncarpeted floors.
  - Vacuum all carpets.
  - Clean all bathrooms.
  - Clean and remove any shelf paper from the cabinets, drawers, and shelves.
  - Clean all mirrors, ceiling fans, and light fixtures.
  - Clean all windows and mini-blinds.
- Pick up all mail and packages.
- Remove bicycle from bicycle racks or storage.
- Return all keys (front door, bedroom, and mail keys, as applicable to the living space) to the appropriate University Housing front desk or office during business hours.
- Complete move-out documentation at the appropriate University Housing front desk or office.

Failure to properly check out of a unit per the guidelines provided in the Resident Handbook or through any other direct communication provided to the residents UT Dallas email account or in person, could result in charges. Improper checkouts may result in a \$100 fee. Late checkouts (checkouts past the move-out deadline listed in the University Housing Terms and Conditions) may result in a \$100 fee plus the daily rate of the assigned unit for each day stayed past the deadline.

The following guidelines are intended to aid residents in preparing for the final inspection by University Housing staff. Some items listed may not apply to your situation. Completion of these items will greatly reduce the likelihood of move-out charges being assessed. If there are any additional concerns, contact the appropriate University Housing office prior to the inspection.

## **MOVE-OUT DATES**

Residents must move out by 12:00 p.m. (Noon) on or before the exact date required under the University Housing Terms and Conditions (Housing Agreement).

## **CLEANING GUIDELINES**

### **KITCHEN (University Village and Canyon Creek Heights)**

Thoroughly clean all appliances and cabinets. Clean all countertops and sinks. Pay special attention to the following items:

- Stove – remove debris from the burners, broiler pan, and underside of the cook top.
- Range Hood – remove grease from the fan, filter, and light cover.
- Refrigerator – wipe clean the door seals and kick plate. Set the temperature to the lowest setting.

- Dishwasher – wipe clean the door seals, racks, and outtake filter.
- Microwave – wipe clean the door seals, vent, and interior.

### **BATHROOMS**

Thoroughly clean the floors, sinks, shower/tubs, and toilet fixtures. Pay special attention to the following items:

- Cabinets – thoroughly clean the interior and the mirrors.
- Light Fixtures/Exhaust Fans – remove dust and wipe clean.
- Faucets – remove rust and other mineral deposits.

### **WALLS/DOORS**

Remove any scuffmarks, crayon, food, and other debris from the walls. (Please do not attempt to fill/patch nail holes.) Door moldings and knobs should be clean and free of dust.

### **WINDOWS**

Thoroughly wipe all windows and window coverings (this includes blinds, windows, and screens), removing all dust, marks, and streaks. In addition, please remove dirt and debris from window tracks and locks.

### **CEILING FIXTURES**

Dust and clean the light fixtures, ceiling fans, and HVAC vents. Be very careful not to activate the sprinkler system!

### **FLOORING**

Sweep and mop all vinyl and tile flooring. DO NOT USE WAX on any flooring. Clean and remove dust from baseboards throughout the apartment. Vacuum carpets thoroughly. It is not necessary to have the carpets shampooed. Units which only have regular wear and tear will not be assessed a carpet cleaning fee. Special instructions may be given at the time of pre-inspection regarding additional carpet care.

### **PATIOS & STORAGE CLOSETS (University Village Only)**

Sweep and clean the floors. Remove any cobwebs from ceilings, beams, and around light fixtures. Remove all personal belongings and dispose of trash.

### **RECOMMENDED PRODUCTS**

- Disinfecting cleansers (such as 409, Fantastik, or Windex Glass & Surface) work well on most surfaces (furniture, ceiling fans, baseboards, etc.).
- S.O.S. Pads will help easily clean the oven and drip pans.
- Disinfecting and non-suds producing cleansers with the ability to cut grease (such as Top Job or Mr. Clean) are perfect for the kitchen and bathroom (countertops, floors, exhaust fan, vanity, etc.).
- Ajax and Comet work well for scrubbing sinks and bathtubs.
- Use a glass cleaner like Windex Glass & Surface for all mirrors and doors.
- For shower tiles, use a soap scum and grout cleaner (such as Tilex or Scrub Free).
- Disinfecting toilet bowl cleaners (such as Lysol Cling Free) are best for cleaning toilets.
- Magic Erasers for scuff marks.

### **MOVE-OUT CHARGES**

(Charges are subject to change)

## KEYS

- Front Door Key \$ 100.00 (requires lock change)
- Bedroom Key \$ 75.00 per key
- Mailbox Key \$ 75.00 per key
- Loss of Temporary Access Card \$ 50.00 per card

## GENERAL CLEANING

- 1bed/1bath \$ 58.00
- 2bed/2bath \$ 81.00
- 3bed/1bath \$ 58.00
- 4bed/2bath \$ 92.00

## CARPET CLEANING

- 1bed/1bath \$ 46.00
- 2bed/2bath \$ 66.00
- 4bed/2bath \$ 90.00
- Stain/burn/gum/wax removal fees will be assessed by an independent contracted carpet cleaning company.

## CARPET REPLACEMENT

- 1bed/1bath \$ 404.00
- 2bed/2bath \$ 728.00
- 4bed/2bath \$ 920.00
- Prices above are for entire unit replacements. Units are assessed and only needed areas are replaced. Rates will differ for individual room replacements.

## PAINTING

- 1bed/1bath \$ 127.00
- 2bed/2bath \$ 219.00
- 3bed/1bath \$ 127.00
- 4bed/2bath \$ 299.00

## MISCELLANEOUS

- Trash Removal \$ 25.00 per bag
- Interior Door Replacement \$ 45.00
- Front Door Replacement \$ 204.00
- Window Screen \$ 40.00 large \$ 25.00 small
- Blinds \$ 25.00 - \$ 55.00
- Window Pane \$ 62.00
- Patio Sliding Screen Door \$ 65.00
- Towel Bar \$ 10.00
- Smoke Detectors \$ 25.00 per unit
- Ceiling Fan \$ 52.00 per unit
- Washing Machine \$ 360.00
- Clothes Dryer \$ 310.00
- Microwave \$ 270.00
- Refrigerator \$ 500.00
- Washer/Dryer Combo (1 bedrooms only) \$ 990.00

This list is not comprehensive and does not include all charges that may be assessed at the time of move-out. Professional contract services required for repairs other than carpet cleaning, housekeeping, or painting, will be billed at cost + 15%. **All common area charges will be split equally among the University Housing Terms and Conditions holders unless one or more individuals take full responsibility in writing.**

Questions about move-out charges should be sent to [housing@utdallas.edu](mailto:housing@utdallas.edu).

## MYHOUSING

The [MyHousing portal](#) is University Housing's one-stop-shop for everything regarding on-campus housing. Students may use the portal to:

- Apply/sign-up for on-campus housing
- Participate in the Returning Resident application process
- Check the status of their housing application
- Submit work orders

## NOISE

Engaging in disorderly, lewd, indecent, inappropriate, loud, or obscene conduct or behavior that interferes with the orderly functioning of the University or interferes with an individual's pursuit of an education will not be permitted at any time. This includes, but is not limited to, stereos, amplified sound in indoor/outdoor areas, televisions, musical instruments, slamming doors and windows, running up and down stairs, sounding vehicle horns, and yelling. Residents are not to place stereo speakers in windows or otherwise amplify sound from windows to the outside. The use of stereos and other amplified sound in common areas, including the pool area and clubhouse, must be approved by University Housing. Residents are expected to maintain an atmosphere conducive to studying, especially in the evenings. 24-hour courtesy hours are in place in all residential living areas.

At all times, residents and their guests must be considerate of their neighbors' right to the quiet enjoyment of their home. Residents are responsible for their guests' behavior. University Housing is committed to providing a living environment that complements and fosters the academic and intellectual development of all UT Dallas students.

Violators of the noise rule may be referred to the Dean of Students for disciplinary action. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

## OCCUPANCY LIMITS

The maximum occupancy limits according to fire code for the various university housing locations are as follows:

### University Village:

- 1 Bedroom Unit: 2 residents
- 2 Bedroom Unit: 4 residents
- 3 Bedroom Unit: 3 residents
- 4 Bedroom Unit: 4 residents

### Canyon Creek Heights

- 1 Bedroom Unit: 1 resident
- 2 Bedroom Private Unit: 2 residents
- 2 Bedroom Shared Unit: 4 residents



- 4 Bedroom Unit: 4 residents

University Commons

- 3 Bedroom Unit: 3 residents

The capacity for visitors should not exceed **twice the maximum occupancy** at any time.

**OFFICE HOURS & CLOSINGS**

**University Commons Residence Halls**

Select University Commons front desks are open 24 hours a day unless otherwise posted. University Housing staff is available Monday – Friday 9 am – 6 pm.

**All University Housing will be open during the University’s winter break, with the exception of Residence Hall South.** The doors of the buildings will be closed and access will be removed during this time period for students not approved to stay. Dates of this period may vary slightly from the official winter break and will be posted each year in the weeks prior to closing. Annually, Residence Hall South will be completely shut down during part of winter break due to maintenance.

**University Village Apartments**

Office hours are posted at the entrance to the University Village Housing Office. The office may occasionally close for holidays, inclement weather, or other circumstances. If the office is closed, a sign will be placed on the front door of the office. The sign will include information as to when the office will be closed, when it will reopen, and the number to call for maintenance emergencies. For scheduled closings, University Village will provide a minimum of 72-hours’ notice prior to the date of closing.

Normal Operating Hours:

Monday – Friday: 10 am – 7 pm

Saturday: 1 pm – 5 pm

**Canyon Creek Heights Apartments**

The front desk hours for Canyon Creek Heights are posted at the front desk. University Housing staff are available Monday – Friday, 8 am – 5 pm. The front desk may have limited hours during holidays, inclement weather, or other circumstances. If the desk is closed, a sign will be placed on the desk. The sign will include information about when the office will be closed, when it will reopen, and the number to call for maintenance emergencies. For scheduled closings, University Housing will provide a minimum of 72-hours’ notice prior to the date of closing.

Canyon Creek Heights Front Desk Hours:

Mon – Sun: 9 am – 9 pm

**PARKING**

When entering or leaving the community, residents are required to operate their vehicles at a speed not to exceed 15 miles per hour. Observe all traffic and parking signs, as the streets throughout the community are accessible to the public and emergency vehicles. All surface (street) parking is unassigned, unless otherwise specified by signage.

Traffic enforcement throughout the University Housing community is managed by the [UTD Police Department](#). In compliance with the Texas Education Code 51.207 (b), The University of Texas at Dallas has procedures for enforcing State of Texas vehicle inspection laws for vehicles parking or driving on campus. Visit [www.utdallas.edu/parking](http://www.utdallas.edu/parking) for enforcement information.

Residential parking permits are required for all residents who have vehicles on campus, and these permits are only valid for the fiscal year (September 1<sup>st</sup> through August 31<sup>st</sup>). They may be purchased online at [www.utdallas.edu/myparking](http://www.utdallas.edu/myparking).

Residential parking permits allow residents to park in the designated area for their building. Residence hall lots and apartment lots have separate permits. Campus parking in non-residential areas requires a different permit.

Guests must obtain a visitor permit through the parking office.

Boats, recreational vehicles, trailers, campers, commercial vehicles, storage units, and trucks used for purposes other than for personal use may not remain on property except for purposes of loading and unloading. University Housing reserves the right to permit these vehicles in designated areas.

Residents may not wash their vehicles or perform any repairs, maintenance, or customizations while on the premises.

## **PATIOS & BALCONIES**

University Village apartment residents must keep their patios and balconies neat and clean. Items which may not be placed in these areas include, but are not limited to, the following: automobile tires, firewood, beds, non-outdoor furniture, motorbikes, mopeds, and any heavy objects which may be visually unappealing to other residents. Pursuant to City of Richardson Fire Code, the use and storage of any outdoor cooking grill is also prohibited on the patios and balconies. These areas may not be used to dry clothes. Unsecured plants are not permitted on the ledges or to protrude from the railing. No more than six people may be on a balcony at any given time. Smoking and the disposal of tobacco are prohibited everywhere on UT Dallas property, including apartment patios and balconies.

## **PAYMENTS FOR UNIVERSITY HOUSING**

All housing charges associated with assignments in University Housing will be processed through the [Bursar's office](#). Rent for the full academic year contract will be divided into two equal charges and placed on the resident's university account prior to the fall and spring semester. All payments for housing charges must be made in accordance with Bursar timelines.

Residents who are required or choose to purchase a meal plan will make their payments for these meal plans through the Bursar's Office.

Residents who fail to meet their rental payment obligations under the University Housing Terms and Conditions will be considered delinquent and all remedies under state law will be authorized. Delinquent accounts will be referred to the University Housing office for additional procedures, which could involve enrollment/graduation holds and immediate cancellation of the University Housing Terms and Conditions.

## **PEER ADVISORS**

Peer Advisors (PAs) are upperclassmen student employees who live on campus and provide University Housing residents with personal, academic, and housing-related peer support. One hundred fifty-four (154) PAs are assigned to the residence halls and apartments. Students

selected as PAs go through an extensive training period to fully prepare them for their role. PAs live with their designated communities and provide various resources to residents, including:

- Community building through individual interactions and group activities
- Knowledge about campus resources and UT Dallas policies & procedures
- Resources to help with conflict mediation between roommates
- On-call services to respond to after-hours or emergency concerns

If you need assistance after-hours, please contact your area's PA on call phone number:

University Village – Buildings 2-31: (214) 543-7101  
University Village – Buildings 33-51: (214) 385-5731  
University Village – Buildings 53-59: (214) 385-5734  
University Village – Buildings 61-63: (214) 385-5731  
University Village – Buildings 65-67: (214) 385-5734  
Residence Hall North: (972) 883-5241  
Residence Hall Northwest: (972) 883-7341  
Residence Hall South (972) 883-5561  
Residence Hall Southwest: (972) 883-7361  
Residence Hall West: (972) 883-7410  
Canyon Creek Heights North: (469) 516-7134  
Canyon Creek Heights South: (469) 516-7134

## **PEST CONTROL**

University Housing contracts with a nationwide commercial vendor for pest control service. All housing facilities receive extermination services once per quarter, with additional services scheduled as needed. Interior extermination service is offered at no cost to the residents who will be notified before their building/room is treated.

Bed bugs are a severe problem on many college campuses, mainly because students do not know how to identify or report bed bugs. If there are signs of bed bugs, contact the appropriate University Housing office immediately.

Bed bug bites may be identified by small welts similar to mosquito bites. Often these welts occur in rows of three or more and cause itching and discomfort. These bites may show up in the morning, but they typically take a few days to appear. If bed bugs are present, tiny dark excrement stains will appear on sheets, pillowcases, and mattresses. Molted skins and eggshells may also be present, but look for the crawling or dead adults as well.

If an active infestation is found, we will treat the unit at no cost to the resident. However, preparation of the unit will be their responsibility. Non-compliance with a bed bug treatment (which includes preparation for treatment) or more than one case of bed bugs may result in the resident being held liable for payment of treatment and in potential disciplinary action. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

*More information on bed bugs may be found in the "BED BUGS" section.*

Report any pest control issue to the appropriate University Housing office as soon as possible. After most pest control services, it is common to see an increased amount of insect activity as the specially formulated applications disrupt nesting and hiding sites.

## **PET RULES**

Approved pets in University Housing include dogs, cats, and fish.

Fish tanks (limited to 20 gallons) are permitted throughout all housing facilities and may only contain fish. Residents are not required to register, document, tag, or pay fees for fish kept as pets.

Cats and dogs are strictly prohibited in University Commons, Canyon Creek Heights, and all four-bedroom apartments in University Village. (Service Animals for students and Assistance Animals [also referred to as emotional support animals] with approved documentation are welcome. More information may be found on the Accessibility Resource Center's website: [accessibility.utdallas.edu](http://accessibility.utdallas.edu).)

Residents living in one- or two- bedroom University Village apartments may maintain a maximum of two pets (cats or dogs) per apartment unit. Dogs and cats may not exceed 50 lbs. at maturity and must be at least 1 year old.

All residents wishing to maintain a pet dog or cat, Service Animal, or Assistance Animal in their unit must work with University Housing Operations staff to complete the University Housing Pet and Animal Agreement form.

Residents must provide proof of current vaccinations, City of Richardson registration, and a current photo of the pet.

Residents must obtain written consent from their roommate prior to acquiring a pet. The roommate may give their consent by signing the pet owner's Pet and Animal Agreement or by emailing their consent to [housing@utdallas.edu](mailto:housing@utdallas.edu) from their UT Dallas email account.

If the resident renews their University Housing Terms and Conditions, they must obtain written consent from the roommate in the unit assigned to them for the next agreement term. (Service Animals and Assistance Animals are exempt from these consent requirements.) If the roommate does not give written consent, the resident (pet owner) will be required to look at other options. The resident must either investigate renting an entire unit, if available, or remove the pet from their apartment. The Pet and Animal Agreement and the roommate's written consent must be renewed annually.

An initial one-time non-refundable fee of \$100 per pet will be collected. In addition, residents are assessed a \$100 charge per pet each semester. (Semesters include fall, spring, and summer annually.)

Residents renewing a pet annually are not required to pay another \$100 non-refundable fee to renew the same pet. However, the per-semester charges will continue to be placed on the resident's Bursar account until the resident cancels their University Housing Terms and Conditions or until the pet is no longer in the apartment and the resident cancels their Pet and Animal Agreement in writing by emailing [housing@utdallas.edu](mailto:housing@utdallas.edu).

Owners of Service Animals and Accessibility Resource Center-approved Assistance Animals are required to fill out the agreement for notification purposes, but fees will not be charged to these owners.

University Housing will provide each approved resident with one pet tag per registered animal, with a maximum of two (2) pet tags per apartment unit.

- The tag will have a unique registration number.
- It is highly suggested that the tag be always worn by the pet.
- In the case of pets who do not wear collars, the pet tag must be visible in the common area of the apartment, tagged to a pet kennel, or visible to staff if the pet is outside for any reason.
- In addition to wearing the provided pet tag, we recommend that all pets wear identifying tags with the pet's name and owner's phone number.

Residents with unregistered pet(s) found within a unit, and/or rule violations for pets, will incur a fine of \$500 per resident of the unit for each pet, plus a disciplinary referral to the Office of Community Standards and Conduct.

In addition to the fine for an unregistered pet(s) (maximum two), the responsible resident will be charged a one-time, non-refundable pet registration fee of \$100. The resident will also be charged an additional \$100 per pet, per semester, not to exceed \$300 per calendar year, or a maximum of \$600 for two pets. Please note a "semester" is defined as spring, summer, and fall.

After being cited for an unregistered pet, a resident will have a seven-day grace period to register and pay for their pet's residency. If this requirement is not met, the pet must be removed until it is registered and approved by University Housing staff. (Student Code of Conduct, Subchapter C, Sections 49.10.)

Residents are responsible for the actions of their pet(s) at all times:

- Keep the animal on a leash and under supervision when outside the apartment. Animals may not be tied to any fixed object anywhere outside the apartment unit.
- Animals must not disturb the rights, comforts, and conveniences of neighbors or other residents. This applies whether the animal is inside or outside of the resident's housing space.
- Promptly and properly dispose of all animal waste. Violators will be fined and may lose the privilege of having animals on campus or in the housing facilities.
- Animals must be fed and provided with water inside the dwelling unit. Animal food or water may not be left outside the housing unit at any time.
- Residents must provide a litter box for their cat's use. Cat litter must be bagged prior to disposal. Toilets must not be used for disposal, even if litter is labeled as "flushable." Regular cleaning of the litter box and apartment is required and will be checked regularly by University Housing staff. Failure to properly care for the litter box and apartment could result in cleaning charges.
- Residents must prevent any fleas or other infestation of the premises. If you suspect that there are fleas in your housing space, contact University Housing immediately.
- In the event your animal is found outdoors, every reasonable attempt will be made to locate the owner prior to impounding by local animal control services. When requesting maintenance work in their apartment, residents are required to state that they have an animal. Though our personnel will take every precaution to ensure that animals do not

get out of the apartment, we cannot guarantee they will not escape. If possible, confine animals(s) to a separate room.

University Housing has the right to make reasonable changes and additions to the University Housing Pet & Animal Agreement and to distribute the changes to all residents who have registered pets or assistance animals.

## **POOL RULES**

The rules and regulations listed below are for the protection and benefit of all, to ensure safe and sanitary operation of the pool facilities. Cooperation in abiding by these rules will ensure a pleasant and relaxing recreational experience for everyone. Failure to comply with the rules shall be considered sufficient cause for any action deemed necessary by us, including the barring of violators from the use of the pool area. In addition to the rules listed below, please refer to the pool rules posted in the pool area of the community. Persons ages 15 years and under may use the pool only if accompanied by a parent or legal guardian who is also a University Housing Terms and Conditions holder. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

1. No diving
2. Children must not use the pool without adult supervision
3. Dial 9-1-1 for emergency medical services or police emergencies, or use an emergency blue phone
4. Pool Hours: 10 am – 10 pm, Sunday – Saturday
5. No alcoholic beverages in pool area
6. No glass in pool area
7. No running or rough play in the pool area
8. Residents must accompany visitors
9. Appropriate swimwear is required
10. Pets are NOT allowed in the pool area

## **RECREATIONAL FACILITIES**

University Housing has swimming pools, sand volleyball courts, basketball courts, tennis courts, a multipurpose sports court, billiards, and ping-pong available for University Housing residents. Equipment may be checked out with a Comet Card. University Village clubhouses/social centers are available on a first-come, first-served basis unless a private reservation has been made through the University Housing office. To make a reservation, please email [housing@utdallas.edu](mailto:housing@utdallas.edu). Reservations are not necessary to use the facilities, although a resident must always be present with any guests, and must be considerate of others. The sport courts in University Housing are open daily from 10 am until 10 pm.

You, all guests, and occupants must comply with any written rules or policies, including instructions for care. Team sports, such as soccer, kickball, softball, etc., are not permitted on the sport courts, in parking areas/driveways, or in hallways/breezeways. There are open fields available for these types of team sports. Water in a clear plastic bottle with a lid is allowed. All other food and beverages are not permitted for consumption on or in the court area at any time. Glass containers are prohibited in or near pools, sport courts, and all other common areas.

Appropriate athletic attire is required at all times. Athletic shoes are required on the courts at all times. Non-marking shoes must be worn on all hard surface sports courts. Use of these facilities is at the resident's own risk and we are not responsible for accidents, injuries, or lost, stolen, damaged, or misplaced items. There should be no hanging on the rims, horseplay, or

inappropriate use of the court equipment at any time. Activities which disturb other residents are not allowed on or near the court areas. Please be courteous to other patrons in the court areas. Any excessive noise or inappropriate behavior which causes a disturbance to other residents will not be tolerated. Residents are expected to be considerate and maintain an appropriate noise level at all times when using the facilities. University Housing staff reserve the right to request that persons violating court rules or exhibiting inappropriate behavior leave the court area(s). Failure to comply is a violation of the Student Code of Conduct ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) and may result in disciplinary action.

In consideration of University Housing's permission to use the recreational facilities, at University Housing areas, the resident waives any and all claims that may be asserted against UTD's representatives, employees, or contractors, arising from or with respect to the resident's use of the facilities. This waiver also applies with respect to any injury or illness that may result (directly or indirectly) from any utilization of the recreational facilities. If the resident uses the recreational facilities, the resident represents and warrants that the resident is in proper physical condition to use these facilities and has read, understands, and will comply with all posted and or published warnings, rules, regulations, and hours of operation. The resident also assumes all liability for the resident's guests.

## **RECYCLING**

*Please see "TRASH & RECYCLING" section*

## **RELOCATION OF RESIDENT**

University Housing reserves the right to relocate a resident to another room within University Housing prior to and during occupancy. Possible reasons might include, but are not limited to, disciplinary action, expulsion, consolidation, availability, or for public health reasons. In the event that the room assigned to the resident is not ready for occupancy at the beginning of their University Housing Terms and Conditions term, University Housing may assign the resident to another room in University Housing.

Relocation may be required at any point during the semester in order to accommodate students remaining on the wait list. At the end of the spring semester, students staying through the summer that are transferring to another apartment will be required to relocate until their permanent summer/fall placement is available.

## **RENTER'S INSURANCE**

Residents are responsible for obtaining renter's insurance to protect their personal belongings and to protect themselves against any damages to or loss of property in the community as a result of their failure to abide by the policies and procedures contained in the University Housing Terms and Conditions and this Handbook, or by circumstances beyond human control. **Understand that the insurance in place for the community does not provide coverage for personal belongings or damages.** If residents or their guests suffer a loss due to fire, flood, vandalism, theft, or other manner of action, or if there is damage to any part of the community, that loss will not be covered by the community's insurance. In general, renter's insurance is not expensive, and it can provide substantial protection and peace of mind.

## **RESIDENCE HALLS ANNUAL MAINTENANCE**

Residence Hall South must close over the winter break to allow for annual maintenance. For safety reasons, we will not allow access to the building during this time.

Residents may leave their belongings (except any food that may spoil) in their suites during this time, but they will not have access to their suites.

The specific dates of the closure will be provided prior to closing, but, generally, Residence Hall South will close in late December and reopen during the first week of January. *More information on University Commons closures can be found in the "OFFICE HOURS & CLOSURES" section.*

## **RESIDENT, VISITOR, & OVERNIGHT GUEST BEHAVIOR**

Residents are responsible for the consequences of their guests' actions. Residents and guests who, by virtue of their inappropriate behavior or conduct towards themselves or others, exhibit an inability to live in a group setting, refuse intervention, and/or endanger themselves or others in any manner, may be asked to leave University Housing. Residents should inform their guests of conduct rules and always accompany them. Failure to abide by these rules is a violation of the Student Code of Conduct ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) and disciplinary action may be taken.

University Housing may exclude guests from the community who, in our judgment, are violating the law, violating the University Housing Terms and Conditions, or disturbing other residents, neighbors, visitors, or staff. University Housing may also work with the UTD Police to exclude people from any outside area or common area who refuse to show photo identification or refuse to identify themselves as a resident or guest of a specific resident.

## **RESIDENTIAL LIFE**

One of the primary goals of Residential Life is to assist in the personal growth and development of University Housing residents. Working toward this goal is a staff of carefully selected and trained student leaders called Peer Advisors (PAs). PAs are trained to recognize the problems and needs of on-campus residents and are trained to assist in these areas.

*The PAs are supervised by full-time professional staff members responsible for overseeing the Residential Life program. For more information about PAs, see the "PEER ADVISORS" section.*

### **Residential Life Office**

(972) 883-7430

housing@utdallas.edu

[Reslife.utdallas.edu](http://Reslife.utdallas.edu)

## **ROOFTOPS**

For safety reasons, residents are not allowed on the roof, in attic spaces, or on ladders of any University Housing building. If a resident is found on the roof, in an attic space, or on a ladder of a facility, they will be referred to the Office of Community Standards and Conduct for disciplinary action. ([Student Code of Conduct, Subchapter C, Section 49.10](#))

## **ROOM CHANGES & TRANSFERS**

University Housing recognizes the need for residents to live in a safe and comfortable living environment. During the months of September and October, residents who wish to change their room or floorplan will be able to request a room transfer. Residents will be able to request a specific floorplan and will include their reason for transferring. Residents requesting a room transfer due to a roommate conflict may be subject to a roommate mediation prior to any transfer request being reviewed and/or approved. If a resident is requesting a transfer due to being physically threatened or hurt by their roommate, call the UT Dallas Police Department at 972-883-2222 immediately.



Residents are able to request a room transfer on the MyHousing Portal during the transfer period. Room transfers are made based upon availability, on a case-by-case basis, and are therefore not guaranteed. After the request has been received, University Housing staff will review the requests for the month on the last Wednesday of September and/or October. If the transfer is approved, the resident will be notified via their UT Dallas email and no transfer fee will be charged. If approved, each transfer is subject to a \$200 transfer fee to be billed to the University bill. If a resident submits a transfer request in September and it is not approved, they may resubmit the request in October.

University Housing reserves the right to assign or reassign students to other rooms and halls for pending disciplinary action or in order to make the most effective use of the available accommodations. University Housing will make every effort to inform residents of potential and newly assigned roommates in a timely manner.

Residents with a vacancy within their unit must be prepared for a new roommate to move in at any time. Residents should not spread their belongings throughout the room or use furniture designated for another roommate. Residents found to be utilizing an empty space not assigned to them will be subject to additional housing charges.

## ROOM RESERVATION RULES

University Housing residents, student organizations, and University departments may utilize University Housing's meeting spaces for their events and meetings, unless this ability is limited or removed due to a public health emergency or other significant event. There are no costs or fees to reserve a room. Rooms are provided as-is; special furniture setup must be arranged through [Facilities Management](#).

**Residents of University Housing** may reserve rooms for personal use only:

- **University Commons residents** may reserve the classroom, multipurpose room, or lobby in the building in which they reside. (Residents of RHW may not make reservations in RHW due to LLC programming. Instead, they may request to use a space in another residence hall.)
- **University Village and Canyon Creek Heights residents** may not reserve Clubhouses and Pools; they must remain open to any resident who wishes to use the areas identified.
- Residents are allowed one reservation per day. Reservations may be made for a maximum of four consecutive hours.
- Reservation requests must be received at least five days prior to the event. Please email the [Housing Operations Coordinator](#) with the intended date, time, and name of the event to request the reservation.

**Registered Student Organizations** may reserve the RHS Classroom, RHS Multipurpose Room, or RHS Lobby. Organizations are allowed one reservation per day. Reservations may be made for a maximum of four consecutive hours. All student organization reservation requests must be received at least 10 days in advance through the [EMS system](#). Reservation requests for the fall semester will open on August 22, with the soonest event date being September 1.

**University Departments** may reserve rooms for their events and meetings by contacting the [Housing Operations Coordinator](#). Departments may reserve the classrooms, multipurpose rooms, and lobbies in the residence halls, or the Phase 3,

Phase 4, or Phase 8 Clubhouses. Pools may be reserved with special permission from University Housing.

Rooms are available on a first-come first-served basis. Submission of a request does not guarantee the reservation of the room. University Commons rooms are available to be reserved from 9:00 a.m. to 10:00 p.m. University Village Clubhouses may be reserved from 10:00 a.m. to 10:00 p.m. Residence halls are closed to student reservations during the summer due to Residential Camps and Conference Services events.

Food is allowed in the rooms, but it needs to be arranged through [Dining Services](#). Alcohol is not allowed in any University Housing meeting space.

Any changes or cancellations to room reservations must be made 24 hours prior to the date of the event.

## ROOMMATE AGREEMENT

All residents are required to complete a Roommate Agreement with their Peer Advisor. Roommate Agreements are put in place to assist students in living in a community environment. They often address things such as temperature in the units, cleaning responsibilities, conflict resolution, and any other items the roommates would like addressed.

In the event of a roommate dispute or conflict, the Residential Life staff reserves the right to revisit the current Roommate Agreement or complete a new one.

## SAFETY

Campus safety and security is a shared responsibility. Residents can protect themselves, their community and their property by taking steps to reduce exposure to risk. Be aware of physical surroundings and the people around at all times. Use assertive body language to communicate control and confidence. Travel with friends at night or use the University's walking escort services (Campus Police Student Patrol). **Keep doors and windows locked**, even when inside. Residents should trust their instincts and use common sense to help stay safe and deter an attacks.

The University Housing community is patrolled by the [UTD Police Department](#); however, no police department can function effectively without the collaborative assistance of the community it serves. If you have an emergency, call 9-1-1. Attempting to locate a vehicle on patrol or calling one of the housing offices will delay response time.

### Security Phone Numbers & Websites

Emergencies:	9-1-1
<a href="#">UTD Campus Police:</a>	(972) 883-2222

The following suggestions will help residents take an active role in securing their homes, property, and most importantly, themselves.

#### In Residence:

- Dial 9-1-1 for emergencies. If an emergency arises, call the appropriate government authorities first.

- **Ensure that all of the doors and windows are locked at all times.** If any of the locks are inoperable, please contact the housing office or front desk immediately.
- Keep the doors locked, even if away for only a few minutes. An unlocked door allows easy access to criminals. Remember that most losses occur during the day.
- Use the keyless deadbolt in the apartment unit while at home.
- If a resident returns home and suspects their home has been entered illegally, do not enter. Call the UTD Police at (972) 883-2222 for assistance by using a cell phone, neighbor's phone, or one of the 24-hour emergency call stations located throughout University Housing.
- Residential doors have peep holes that should be used before permitting entry to anyone. If a peephole is broken or missing, call the appropriate University Housing office and make a request for service.
- Only allow University officials with proper identification to enter the residence. Do not invite strangers inside.
- Keep a complete list and take pictures of the serial and identification numbers of all personally owned appliances and electronics, including computers, televisions, gaming systems, stereos, etc. This will greatly aid in recovering stolen goods.
- Keep valuables out of sight by closing curtains or blinds and storing such items away from windows.
- Residents should never advertise when they are not home. Do not leave notes on the door or post on social media indicating that the residence is unoccupied. Do not display apartment/suite keys in public or carelessly leave them in the mail area, at the pool, or places where they can be easily stolen.
- Ensure there are no identifying tags fixed to the keychain with the apartment/unit keys.
- Establish a buddy system with a neighbor. Each should be wary of anything out of the ordinary in and around each other's premises. Let neighbors know when each other will be arriving home late, or if they will be away for an extended period of time. Take in each other's flyers or deliveries in the event of vacations or absences for more than a day.
- Immediately report suspicious persons in the building to the police and the housing office. DO NOT confront them.
- Never answer personal questions over phone calls the resident did not place.
- Whether someone lives alone or not is sensitive information and should never be offered to anyone.
- In a residential community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!", "Police!", or "Fire!"

Exercise common sense and situational awareness in everything that is said or done. Do not ignore hazardous situations and do not create them for others.

### **Outside Residence:**

- When returning home late in the evening, use the main property entrance or commonly used walkways, if possible. Call the Campus Escort Service/Student Patrol if needed: (972) 883-2222.
- Stay in well-lit areas. Walk midway between curbs and buildings, staying away from alleys, entries, and bushes.
- Stay near people. Avoid shortcuts through parks, vacant lots, and other deserted places.
- Walk with someone whenever possible. Participate in buddy systems or use the Campus Escort Service/Student Patrol if walking somewhere after dark.

- Immediately report suspicious persons loitering around the property to the police and the University Village/University Commons office.
- Do not stop to give directions or other information to strangers.
- Never hitchhike.
- In order to be harder to follow, routes to frequented destinations should be changed regularly. Should this fail, stay mindful of the surroundings and nearby people. If a resident feels they are being followed and feels unsafe, they can call the police or the Campus Escort Service.
- If someone follows by car, turn around and walk in the opposite direction. If the person persists, record the license number and call the police.
- Keep purses and bags close to your body. This will minimize the chances of theft. If a bag is snatched, do not fight. Turn it over rather than risk personal injury. Report the incident as soon as possible.
- Carry only necessary credit cards and money.
- Report any malfunctioning or burned-out lights to the University Housing office.

### **Using your Vehicle:**

- Check the backseat before getting into a car.
- Lock car doors while driving. Lock car doors and roll up windows when leaving a car parked.
- Accessories such as cell phones, stereos, laptops, and gaming systems are prime targets for thieves. Do not leave valuable items in full view – including CD's, wrapped packages, briefcases, or purses.
- Do not leave keys in a car.
- Keep keys in-hand while walking to your vehicle – this will facilitate quick entrance to the vehicle.
- If parked on the street, park near a streetlight.

If feeling unsafe, do not stop moving. Get to a well-lit and crowded location.

### **In the Classroom, Laboratory, or Office:**

- Avoid working or studying alone in a building at night. Have a buddy available for emergencies.
- Avoid using stairs in remote sections of a building.
- Keep personal belongings in view.
- Never prop doors open, especially fire doors, even for a short period of time.
- Call the [UTD Police](#) at (972) 883-2222 to report suspicious behavior. Remember the person's appearance so it can be relayed to the dispatcher.

University Housing cannot guarantee or assure personal safety and security while residing on campus. It is the student's responsibility to report acts of mischief or criminal activity in the community to University Police immediately. The provision of safety devices, locks, card access and University Police services does not constitute a guarantee of their effectiveness. Please exercise caution at all times when on campus and around a housing unit.

## **EMERGENCY SUPPLY KIT**

The [Federal Emergency Management Association](#) (FEMA) recommends each family/home to keep the following items readily available in case of severe weather, fire, or other emergency.

### **Disaster Supply Kit:**

- Water – one gallon per person per day for at least three days
- Food – at least a three-day supply of non-perishable food
- NOAA Weather Radio with extra batteries
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask
- Moist towelettes, feminine hygiene items, garbage bags, and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Manual can opener for food
- Local maps
- Cell phone with charger, inverter, or solar charger
- Prescription medications and glasses
- Infant formula and diapers
- Pet food and extra water for pets
- Cash or traveler’s checks and change
- Important documents stored in a waterproof, portable container
- Emergency reference materials, such as a first aid book
- Sleeping bag or warm blanket for each person
- Complete change of clothing, including cool-weather clothing
- Household chlorine bleach and medicine dropper to use as a disinfectant. See instructions [here](#).
- Fire extinguisher
- Matches
- Mess kits, paper cups, plates, paper towels, and plastic utensils
- Paper and pencil

## **SEXUAL HARASSMENT / ASSAULT**

### **Notice of Title IX Policy and Resources**

The University of Texas at Dallas is committed to maintaining a learning and working environment that is free from discrimination and harassment based on sex in accordance with federal and state laws, including [Title IX of the Higher Education Amendments of 1972](#), a federal law that prohibits discrimination on the basis of sex in educational programs or activities. UT Dallas’s [Sexual Misconduct Policy \(UTDBP3102\)](#) prohibits all forms of sex-based discrimination and sexual misconduct, including sexual harassment, sexual violence, sexual assault, stalking, domestic violence, and/or dating violence. The University’s commitment to equal opportunity extends its nondiscrimination protections to include sexual orientation, gender expression, and gender identity. Retaliation against any individual who submits a report, files a complaint, or otherwise participates in the investigation or disciplinary process under the rule is prohibited.

For more information regarding the disciplinary process that may occur after an investigation is completed, see the rule applicable to the respondent: <http://policy.utdallas.edu/utdbp3056> the Student Code of Conduct, Discipline and Dismissal of Classified Employees Policy, (part of the Discipline Dismissal and Grievances Section, UTDBP3056) or <https://policy.utdallas.edu/utdpp1049> University Policy on Faculty Conduct (UTDPP1049).

## Contact Information

<https://institutional-initiatives.utdallas.edu/title-ix/>

Marco Mendoza, MPA  
Senior Director of Institutional Equity and Title IX Coordinator  
[marco.mendoza@utdallas.edu](mailto:marco.mendoza@utdallas.edu)  
[TitleIXCoordinator@utdallas.edu](mailto:TitleIXCoordinator@utdallas.edu)  
972-883-5202  
[SPN 2.720](#)

## Additional Resources

If a resident has been the victim of sexual harassment or assault or has witnessed sexual assault or harassment, here are some additional resources:

Dallas Area Rape Crisis Center  
972-641-7273 (24-Hour Crisis Hotline)  
[darcc.org](http://darcc.org)

### UT Dallas Police Silent Witness Report Form

[police.utdallas.edu/forms/silent-witness/](http://police.utdallas.edu/forms/silent-witness/)  
Student Counseling Center Sexual Assault Recovery  
972-883-2575 (24-hour Student Counseling Center general number)  
[counseling.utdallas.edu/sexualassault](http://counseling.utdallas.edu/sexualassault)  
Student Services Building (SSB) 4.600

## SKATEBOARDS, IN-LINE SKATES & MOTORIZED PERSONAL TRANSPORTATION DEVICES

The safety and welfare of the campus community is our priority. Skateboards, longboards, razor scooters, and in-line skates must be operated as a means of transportation that is under control at all times. Pedestrians always have the right-of-way on campus. The use of skateboards, roller skates, roller blades, and bicycles inside University facilities or in unauthorized outdoor areas is prohibited. Violation of this rule may result in confiscation of the equipment and disciplinary action. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

Motorized scooters or motorized personal transportation devices are prohibited from being driven on University sidewalks, streets, parking lots, or parking structures unless authorized by the AccessAbility Resource Center or Office of Human Resources as a reasonable accommodation required by the Americans with Disabilities Act or other federal law.

Motorized scooters or motorized personal transportation devices, including hover boards, are two-wheeled devices designed for transporting one person with a deck designed to allow a person to stand or sit, and are propelled by an electric or gas motor. Motor-assisted bicycles are not included in this rule.

## SMOKE DETECTORS

Smoke detectors are tested prior to move-in to ensure they are working properly. Residents are responsible for ensuring that their smoke detectors continue to work properly. Test the detectors on a monthly basis. Contact the appropriate University Housing office immediately if a smoke detector starts “chirping” or if it is not working properly.

Do not disable smoke detectors. **Disabling a smoke detector or removing working batteries is a misdemeanor offense** and violators are not only subject to fines and disciplinary procedures ([Student Code of Conduct, Subchapter C, Sections 49.10.](#)) but also legal prosecution and eviction.

## **SMOKING & TOBACCO**

### **Tobacco Free Policy - UTDBP3089**

On June 1, 2017, the entire UT Dallas campus became tobacco-free.

The use of tobacco products (*cigarettes, cigars, pipes, water pipes, hookahs, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, electronic nicotine delivery systems, etc.*) is prohibited everywhere on University property in order to create a healthier work, research, and learning environment.

Please review the online [Tobacco Free Policy](#) for more information.

## **SOLICITING**

No advertising, recruiting, campaigning, selling, or commercial soliciting is permitted in or around University Housing. If a resident encounters a solicitor, please inform them of this rule, then immediately notify the [UTD Police](#) at (972) 883-2222. Never purchase anything from a solicitor or let anyone into a home. Distribution of Housing/University-related materials by Housing/University staff **is** allowed.

## **SPECIAL AGREEMENTS**

University Housing maintains the right to designate units at its discretion for approved non-students, faculty, visiting scholars, clubs/programs, or other affiliates of the University.

## **SPORT COURTS**

There are several sport courts located throughout University Housing. The courts are for the use of residents and their guests. Below are the rules for the sport courts:

- Hours are from 10 am – 10 pm. No one will be allowed on the court outside of these hours.
- These courts are for use by University Housing residents and their guests only. Guests must be accompanied by a resident at all times.
- Courts cannot be reserved but can be utilized on a first-come first-served basis.
- There should be no more than four people on the tennis courts at any given time. No more than 10 people should be on the basketball court at any given time. No more than 12 people should be on the multiuse court at any given time.
- Proper workout attire and court shoes are required.
- No smoking, food, drinks, or pets are permitted on the courts.
- Any misuse of a sport court facility will result in the loss of sport courts privileges.
- Rollerblades, skateboards, scooters, and motorized vehicles are not permitted on the courts.
- Any activity on the court outside of its intended use must be approved in advance by University Housing staff.

Failure to abide by these rules is a violation of the Student Code of Conduct and may be cause for disciplinary action. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

## **STREET/ROAD & TRAFFIC SIGNS**

All pedestrians, drivers, motorcyclists, bicyclists, unicyclists, skate/long boarders, and scooter riders must comply with traffic signs.

Street/road signs are considered the property of the respective government agencies, and any inappropriate removal or possession by unauthorized individuals may result in judicial or legal action. Individuals possessing street/road signs may be requested to provide proof of ownership.

## **THREATENING BEHAVIOR / VIOLENCE & ABUSE**

Any conduct that endangers the health or safety of another is prohibited and will not be tolerated. Such conduct includes, but is not limited to, physical abuse, verbal abuse, threats, intimidation, harassment, and coercion. Stalking and conduct directed at a specific person that would cause a reasonable person to feel fear of bodily harm or an offense against property is also prohibited and will not be tolerated. Conduct that threatens the health and safety of any person may result in fines and possible termination of housing contract/privileges, UTD disciplinary action, and possible legal action. ([Student Code of Conduct, Subchapter C, Sections 49.10. <https://policy.utdallas.edu/utdsp5003>](#)) You are responsible for reporting abuse to the appropriate campus authorities.

**If a resident becomes aware of a threat of violence, notify the UTD [UTD Police](#) at 972-883-2222 or call 9-1-1 immediately.**

- The first step in personal safety is to maintain awareness of the situation and environment.
- Be prepared to take appropriate action if a threat presents itself.
- Evacuate the area, whether inside or outside a building, if it is safe to do so.
- Seek shelter in a nearby building if the threat is outside a campus building.
- If a threat presents itself, seek cover and build a barricade by placing as much material as possible between the threat and the residents.
- To make the area appear unoccupied:
  - Remain quiet
  - Turn off lights
  - Silence cell phones
- As soon as it is safe to do so, notify the UTD Police at 972-883-2222 or call 9-1-1.
- Do not approach emergency responders; let them come to approach.
- Remain under cover until the threat has passed or until advised by law enforcement that it is safe to exit.

## **TRASH & RECYCLING AREAS**

All trash should be bagged and placed in an appropriate outdoor trash or recycling dumpster. Trash should be discarded completely in the dumpster, with no spillage on the sides of the dumpster or ground. This will help to keep the container areas clean and prevent ant, bug, fly, and rodent infestations as well as reduce the likelihood of unpleasant odors. Hot ashes, hot coals, paint, chemicals, motor oil, and other hazardous waste must not be put in the containers.

Trash should not be left in the apartment, suite, breezeways, hallways, or other common areas. We recommend that all residents dispose of household trash at minimum three times per week and preferably daily. We have the right to impose reasonable fines for the violation of these



provisions, as well as for any littering by residents or guests. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

University Housing offers several trash and recycling compactors and eight recycling containers (shown on the maps below). The front desk of each housing area may be contacted for information about special disposals (bulk trash, hazardous waste disposal, etc.) in that area.

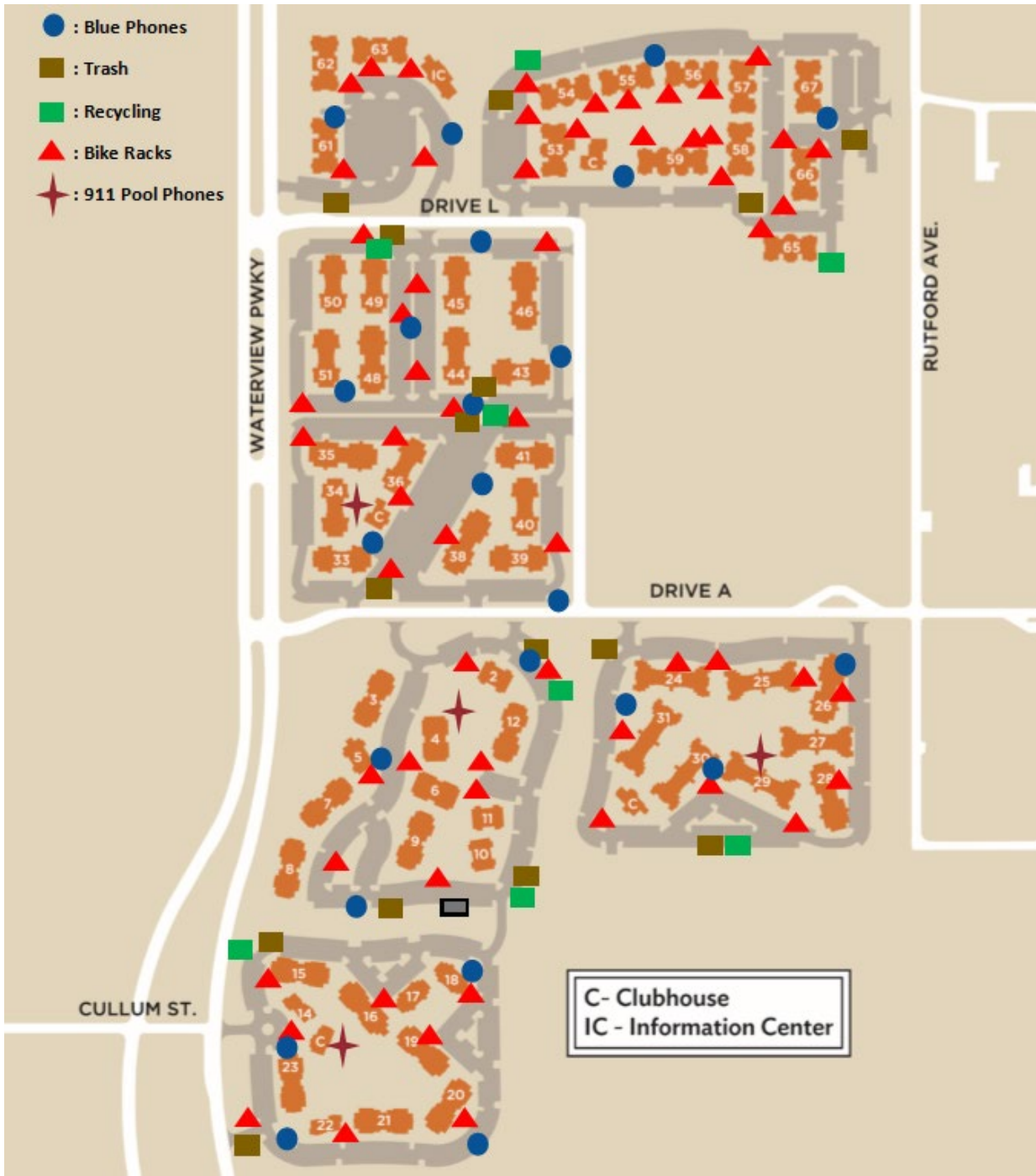
The following items are recyclable:

- Rinse these with water & remove the lids or caps:
  - Aluminum & steel cans
  - Aluminum foil
  - Metal cans
  - Plastic cups & bottles
  - Plastics # 1-7
- Put these in a bag so they do not get wet:
  - Junk mail
  - Magazines
  - Newspaper
  - Office paper
  - Phone books
  - File folders
- Flatten these and then place in the recycle bin:
  - Cardboard
  - Cereal & cracker boxes

**Canyon Creek Heights Trash and Recycling areas:**



University Village Trash and Recycling areas:



University Commons Trash and Recycling areas:



## UNIVERSITY STUDENT CODE OF CONDUCT

All University Housing residents are responsible for conducting themselves in a manner that does not infringe upon the rights of others or interfere with the educational function of the University. All students are expected to know and comply with the [Student Code of Conduct](#).

Allegations of Student Code of Conduct violations may be referred to the [Office of Community Standards and Conduct](#).

## UT DALLAS HELPFUL NUMBERS

- AccessAbility Resource Center (972) 883-2098
- Admissions (972) 883-2270
- Bursar – Cashier (972) 883-2612
- Career Center & Student Employment (972) 883-2943
- 
- Counseling Center (972) 883-2575
- Dean of Students (972) 883-6391
- Dining Services (972) 883-4764
- Financial Aid (972) 883-2941
- Galerstein Gender Center (972) 883-6555
- Health Center (972) 883-2747
- International Student Services (972) 883-4189
- 
- Multicultural Center (972) 883-6390
- New Student Programs (972) 883-6171  
(Orientation, Comet Camp, UTD Success Camp)
- Parking & Transportation (972) 883-2344
- Police Department (on-campus) (972) 883-2222
- Registrar’s Office (972) 883-2342
- Residential Life\* (Housing Office) (972) 883-7430  
\*and Housing Administration
- 
- Student Affairs (972) 883-6236 Student Leadership  
Programs (972) 883-6159
- Student Organization Center (972) 883-6551
- Student Success Center (972) 883-6707
- **Technology Help Desk (972) 883-2911**
- **Title IX Coordinator (972) 883-5202**
- **University Recreation (972) 883-2090**
- UTD campus operator (general enquiries) (972) 883-2111
- UTD Talk (24/7 Crisis Hotline) (972) 883-8255
- Veteran’s Center (972) 883-4913
- Visitor Center (972) 883-6046  
(Bookstore, Technology Store, Copy Center)
- Wellness Center (972) 883-4275

## UTILITIES

Utilities in University Housing include electricity, water, trash, sewer, and internet. All of these utilities are included in the rent for all University Housing residents.

## VACANT BEDROOMS

Residents are not allowed to utilize, occupy, store items, or reside inside any vacant bedrooms within their apartment or suite. Additional rent will be charged at the current market rate if any

vacant bedrooms are found to be in use without prior written authorization of University staff. It is the resident's responsibility to immediately report any vacant unlocked bedroom(s) to the appropriate University Housing office. Residents who do not follow the rule may be subject to disciplinary action. ([Student Code of Conduct, Subchapter C, Sections 49.10.](#))

## VENDING MACHINES

Vending machines are located in common areas and laundry rooms at all residence halls, both Canyon Creek Heights buildings, and several University Village locations. A complete list of vending machines on campus may be found on the Vending Services webpage, <https://services.utdallas.edu/dining/vending/>. Some vending machines in the facilities take credit cards (in addition to cash and coins).

Should money be lost in one of the machines, report the loss to VendPro Refreshment Services (the company who administers all vending machines on campus) at [service@vendpro.us](mailto:service@vendpro.us) or (972) 948-3431. Issues with the machines may also be reported on [www.vendpromobile.com](http://www.vendpromobile.com) by scanning the QR code displayed on each machine.

For general enquiries regarding vending on campus, or to report a leaking vending machine, contact Vending Services at [vending@utdallas.edu](mailto:vending@utdallas.edu) or (972) 883-6264.

## WATERBEDS

Waterbeds are not permitted in any area of University Housing due to safety and maintenance concerns.

## WEATHER HAZARDS

Dallas is no stranger to severe weather. Our severe weather season typically runs from March – July, but it can occur at any time throughout the year. Severe weather can include tornadoes, severe thunderstorms, high winds, hail, and flooding. Below is important information regarding storm preparation and planning.

University officials will keep the campus community updated with important information during a severe weather emergency. Information will be posted on [UTD's home page](#) and sent via text message and email through [UTDAAlert](#). Only call 9-1-1 for life-threatening emergencies.

### WATCH VS WARNING

A **watch** means that conditions are favorable for severe weather to develop. Keep an eye on the weather and be prepared to take action. Tune in to media for updates.

A **warning** means that severe weather is imminent or occurring. Seek shelter indoors immediately. Tune in to media for up-to-date information.

### OUTDOOR WARNING SIRENS

The City of Richardson and UT Dallas will activate the Outdoor Warning Sirens in the event of severe weather or other emergencies that require people to seek immediate shelter indoors. **When residents hear the sirens, go indoors immediately, seek shelter on the lowest floor available of the building in an interior room away from doors and windows, and wait until an all-clear notification is issued through UTDAAlert.** The Outdoor Warning Sirens are not just for tornados. They may be activated for the following emergencies:

- When the National Weather Service issues a tornado warning or a severe thunderstorm warning with winds above 70 miles per hour for the Richardson area.
- When trained storm spotters report a tornado with the potential to affect Richardson.
- When hail of 1.75 inches in diameter (golf ball-sized) or greater is imminent.
- When deemed necessary by UTD or City of Richardson officials (i.e., in the event of any emergency which requires citizens to move indoors for their safety).

When the sirens are activated, do not call 9-1-1. They are already aware that the sirens are going off. Keep the phone lines open for true life-threatening emergencies.

**Note: The outdoor warning sirens and UTDAAlert are tested the first Wednesday of every month at 12:00 noon.**

### **SEVERE WEATHER PREPARATION**

Severe weather can occur with little to no warning. It is important to know what to do if the weather forecast predicts that severe weather may be possible.

- [Develop a severe weather plan](#) – know where to go if a severe weather warning is issued. **Residents in University Village should consider getting to know a first-floor neighbor to develop a plan to shelter in their apartment.**
- Purchase a battery operated weather radio. Communication lines may go down during severe weather leaving residents without access to television, internet, or cell phones. The National Weather Service will broadcast important weather information over the radio.
- Put together a [disaster kit](#). (See “DISASTER SUPPLY KITS” for more information.)

### **SEVERE WEATHER SHELTER PLAN (UNIVERSITY COMMONS AND CANYON CREEK HEIGHTS)**

In the event of a severe weather emergency, an Outdoor Warning System Siren will sound outside, and all University residents will receive a UTDAAlert via text and email with additional information. Follow the instructions below to take shelter, depending on which floor residents live on.

<b>1<sup>st</sup> floor</b>	Shelter in place (toilet/shower rooms with door closed)
<b>2<sup>nd</sup> floor</b>	Shelter in place (toilet/shower rooms with door closed)
<b>3<sup>rd</sup> floor</b>	Proceed downstairs ( <u>do not use elevators</u> ) and shelter in the interior hallways of the 1 <sup>st</sup> floor away from exterior doors/windows
<b>4<sup>th</sup> floor</b>	Proceed downstairs ( <u>do not use elevators</u> ) and shelter in the interior hallways of the 2 <sup>nd</sup> floor away from exterior doors/windows
<b>5<sup>th</sup> floor</b>	Proceed downstairs ( <u>do not use elevators</u> ) and shelter in the interior hallways of the 2 <sup>nd</sup> floor away from exterior doors/windows

Other areas that are designated as severe weather shelter areas are marked with signage throughout the buildings. For example, interior stairwells and restrooms are designated shelter areas.

### **TORNADOES**

Dallas is located in Tornado Alley, an area of the United States that is most prone to tornadoes. Although most tornadoes happen between March and June, tornadoes can occur any time of year. In fact, Dallas experienced a tornado outbreak in December 2015 which killed 11 people.

A tornado is a violently rotating column of air that can cause fatalities and destroy neighborhoods. Tornadoes extend from thunderstorm clouds to the ground with winds that can reach 300 miles per hour (483km/h). Some tornadoes are clearly visible, while others are obscured by rain or low-hanging clouds. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible.

Before a tornado hits, the wind may die down and the air may become very still. A cloud of debris can mark the location of a tornado even if a funnel is not visible. Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.

### **Tornado Response Procedure**

- **If a tornado warning is issued, seek shelter indoors immediately.** The best place to go is an interior room with no windows on the lowest level of a building. A restroom or hallway might offer the best protection. Several campus buildings offer Severe Weather Shelter Areas marked by signs. University Village residents should consider getting to know a first-floor neighbor to develop a plan to shelter in their apartment.
- UTDAAlert will be activated, and a text and email will be sent to residents with additional instructions.
- Crouch or lie down and cover the neck and head with arms. If possible, cover yourself with a mattress, blanket, or other object for protection from flying debris.
- Monitor the weather using a weather radio, cellphone, or television.
- **DO NOT GO OUTSIDE TO CHECK ON CONDITIONS.** Stay sheltered until the danger has passed or University officials give an all-clear via UTDAAlert.
- If outside with no access to any indoor shelter, find a ditch, and lie face down with hands covering the head. Be careful that the ditch is not in danger of flooding.
- If no ditch is available, lie face down away from trees, cars, or other objects and cover the head. Do NOT go under a bridge – contrary to popular opinion, going under a bridge is one of the worst places to go during a tornado.
- If driving, do not try to outrun a tornado. Leave the vehicle immediately and try to find shelter.

### **Severe Thunderstorm Response Procedure**

- **If a severe thunderstorm warning is issued, seek shelter indoors immediately.** The best place to go is an interior room with no windows on the lowest level of a building. A restroom or hallway might offer the best protection. Several campus buildings offer Severe Weather Shelter Areas marked by signs. University Village residents should consider getting to know a first-floor neighbor to develop a plan to shelter in their apartment.
- UTDAAlert may be activated if the thunderstorm has reached the Outdoor Warning System activation criteria. Once activated, a text and email will be sent to residents with additional information and instructions.
- Monitor media for up-to-date information.
- Unplug electronics, including computers and phones. Power surges from lightning can cause severe damage to electronics. (Electronics not connected to wall outlets are okay to use.)
- Avoid contact with water: do not wash your hands, do not take a shower, do not wash dishes, and do not do laundry. Plumbing and bathroom fixtures can conduct electricity.
- Avoid contact with anything metal – tractors, farm equipment, motorcycles, golf carts, golf clubs, and bicycles.
- Do not lie on concrete floors, and do not lean against concrete walls.
- If caught outdoors, avoid hilltops, open fields, and water.



## **FLOODING/FLASH FLOODS**

More deaths occur due to flooding than any other natural disaster. Some floods develop slowly, while others, such as flash floods, can develop in just a few minutes and without visible signs of rain. It is never safe to walk or drive through flooded areas. It only takes six inches of fast-moving water to knock over an adult, and 12 inches of moving water can sweep away a car. Remember, if it is flooded, Turn Around, Don't Drown®!

Be aware of flood hazards no matter where residents live or work, but especially if they are in low-lying areas, near water, behind a levee, or downstream from a dam. Even very small streams, gullies, creeks, culverts, dry streambeds, or low-lying ground that appear harmless in dry weather can flood.

## **EXTREME HEAT**

Dallas summers are hot. The average summer is 94°F(34.4°C), and it is not uncommon to have several weeks of consecutive 100°F+(38°C) temperatures. Residents should be prepared and know what to do when extreme heat is in the forecast.

A **heat advisory** means extremely dangerous heat conditions (daytime highs 100-105°F/38-41°C) are forecasted. Take precautions to avoid heat illnesses!

An **excessive heat warning** means extremely dangerous heat conditions (daytime highs 105-110°F/41-44°C) are forecasted. Take precautions to avoid heat illnesses!

The **heat index** is a measure of how hot it really feels when relative humidity is factored in with the air temperature. For example, if the air temperature is 96°F (36°C), and the relative humidity is 65%, the heat index is 121°F(49°C).

## **Heat Emergencies**

- Stay indoors and limit exposure to the sun. Avoid strenuous work during the warmest part of the day. Postpone outdoor games and activities.
- Drink plenty of water, Avoid drinks with caffeine.
- Eat well-balanced, light, and regular meals. Limit alcohol intake.
- Dress in loose-fitting, lightweight, and light-colored clothing that covers skin as much as possible. Protect face and head by wearing a wide-brimmed hat.
- Check on family, friends, and neighbors, particularly the elderly.
- Never leave children or pets alone in closed vehicles. Bring pets inside and ensure they have plenty of water and are cool.

## **WINTER WEATHER:**

**Ice storms & freezing rain** are the most common types of winter weather in Dallas. When rain hits a surface that is below 32°F(0°C), it creates a layer of ice, resulting in extremely hazardous conditions on roads and walkways.

**Sleet** is little pellets of frozen precipitation that look like hail. It causes slippery surfaces that make transportation difficult.

**Snow** rarely hits Dallas, but when it does, it can create dangerous travel conditions.

**Wind chill** is how cold the temperature *feels*, as opposed to the actual air temperature. For example, if the air temperature is 0°F (18°C), and the wind is blowing at 15 miles per hour (24km/h), the temperature feels like -19°F (-28°C)! Frostbite can occur within 30 minutes at this wind chill.

### Winter Weather Response Procedure

- If suspension of activities is necessary due to inclement weather, UT Dallas will:
  - Post closure information on the University website ([utdallas.edu](http://utdallas.edu))
  - Send an announcement via UTDAAlert system, triggering a text message to all registered cellphone numbers and an email to all students, faculty, and staff.
  - Post an announcement on UT Dallas' official Facebook page ([facebook.com/utdallas](https://facebook.com/utdallas))
  - Tweet via the official UT Dallas Twitter channel ([twitter.com/ut\\_dallas](https://twitter.com/ut_dallas))
  - Inform local media outlets
- If winter weather is forecasted, try to stay inside. When going outside, wear winter clothing to prevent frostbite and hypothermia. Walk carefully on slick walkways.
- **Do not drive.** Winter weather causes slick roads and hazardous conditions. Stay home and avoid the risk of a car accident. If driving becomes necessary, drive slowly and do not attempt to make quick stops. Take extra time to get to the destination. Bring extra winter clothing in case you are in an accident. Make sure to have a cell phone in case help is needed. (We **strongly** suggest not driving during winter weather. Dallas is not a winter-friendly city, it is much safer to stay home and wait for the storm to pass.)
- Avoid overexertion when shoveling snow. Overexertion can bring on a heart attack —a major cause of death in the winter. Use caution, take breaks, push the snow instead of lifting it when possible, and lift lighter loads.
- Ice storms often cause power outages because ice can snap the power lines. Do not use candles or items with an open flame during a power outage. Use flashlights or other artificial light sources, instead. Keep doors shut to retain heat.
- **Frostbite** occurs when body tissue freezes. Symptoms include a loss of feeling in the extremity and a white or pale appearance. **Get medical attention immediately.**
- **Hypothermia can be fatal.** Symptoms include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and exhaustion. **Seek immediate medical attention.**

### HELPFUL WEBSITES

- [UTD's Office of Emergency Management](#)
- [The National Weather Service](#)
- [ready.gov](http://ready.gov)
- [Federal Emergency Management Agency](#)

### WELLNESS CHECK

A wellness check may be performed by the UTD Police in conjunction with University Housing if there is cause for concern for the welfare of a resident. Anyone who is concerned for a University Housing resident should contact the UT Dallas Police Department.

<a href="#">UT Dallas Police Department</a>	(972) 883-2222
<a href="#">UTD-TALK After Hours Counseling</a>	(972) 883-8255
<a href="#">National Suicide Prevention Lifeline</a>	(800) 273-8255
<a href="#">UT Dallas Counseling Center</a>	(972) 883-2575

## **WINDOW TREATMENTS**

To preserve the uniform appearance of the community, the following guidelines are enforced:

- All window coverings must show white when viewed from the building exterior.
- Drapes and other window coverings are permitted if they are installed in a manner that does not alter the present appearance of University Housing's building exterior. All window and door blinds visible from the exterior must be those provided by University Housing.
- Aluminum foil and similar coverings are not permitted on windows or on sliding glass doors.
- Banners and flags are prohibited.

All residents and their guests are required to comply with all the requirements set forth in this handbook as well as those listed in the University Housing Terms and Conditions. We have a right to make changes from time to time as we deem necessary. Any changes to these rules will be effective and a part of the University Housing Terms and Conditions once they have been delivered to residents or posted in a public area of the community.

## Contagious Illness and Pandemic Housing Guidelines

The University of Texas at Dallas aims to deliver its mission while protecting the health and safety of our students and minimizing the potential spread of illness within our community. As a resident within UT Dallas Housing, a similar public health crisis will impact your housing experience as UT Dallas Housing continues to make public health-informed decisions. The acknowledgement of rules, procedures and guidelines are incorporated into the:

### DISCLOSURE OF CHANGES IN ON-CAMPUS HOUSING AND DINING DUE TO PANDEMIC CONDITIONS AND ADDENDUM TO HOUSING AGREEMENT

and are applicable to all residential students. As always, we will endeavor to update you with timely information about specific health and safety guidance important for our residential students. Any changes to the rules, procedures and guidelines will be made in the Resident Handbook and you will be notified of such changes.

#### 1. Health and Safety.

We expect that all members of the UT Dallas Housing community—residents, staff, and visitors—act in a manner that demonstrates respect and consideration for those around them, including health and safety of all community members. All residential students are prohibited from creating a health or safety concern within UT Dallas Housing and the University may request or require a resident to leave UT Dallas Housing if their continued presence in the housing community poses a health or safety risk for community members. Residential students are required to comply with health and safety laws, orders, ordinances, regulations and health and safety guidance adopted by the University or UT Dallas Housing as it relates to public health crises, including contagious illness. This guidance will evolve as the public health crisis evolves and may include, but is not limited to, social distancing, limitations on mass gatherings, wearing a face covering, contagious illness diagnostic and surveillance testing (including before or upon arrival to campus), contact tracing, disinfection protocols, limitations on guests in university housing, and quarantine / isolation requirements (including before or upon arrival to campus). Adherence to health and safety requirements applies to all residents, staff and visitors and extends to all aspects of UT Dallas Housing, including bedrooms, bathrooms, living rooms, community kitchens, lounges, study rooms, laundry rooms, courtyards, and other common spaces.

#### 2. Quarantine / Isolation / Separation.

At any time, the University may request or require a resident to relocate from UT Dallas Housing when that resident's continued presence in the housing community poses a health or safety risk for community members. Residential students are required to comply with requests from UT Dallas Housing to move from their assigned space if necessary due to contagious illness or other public health emergency. Failure to comply with any request is a violation of the Resident Handbook and may subject a student to emergency removal from their assigned space. Not all UT Dallas Housing residential rooms, apartments or residence halls are appropriate for self-quarantine or self-isolation. Residents will be provided alternative housing arrangements as needed or be asked to move home for their isolation period. Relocation from UT Dallas Housing to isolate or quarantine does not result in a termination of a residential student's housing agreement.

### 3. De-Densifying Efforts.

Residential students are required to comply with any de-densifying efforts needed on campus due to contagious illness or other public health emergency, including, but not limited to, the relocation of all or some residential students to alternative housing. Relocation due to de-densification does not result in a termination of a residential student's housing agreement. In the event UT Dallas Housing must relocate students as part of a de-densifying strategy due to public health concerns for an extended period and alternative housing is not available, UT Dallas will offer impacted students fair and reasonable rent reimbursement as appropriate and based on information available at that time.

### 4. Dining Services.

Dining service, including where and how it will be offered to residential students, is subject to the discretion of the University and is subject to modification to address public health concerns. If new health and safety guidelines are adopted by the University, UT Dallas may limit the occupancy of dining halls, limit the amount of time students may reside within dining halls or make other operational adjustments needed to address health and safety concerns of all students and staff.

### 5. Cleaning.

UT Dallas Housing will continue to implement and modify its cleaning protocols to address contagious illnesses or other public health emergency in the interest of minimizing the spread of illness. UT Dallas Housing will educate and inform residential students on appropriate cleaning protocols within their assigned spaces to reduce the spread of contagious illnesses within residence halls.

### 6. Termination.

Upon reasonable notice, UT Dallas Housing reserves the right to terminate housing agreements due to public health emergency needs, including contagious illness. In the event UT Dallas Housing terminates housing agreements due to public health concerns, UT Dallas will offer impacted students fair and reasonable rent reimbursement as appropriate and based on information available at that time.

### 7. Facial Covering Usage

Facial coverings will be encouraged in designated areas:

- Hallways
- Common spaces
- Elevators
- Front desks
- Office suites
- Classrooms
- Study rooms
- Open and closed lounges

***\*Changes in housing rules and procedures documented in this section supersede any rules and procedures previously documented.***

