

Family Student Housing

Resident Handbook

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THIS IS MY PLANNER

Name

Address

Phone

E-Mail

UNIVERSITY OF CALIFORNIA

SANTA BARBARA

HOUSING & RESIDENTIAL SERVICES

APARTMENT & COMMUNITY LIVING

Welcome

Housing & Residential Services

We are about ...

- Exceptional service to those we serve
- Continuous learning and growth
- Respecting and understanding individual differences
- Building partnerships and helping others succeed
- Being environmentally sensitive
- Having fun and being passionate about our work
- Striving to be the best

INTRODUCING

Our Apartment Living Team

Administrative Services Coordinators

Maria Arroyo	Storke Campus Office	893-2617
Omari Pryor	West Campus Office	893-3040
Damian Deveze	Santa Ynez Office	893-4501
To Be Determined	San Clemente Office	893-2298

Administration & Support

To Be Determined	Administrative Manager	893-4813
Lisa Martin	Administrative Assistant	893-8008
Alan Ogi	Asst. Director (Admin)	893-3570
Marian Bankins	Asso. Director (Student Life)	893-8881
Jill Hurd	Director	893-3274

Assignment Services

Amy Van Meter	Manager, Assignment Svcs	893-7391
Daniel Laub	Assignments Analyst	893-4021
Michelle Emery	Assignments Coordinator	893-4021
Cristina Martinez	Assignments Coordinator	893-4021

Community Housing Office

893-4371

ResNet Services

Helpline	24-hour messages	893-5353
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Residential Operations

Mark Coony	Maintenance Supervisor	893-3082
Ric Williams	Grounds Superintendent	893-4529
Rafael Velasquez	Apt. Services Manager	893-3502

FAMILY STUDENT HOUSING OFFICES

West Campus Office

736 Bolton Walk
(805) 893-3040

Open every weekday 8:00 am - Noon and 1 - 5 pm

Storke Campus Office

786 Laurel Walk
(805) 893-2617

Open every weekday 8 am - Noon and 1 - 5 pm

After-Hours Emergency Service

***Monday—Friday, 5 pm—8 am
All Day Saturday, Sunday, and Holidays***

(805) 451-1660

IMPORTANT PHONE NUMBERS

EMERGENCY: 911

(Police, Fire, & Rescue)

Academic Advising	893-2038
Airport (SBA)	967-7111
AIDS Hotline	1-800-232-4636
Alcohol/Drug Awareness Program ..	893-2263
BARC Office	893-3756
Bike Shop (AS)	893-3610
Bus (Greyhound)	962-2477
Bus (MTD)	683-3702
Communication Services (Phone/TV).....	893-8700
Counseling & Career Center	893-4411
Disaster-Road Info	1-800-427-ROAD
Disabled Student Services	893-2668
Domestic Violence Hotline.....	964-5245
Educational Opportunity Program	893-4758
Escort Service (CSO)	893-2000
Financial Aid	893-2432
Hospital (Goleta Valley Cottage)	967-3411
Housing— After Hours On-Call Staff	451-1660
Housing—Assignment Services Office	893-4021
Housing—Santa Ynez Office	893-4501
Housing— Storke Campus Office	893-2617
Housing— West Campus Office	893-3040
Information (UC Campus)	893-8000
Isla Vista Medical Clinic	968-1511
Intramurals	893-3253
Legal Services (AS)	893-4246
Library	893-2478
Mediation Services/Comm Hsg Office	893-4371
Multicultural Center	893-8411
Office of the Ombuds.....	893-3285
Poison Control Center	1-800-876-4766
Parking Services	893-2346
Police	893-3446
Rape Crisis Hotline	564-3696
Recreation Center (Rec Cen)	893-7619
Registrar	893-3592
ResNet Hotline	893-7376
Student Health	893-3371
Train (Amtrak)	1-800-USA-RAIL
University Religious Center (URC) ..	968-1555
Utility—So Cal Gas (Gas).....	1-800-427-2200
Utility—So Cal Edison (Electricity)	1-800-655-4555
Women's Center	893-3778

.IMPORTANT EMAIL/INTERNET ADDRESSES

Housing & Residential Services
<http://www.housing.ucsb.edu>

Work Requests
Maintenance and Housekeeping
<http://workrequest.housing.ucsb.edu:6060/home.html>

Resident/Apt. current information
<http://aptliving.housing.ucsb.edu>

Family Student Housing Questions, Comments or Suggestions
Email: familyhousing@housing.ucsb.edu

Assignment Services Questions, Comments or Suggestions
Email: aptcontracts@housing.ucsb.edu

Family Student Housing Tenant's Association
<http://orgs.sa.ucsb.edu/tenants/>

Community Housing Office Rental Listings
<http://www.housing.ucsb.edu/rental/ucsb.htm>

Goleta Union School District
<http://www.goleta.k12.ca.us/>

MTD Bus Routes
<http://www.sbmtd.gov/>



YOUR LOCAL OFFICE

During normal business hours, Family Student Housing residents may call or visit any of the following offices for service.

West Campus Office—736 Bolton Walk (893-3040)
Supports the 168 one-bedroom and 82 two-bedroom units within the West Campus Complex.

Storke Campus Office—786 Laurel Walk (893-2617)
Supports the 342 two-bedroom units within the Storke Campus Complex.

Main Office—6750 El Colegio Road (893-4501) - Office of Apartment Living

After-hours on-call emergencies only (805) 451-1660

(Mon-Fri, 5 pm-8 am, All Day Sat-Sun & Holidays)

COMMUNITY LIVING STANDARDS

**We hope that this handbook provides you with information that will enhance your residential experience.
Welcome to the Family Student Housing Community ...
And welcome to Your Neighborhood!**

The University of California at Santa Barbara is a community of people from diverse racial, ethnic, and class backgrounds, national origins, religious and political beliefs, physical abilities, and sexual identities and orientations. The Office of Apartment Living is committed to celebrating the rich diversity of people who live in our Family Student Housing Apartments. All of our activities, programs, and everyday interactions are enriched by our acceptance of one another, and the knowledge we gain when we learn from each other in an atmosphere of positive engagement and mutual respect.

We strongly believe that one's actions demonstrate one's commitment to respecting differences. Accordingly, we are fully responsible for our behavior and accountable for our actions. It is important that we each take responsibility for our awareness of racism, sexism, homophobia and other forms of oppression. At Apartment & Community Living, we are guided by the principle that understanding and celebrating diversity enriches and empowers the lives of all people.

Everyone who chooses to live in or visit our residential communities must understand that we will not tolerate any form of bigotry, threats, intimidation, violence or other forms of harassment against any member of our community. In the same manner, we will not accept ignorance, humor, anger, alcohol or substance abuse as an excuse, reason or rationale for such behavior. The disciplinary action that will follow such behavior may include, but is not limited to, immediate removal from Family Student Housing and/or exclusion from the activities of UCSB.

All of us who work, live and study in the UCSB student housing community have chosen to be here. As part of that choice, we are committed to these principles of peaceful, productive living which are designed to enable all individuals to expand their personal horizons and reach their full potential. We hope you choose to become involved in our residential community.

We believe that individuals need to accept ownership of and take responsibility for resolving their conflicts and problems in the community.

SECTION I - FAMILY STUDENT HOUSING

POLICIES, RESOURCES & INFO

"A TO Z"

Accountability

The vast majority of our residential community members maintain a high standard of maturity, responsibility and common sense regarding behavioral conduct. The small percentage who do cause behavioral issues that negatively impact our neighborhoods are held accountable for their actions either through administrative action or through the judicial affairs review process.

You, your family members and visitors are responsible for policies, rules and regulations contained in this handbook, as well as information contained within the *UCSB Policies & Campus Regulations* manual and all documents included under the Family Student Housing Contract. *Refer to: Contract.*

Alcohol

State laws and University regulations referring to alcohol use and possession must be followed by you, your family and visitors. No alcohol is permitted in public areas without approval. Kegs, as well as other large containers for alcohol, are not allowed within or in the vicinity of any University-owned facility. Delivery of alcohol by outside vendors is prohibited.

Amplified Music and Drums

Amplified musical instruments and drums may be stored but not used within university-owned apartments. Stereo speakers are prohibited from being placed in windows directing sound out of the apartments. Exceptions may be made in university sanctioned performances.

Appliances and Electrical Safety

All of your appliances should be UL approved. Practice safety when using appliances or electrically dependent items. Do not overload circuits or extension cords.

Asbestos and Lead Paint Disclosure

Building materials containing asbestos and lead paint are present in most units. However, these materials do not pose a health threat to you unless the materials become damaged or disrupted. To prevent damage, do not disturb the acoustical 'cottage cheese' ceiling materials. Paint that appears chipped should be reported to our staff.

Should there be a need for removal of materials containing asbestos, the work will be done by trained and certified contractors with the utmost precautions taken. Asbestos abatement only occurs in vacant units and is strictly monitored by authorized personnel. An annual monitoring of asbestos and lead paint is conducted. If you wish further information, contact the Environmental Health & Safety Department at 893-7534.

Assistant Complex Coordinator

The Assistant Complex Coordinator (ACC) is one of our key staff living within our residential community. This staff member assists in the supervision and direction of the Resident Coordinators and is the editor of the Family Student Housing newsletter, the *Family Foghorn*.

Bicycles

Please use designated bike racks or carefully store bikes in your apartment. Bike hooks are not allowed. Bikes found blocking public access, walkways, exits, or fire escapes will be removed and impounded. A fee may be assessed for moving and storage. Please register your bike with the Community Service Organization (CSO) and mark children's bikes with your family name, address or other identifiable mark. Please ride slowly through the complex. All bikes stored in the bike racks must be in operable condition. The University will conduct a biannual removal of abandoned bicycles.

Bottled Water

Delivery arrangements are between the vendor and you. Please do not leave your unattended apartment door open for vendors or leave empty containers to block public access or exits.

Bus Service

Contact MTD for schedules and appropriate bus stop locations to meet your needs at: < www.sbmtd.gov >

Business/Private Enterprise

Utilizing your address or conducting private entrepreneurial ventures by you, your family or visitors from your apartment is prohibited. Sole exception is home child care, with prior University approval.

Cable Television

Contact UCSB Communication Services for service activation and rates at: < www.commserv.ucsb.edu >

Car Washing

Car washing is not allowed in our facilities due to the use of excessive water and detergents that can be harmful to the environment.

Child Supervision/Parental Responsibility

Residents are responsible for supervising their children to ensure the emotional and physical safety of all children and to avoid damage to University property. In and around University-owned facilities, children under the age of five (5) years must have a responsible caregiver with them at all times; children aged 5-13 years must have appropriate supervision; and all children under the age of 16 years must have an adult caregiver with them overnight.

Community Centers

Community Centers are considered 'public areas' and are intended to be used by and for resident purposes only. Inquire at your complex office for usage policies and availability for events.

Community Environment Standards

These standards were designed by residents and staff to provide: a) safety for residents and staff; b) the ability for Maintenance and Grounds staff to do their work, and c) protection for the facilities and/or the environment. Compliance also reduces problems with the attraction of rodents and wildlife.

Community Service Organization (CSO)

This agency of the University Police Department has been contracted by

Housing & Residential Services to provide support in the areas of security, safety and parking regulation. Each evening, CSO staff patrol our residential community to act as extra eyes and ears to report concerns. In addition, they provide escort service for persons needing to get to/from one destination or another. CSO Citation staff assist Parking Services in patrolling our parking areas. *Refer to: Escort Services.*

Complex Coordinator

The Complex Coordinator (CC) is the lead staff living within our residential community. This staff member is responsible for the overall supervision and direction of the Assistant Complex Coordinator and Resident Coordinators, and oversees the in-residence services.

Compliance

It is expected that you, your family and visitors respectfully comply with the directions of University officials who are acting in the official performance of their duties and responsibilities. This includes, but is not limited to, identifying yourself and/or producing a valid identification, changing your behavior when asked, or attending a mediation, restorative justice or judicial session when requested. *Refer to: Staff Directions.*

Concealment of Violations

Everyone in our community has the responsibility to take appropriate action if a violation of any policy comes to their attention. Concealment of information may be considered as sanctioning illegal activities and you may be held equally responsible for the violation you witnessed.

Conflict

We believe that individuals need to accept ownership of and take responsibility for resolving conflicts and problems in their community. In the event that a conflict arises that you have not been able to resolve, please seek out a Resident Coordinator to support your efforts or to provide additional resources and referrals to positively resolve issues.

Conservation

Please conserve our natural resources. Do not waste water, gas or electricity. Excessive or irresponsible abuse of utilities may result in administrative action and/or charges assessed to your BARC account. *Refer to: Recycling.*

Custodial Services

During normal business hours, our staff cleans all public areas and addresses work requests. In case of emergency, such as sink or toilet overflow, contact your complex office or the *Staff On-Call* to assess the situation and determine whether further response is immediately required. *Refer to: Staff On-Call, Work Requests.*

Damage

If you, your family members or visitors damage University property within the apartment unit or in public areas, an investigation and/or assessment will be conducted. Any financial liability shall be posted to your BARC account.

Domestic Violence/Child Endangerment

Violence or endangerment of any member of our community shall not be tolerated. If you have knowledge or suspect such acts, contact the University

Police (893-3446) and/or our Housing staff immediately. If you are the victim of domestic violence, you may call the Shelter Services for Women (963-4458) or the 24-hour Crisis Line (964-5245) for confidential assistance.

Drugs and Illegal Substances

Possession, use, distribution, manufacturing, cultivation, or sale of drugs/substances, drug paraphernalia, or narcotics is illegal as defined by state law. Illegal drug use will not be tolerated in our residential community.

Earthquakes

If you have never experienced an earthquake, we recommend that you talk to your neighbors or staff to get information or resources on how to best prepare for one.

Our buildings are wood frame structures and are expected to withstand normal earthquakes. By all means, *Stay Calm*. Injury occurs when persons panic and are often hurt by falling debris or broken glass on the ground. Be aware of your surroundings. Take cover under a desk or table. Evacuate once the main tremor has subsided. Assist others if it is safe to do so. Gather at the evacuation site. *Refer to: Evacuation.*

Emergencies

- In the event of an emergency—**Call 911**.
- You may also contact the Office of Apartment Living at 893-4501 or the *After-Hours On-Call* at 451-1660, during evenings and weekends.

Refer to: Fire Safety, Earthquakes, Evacuation, Fire Lanes, Smoke Detectors, and Fire Doors.

Entrances and Clean-Out Access

Fire regulations require a clear 3' (foot) access to all apartment doors, including stairwells and second floor walkways. Small plants (less than 25 lbs) must have drain pans if located on second floor decks/walkways. Access to water heater closets and plumbing 'clean-outs' located under kitchen windows must be clear of plants or other items so University staff or vendors may access the area for routine or emergency maintenance.

Escort Services

Call 893-2000 for Community Service Officers (CSO) to escort you on foot or on bicycle to various campus destinations from and to your apartment. The service is free. *Refer to: Community Service Organization.*

Evacuation

You are required to immediately evacuate the building or area when instructed by a University authority, police, firefighter, or when a fire/smoke alarm sounds. West Campus residents assemble on the open, grassy field on the Storke Road side of the complex. Storke Campus residents assemble on the open, grassy 'Baseball field' on the Mesa Road entrance.

Event Planning

All major events on University-owned property and facilities (i.e.. Community Centers) must be pre-approved by the University. You are required to work with a member of the Housing staff in planning such events. Residents will be required to immediately close down any event which violates any terms and conditions or local community laws.

Exterior Building Areas

Climbing on ledges, roofs, overhangs, balconies, outside of stairwells, and exterior walls is prohibited. Landings and walkways are to be kept clear for evacuation safety. These areas are not to be used for personal storage areas.

Fire Doors

Upstairs townhouses of Storke Campus incorporate 'fire doors' which automatically close upon a smoke detector or 'pull alarm' station activation. Please do not remove or block this door from having the ability to automatically close in an emergency.

Fire Lanes

Driving or parking motor vehicles on walkways and emergency roads is prohibited. Exceptions include University vehicles responding to service or emergency situations and for moving purposes with appropriate approval.

Fire Safety

Practice fire safety and evacuation plans with your family members. Planning before a disaster is critical in reducing confusion and worry during and after a crisis. Fire extinguishers are available throughout your apartment complex. Learn their locations now, before you need to use one. *Refer to: Evacuation.*

Fire Safety Equipment

Tampering with fire alarm pull stations, smoke, heat detectors, fire extinguishers, hoses, or "exit" signs are considered misdemeanor crimes.

Firearms and Weapons

Firearms, weapons, hazardous materials or items including, but not limited to, rifles, pistols, slingshots, BB/pellet guns, wrist rockets, non-kitchen style knives, blades, swords, darts, martial art weapons, or extreme chemicals are not permitted on university-owned property.

Fireworks and Hazardous Materials

It is a misdemeanor to possess, store, sell, or use fireworks in or around university-owned property or within Santa Barbara County without the approval of both entities. Harboring hazardous materials with intent or purpose to create explosive devices shall be referred directly to the police.

Gardens

Large sections of land have been reserved for residents of Family Student Housing to garden. Ask at your complex office for the name and number of our 'Garden Coordinator' to receive gardening guidelines and a gardening plot assignment.

Guests / Visitors

Refer to: Visitor Status.

Halloween

During the period leading up to, during, and after Halloween, as well as other special events as determined by the Office of Apartment Living, limitations and/or restrictions on guests' visitation, parking privileges, and other security precautions may be implemented for the safety and security of our residential community.

Hanging Items

Hanging items from trees (e.g. baby swings, hammocks) must be done properly so as not to injure the tree. Please contact your complex office for instructions. Hammocks hanging from trees must be moved on 'mowing' days so University staff may maintain the area. Clotheslines and 'punching' bags are prohibited from being hung from trees. Due to structural concerns at West Campus, hanging plants, bikes or other items utilizing a hook inserted into the wood is prohibited. Ropes may be looped around posts to hang small plants and baby swings. Rope swings are not allowed and will be removed by staff if they are found.

Harassment

Physical harm or the threat of physical harm to any person, including assault/battery, sexual assault, physical fights or acts such as threats (verbal & non-verbal) or harassment due to sexual orientation, ability, racist/sexist/ethnic hate crime, malicious pranks or abusive language will not be tolerated in our community. Communication of such acts via the Internet, e-mail, regular mail, telephone, fax, etc. may result in loss of access or other privileges. Immediate judicial action will occur and may result in immediate eviction.

Insurance—Renter's

The University does not insure or take any responsibility for your safety of personal property; additionally, the University does not recommend any particular insurance agency; however, "Renter's Insurance" is a positive approach towards protecting your personal property.

Internet (RESNET) Services

RESNET is the Residential Network Program which provides in-apartment computer support in addition to building-wide network connectivity to the campus and the Internet. Utilizing 'cable modem' technology, RESNET offers a high speed (70 Mb/s) connection to the Internet. Internet speed is affected by the number of users on the system. If your service is slow or not working, contact the hotline at 893-7376 or submit a work order at http://www.resnet.ucsb.edu/resnav_workorder.htm.

You are responsible for reading, agreeing to, and abiding by the statements of the *RESNET Responsible Use Policy*. For a copy of the policy, go to the RESNET website at: <www.resnet.ucsb.edu>. Failure to comply with the *RESNET Responsible Use Policy* may result in termination of network in-apartment services and University judicial or criminal action. Refer to: *Appendix II: RESNET Responsible Use Policy*.

How do I tell if my cable modem is working?

A cable modem can be found in your apartment closet. If you have a 3Com cable modem, look at the light that resembles a bull's-eye, the second light up from the bottom. It should be on solid. If you have a Toshiba cable modem, look at the light marked "cable." It should be on solid. If the lights on either type of modem are flashing or not lit, contact the ResNet cable modem hotline at 893-7376.

Judicial Affairs

In order for the more than 2,200 residents who reside at Family Student Housing to live harmoniously, we have established the policies and procedures

outlined in this handbook.

In cases where intervention or mediation cannot resolve problems, or when violations are so extreme as to require immediate judicial response, we have three courses of action based upon evidence and statements: (1) Administrative Action: Apartment Living Administration determines, if any, the level of sanctions and consequences; (2) University Hearing: An appointed University official, known as a 'Hearing Officer' adjudicates a formal hearing and recommends sanctions and consequences, if any, to the Housing & Residential Services Administration for formal action; or 3) Restorative Justice which is a process by which parties affected by a violation are brought together to reconcile the issue. It's a process which focuses on personal and collective accountability. *Refer to: Accountability.*

Laundry

There are two laundry rooms located at the front and back of your apartment complex. Each laundry room has washers (including one triple-load washer), dryers, and a table for folding clothes. The current cost is \$1.25 to wash and \$0.50 to dry. Machines are operated by a special debit card. 'Add-Value Stations' are located in each laundry room and at both complex offices. Available 24-hours a day, these facilities are for residents' use only. Please work to keep the facility clean for all residents, and please keep the door closed for security and safety reasons.

Contact your complex office if there is a facility problem. If a machine is not operating correctly, please contact the WEB Service Company at (800) 342-5932 and provide the laundry machine number and a description of the nature of the problem.

Light Bulbs

Light bulbs that can be accessed without a ladder are your responsibility to replace. The bulb required is an 18 watt (4 pin) compact fluorescent lamp available at Home Depot.

Lock-Outs

If locked out, you may borrow a loaner key from your complex office or be let in by the evening/weekend *Staff On-Call*. This service is free for the first 3 occurrences per calendar year, and a \$5.00 fee will be assessed to your BARC account for each lock-out service thereafter. If the key is not returned by 4pm on the following day, the apartment and/or mailbox may be re-keyed at your expense.

Mailboxes

You will be issued a mailbox which is located near your residence. Each unit shall have a unique box location that corresponds to your address. It is only accessible by the Postal Service and your key. When you move out fill out a "Change of Address" form so your mail will automatically be sent to your new address. Change of Address forms are available in your complex office.

Maintenance Services

During normal business hours, our staff maintains all public facilities and addresses work order requests. In case of emergency, such as a shattered window or major plumbing issue, contact your complex office or the *Staff On-Call* to assess the situation and determine whether further response is immediately required. *Refer to: Staff On-Call, Work Requests.*

Maps

If you would like a map of your complex or the UCSB campus, please feel free to ask for one at the complex office.

Mediation Services

Mediation Services for neighbor disputes are provided free of charge to you as a resident of Family Student Housing. Ask for the *Mediation Services brochure* from your Resident Coordinator or your complex office. You may also contact a mediator at mediation@housing.ucsb.edu. *Refer to: Appendix I: Mediation.*

Mold

Some of the units in Family Student Housing may contain mold resulting from excessive moisture due to such factors as location, weather, condition of the facility, and tenant living habits. There are currently no federal or state standards regarding acceptable levels of mold in residential dwellings.

It is the resident's responsibility to notify the complex office as soon as water seepage or reoccurring mold is noticed. It is the University's responsibility to respond appropriately. The resident is responsible for maintaining an environment that is clean and as dry as possible. The University recommends that residents follow the general guidelines provided in your move-in packet to control mold growth should you notice mold in your apartment.

Motorcycles and Mopeds—Fuel Operated Vehicles

All fuel-operated vehicles may only be parked in designated areas and must be registered. A permit which can be obtained from your complex office must also be displayed on the vehicle. Due to the hazardous potential, there is no storage of fuel-operated vehicles on patios, stairwells, walkways, balconies or landings. Any of these vehicles found in or around the apartment units, beyond the designated areas, may be cited, towed and impounded at the owner's expense. *Refer to: Parking Regulations Brochure.*

Newsletter

Your Family Student Housing Newsletter, the *Family Foghorn*, is published 10 times per year. If you are interested in submitting articles, events for the monthly calendar, recipes, or commentary, please contact the Assistant Complex Coordinator at 893-8234.

Noise

Any resident may politely and calmly request that any other person or group be quiet, or if necessary, cease any activity that is interfering with his/her ability to study, rest, or quietly enjoy the environment—and the requested party needs to comply. If a personal approach does not produce a mutual understanding, you may contact a Resident Coordinator to provide additional guidance and support. You and your neighbors may wish to exchange phone numbers and discuss beforehand or as a follow-up to an incident how you agree to resolve such matters in the future. Mediation Services are also available for all Family Student Housing residents. *Refer to: Mediation Services, Appendix I: Mediation.*

Painting

Painting of apartments will only take place when an apartment has been vacated before the arrival of a new resident.

Parking

Parking permit distribution, visitor parking, second vehicles and consistent policy enforcement are challenging subjects being addressed by staff and residents. Please refer to Appendix IV, Parking Regulations, for more information about parking issues.

Parking Permit

Parking is very limited in our residential community. All vehicles parked within our University-owned parking areas must have a legal permit. Please refer to Appendix IV, Parking Regulations, for policy information and distribution procedures for permits. If lost, a replacement fee will be charged. A new permit will be issued and a Police report for lost/stolen permits must be completed.

Patios and Decks

Fire regulations require 3' (feet) clearance to all doors of your apartment. Only plastic/wood/metal boxes and furniture are permitted outside as rodents may nest in upholstered outdoor furnishings or cardboard boxes. Please contain all permanent items, including short fences, to your patio area, as our University staff needs access to all lawn areas for proper maintenance and care. For the safety of our neighborhood children, please do not leave pesticides, lighter fluid, poisonous materials or other hazardous chemicals within their reach. All plants should have a drain pan to prevent water from collecting on the patio or deck.

Personal Care

You are responsible for your own self-care, which is defined as appropriate personal hygiene, mental health, management of medical conditions or illnesses and/or disability-related personal needs. Physical harm or threats of harm to yourself may result in judicial action and/or contract termination.

Pest Control

With respect to your safety and that of our environment, we request your best efforts to maintain a clean and sanitary apartment unit. In the event of a pest infestation, we have contracted with a private vendor to exterminate pests with minimal pesticides. There is no direct cost to you for this service. If, however, the infestation is found to be the result of poor housekeeping or hygiene practices, you will be assessed for the service. Whenever external service is rendered, visible stakes will be placed in the areas sprayed. To request pest control service, you must come to your complex office during normal business hours and complete the required paperwork. You will be given instructions of how to prepare your apartment prior to the arrival of the vendor. Do not submit pest control requests through the on-line work request system. Pest control requests made through the on-line system will not be processed.

Pets

Pet ownership in Family Student Housing is a privilege, not a right. It is the responsibility of every resident to care for and manage their pets in a safe, clean, and humane manner which shall complement the residential community and their family's environment. If any pet becomes a nuisance or health hazard to the community or the owner is found to be neglecting or mistreating the pet, the privilege of pet ownership may be withdrawn. You assume all responsibility for damage caused by your pet or by related materials/containers for the pet.

- NOT Allowed: Dogs and Cats.
- Allowed: Approved 'Assistance/Comfort Animals'
- Allowed: Aquarium fish, in tanks not exceeding 30 gallons.
- Allowed: Small caged animals such as hamsters, guinea pigs, turtles, rabbits, and small birds.
- Pet food must be stored in plastic, sealed containers to reduce the attraction of unwanted rodents or wildlife.

Pianos/Organs

Pianos and organs must be approved by the Assignments Office.

Play Structures and Toys

Play structures, toys, bicycles and other personal articles must be marked with your family name and unit address. Children's toys must be stored, when not in use, out of respect for your neighbors. Only recessed apartments may have play structures or tables in front areas.

On scheduled days, when the community lawns are mowed, all play structures and toys must be removed from the lawn area. Mowing schedules are in the Foghorn and posted at the dumpster sites. Personal items left on the lawn on the scheduled mowing day will be removed. Contact your Complex Coordinator to collect these items. A safety note: wading pools must be supervised by an adult at all times and emptied immediately after use.

Playgrounds

Large playground areas have lawns and are equipped with benches for you and visitors to use and enjoy while watching your children play. Parents are responsible for their children's overall supervision, safety and behavior at all times.

Posting

All postings must be submitted and approved by the complex office. It is at the discretion of the Complex Coordinator on which bulletin boards the approved information may be posted. No offensive or alcohol-related materials may be posted or distributed.

Prohibited Items

The following items are prohibited in our apartment units due to their association with facility damage, fire hazard and/or high energy use:

- Darts and dart boards (that create wall damage)
- Air conditioning units or large appliances (e.g. washers/dryers and dishwashers)
- Space heaters and kerosene lamps
- Halogen lamps
- Flammable liquids, solids & gas (non-household items)

Quiet & Courtesy Hours

The minimum hours established for all complexes are:

Sunday through Thursday	10:00 pm to 7:00 am
Friday and Saturday	11:00 pm to 7:00 am

- During the week before Final Exams and Final Exam Week, Quiet

hours are 24-hours a day. All residents share the responsibility for maintaining quiet & courtesy hours.

Recycling

Recycling bins are located in dumpster sites throughout the complex. The 'co-mingled' bins accept:

- Plastic #1-#7 (All glass (any color))
- Tin and Bi-metal cans (rinse if possible)
- Aluminum (cans, pie plates)
- Newspaper
- Mixed Paper (all bond paper, even glossy. Also all types of envelopes, manila folders, white & colored paper, stickers)
- Magazines
- Junk mail
- Phone books (during the new phone book distribution period)
- Paperboard (cereal boxes, tissue boxes)

Please, DO NOT include plastic wrap, food waste, pulp waste, styrofoam, plastic bags, paper towels, plastic cups, pizza boxes, or wax coated paperboard.

Residential Computer Consultants (RCC)

The Residential Computer Consultant's are technically trained peers who reside in our residential community and are dispatched to assist you in resolving issues related to *ResNet*. From establishing the connection of your cable modem to your computer to explaining how e-mail works, the RCC staff is here to help. The ResNet Helpline number is 893-7376 and the email address is resnet@housing.ucsb.edu.

Resident Coordinators (RC)

Resident Coordinator's (RC's) are student staff who live-in Family Student Housing and assist in safety/security measures, neighbor relations and community activities. They are available to you and can provide you with information, resources, and referrals. West Campus houses 3 RC staff and Storke Campus houses 4 RC staff members. Each evening, RC's serve *Staff On-Call* status and respond to our community's emergency needs. *Refer to: Staff On-Call, Complex Coordinator, Assistant Complex Coordinator.*

Resident Generated Programs

Residents are encouraged to plan activities, events, seminars and programs for our communities. Please connect with your RC for funding and advertising assistance.

Safety Interior Checklist (*American Red Cross Guidelines*)

- Stairways clear and uncluttered
- Passageways and exits unobstructed
- Fire extinguisher readily available
- Stairs/hallways well lit
- One extension cord only per outlet
- Emergency phone numbers visibly posted
- Emergency family evacuation plan established

Households with small children:

- ☑ Safety gates installed at the top and bottom of stairway
- ☑ Curtain cords kept out of child's reach
- ☑ Sharp edges of furniture covered with corner guards
- ☑ Unused electric outlets covered with safety covers
- ☑ Detergents and laundry items stored out of child's reach
- ☑ Medicines stored out of child's reach
- ☑ Cabinets equipped with safety latches
- ☑ Pesticides and chemicals stored out of child's reach

Satellite Antennas

Satellite antennas are only permitted if they are free standing structures and properly grounded. They may not be affixed to any common area in Family Student Housing facilities. This includes, but is not limited to, exterior walls, roofs, hallways, walkways, and balconies. They may only be installed in an "exclusive area" which means an area of property that only you may enter and use to the exclusion of other residents. Information on the installation procedure for satellite antennas is available at your complex office.

Shopping Carts

Pursuant to State of California regulations, the removal of shopping carts from the property of merchants is unlawful. Illegally acquired shopping carts are forbidden on the premises of our apartment complexes. Any carts that we discover will be immediately confiscated. Residents in possession of these carts may be charged for their removal and/or storage.

Skateboarding

Skateboards on University property are only permitted when used primarily for transportation. "Trick-skating" is not allowed.

Smoke Detectors

Each apartment unit is equipped with a smoke detector. *Activation sounds a local alarm in the apartment only. Evacuate the apartment and then call 911 from a safe location.*

Smoking

The right to a smoke-free environment prevails over the right to smoke. Smoking is allowed only within the privacy of the unit or an appropriate distance away from apartment units so that 'second-hand smoke' may not violate any surrounding private space. Smoking is prohibited in all public areas (e.g. community centers and laundry facilities).

Solicitation

No advertising, selling, or commercial soliciting is permitted. Please inform the solicitor of this policy, then contact your complex office or UCSB Police (893-3446) immediately of the presence of a solicitor or salesperson. Distribution of university-related materials by university staff door-to-door or Tenant Association election materials is allowed. *Refer to: Business/Private Enterprise.*

Sports Facilities

Sand volleyball and basketball courts are available at both complexes. Residents over the age of 18 are eligible to use the Exercise Room located in the Santa Ynez apartment complex for a fee.

Staff Directions

You, your family members, and visitors must follow the directions of University staff members at all times regarding university policy. Providing false information or failing to provide information to staff, interfering with staff while they are performing their duties, or being uncooperative or verbally abusive to staff is strictly prohibited. *Refer to: Compliance.*

Staff On-Call

Resident Coordinator staff are 'On-Call' weekdays 5pm-8am; weekends and holidays 24 hours/day. Call (805) 451-1660 or in an emergency, call 911. On weekdays during normal business hours please contact your complex office.

Stairwells

Stairwells must be clear of all items to enable safe emergency access.

Storage

Due to the limitations of space in and around our community, outside storage is not provided for personal property. Small storage receptacles may be permitted on the patio slab (and foundation lip at Storke Campus) only. No combustibles are permitted in storage sheds. No storage of cardboard or upholstery items permitted outside to reduce rodent infestation. Water heater closets must be free of stored items.

Taxes—Renter's Credit

University-owned apartments are exempt from California State Property Tax; therefore, you are not eligible for Renter's Credit.

Telephone Services

Contact UCSB Communication Services for information about phone installation at 893-4002. Their website is: www.commserv.ucsb.edu/residents. A monthly billing for service will appear on your BARC account. Cellular service in the Santa Barbara area is available from AT&T, Verizon, Sprint, Cingular, Nextel, Alpine, and T-Mobile. However, coverage on the campus varies widely by carrier as do their calling plans. For valuable information see the cellular service FAQs at the Communication Services website.

Tenant's Association

The Tenant's Association for Family Student Housing is a self-governing group created in 1999 by residents to assist in making the Housing system helpful and effective for residents. Its purpose is to offer an organized way to share residents' needs, concerns and perspectives with Housing. All residents who sign the Family Student Housing Contract are members. Board members of the Tenant's Association hold positions on several housing committees which impact decisions. The Tenant's Association works with staff on new projects to enhance the quality of life in Family Student Housing and on issues brought to them by residents.

Tenant's Association Fee

You pay an annual Tenant's Association fee which funds the Tenant's Association. If you move out of Family Student Housing prior to July, you may request a partial fee refund by presenting a copy of the 30-day Notice of Termination to a Tenant's Association Board member.

Theft or Misuse of Property

Theft, tampering or misuse of personal or University property is prohibited and should be reported immediately to your complex office and the police.

Trash Areas

Large trash dumpsters are located throughout the complex. Please help our Custodial staff by ensuring that your trash is completely in the dumpster and the dumpster's lid is securely closed. This will also help to reduce the wildlife in and around the dumpsters. All large items that will not fit in the regular trash dumpsters should be disposed of in the large roll-off dumpsters that are located in each of our complexes—by the Storke II apartments at Storke Campus and near the playground area at West Campus. Trash is collected twice a week on Mondays and Fridays. Please make sure that your children do not play in or around trash areas.

Vacation Security

When leaving for a few days or more, please consider asking a neighbor to pick up newspapers and/or flyers left on your door.

Vending Machines

Soft drink and/or snack vending machines are located in some areas of our complex. Please ask your local office for locations.

Work Requests

Maintenance and housekeeping requests for non-emergency building maintenance may be made on-line at one of these two web pages depending on where you live:

<<http://storke.housing.ucsb.edu>>

<<http://westcampus.housing.ucsb.edu>>

After that select the link on the right hand side of the page for "Maintenance Work Requests" to describe the problem you are having. Please contact the staff on-call (451-1660) for after-hour maintenance emergencies.

SECTION II - FAMILY STUDENT HOUSING

CONTRACT RESPONSIBILITIES

"A TO Z"

Apartment Access

The University reserves the right to enter an apartment unit under these conditions:

- A service work order has been submitted.
- An administrative, 24-hour notice to enter the unit has been posted prior to entering the unit.
- An event of 'perceived emergency' impacting the health or welfare of the occupants
- An event of abandonment is determined.
- An evacuation order has been announced due to fire, earthquake or other disaster which poses potential harm to occupants of the unit.

Apartment Condition Report (ACR)

This is a document, included as a part of the contract, that provides you with the opportunity to record the condition of your unit upon 'Check In' and compare it with the condition upon 'Check Out'. When you check-In, you will receive an (ACR) Apartment Condition Report. Please sign and return the completed ACR to your Resident Coordinator or your local office within 72 hours of receiving your apartment keys.

BARC (Billing, Accounts Receivable & Collections)

BARC is the centralized campus cashiering agency that handles all issuance of bills, payments and debt pertaining to resources, services, and fees of the University. The Cashier's office is located on the first floor of the Student Affairs & Administrative Services building.

Check-Out

When you are getting ready to move out, you will need to follow guidelines outlined in material received when you submitted your Notice of Termination. *Refer to: Apartment Condition Report, Keys, Parking Permit, Cleaning Guidelines, Improper Check-In/Check-Out and Security Deposit.*

Cleaning Guidelines (For Check-Out)

Upon check-out, your apartment must be left in the same condition it was when you moved in or you may be charged. Specific cleaning guidelines are provided to you upon filing your Notice of Termination/30-day Notice.

Contract

A legally binding agreement between an eligible resident of Family Student Housing and the University of California. The contract is comprised of the following parts:

- Family Student Housing Contract
- Terms and Conditions
- Resident Handbook
- Resident Occupancy Form
- Apartment Condition Report

Contract Holder

The primary student/faculty member in the family.

Deferment—Rent

The Contract Holder may petition for a 'Deferment of Rent'. The petition and approval must be completed prior to the 15th day of the month requested for deferment. You may defer your rent only one (1) time per Contract year without a fee; subsequently the \$20 late rent fee will apply.

Deficit Load (*registered but below minimum units*)

You may petition for a one-time *Deficit Load* status in which you may remain in our community without carrying the minimum required units. Petitions are reviewed by the Exceptions Committee. Approval must be granted prior to the quarter requested.

Eligibility

In order to be eligible to reside in a unit of Family Student Housing, one member (contract holder) of the household must hold a 'Student Status' and all other occupants must meet the 'Family Status' or 'Visitor Status' as defined within this handbook. With the exception of one-bedroom apartments in the West Campus complex, apartment units in Family Student Housing are considered single family dwellings and so are reserved for family students and recruited faculty members. *Refer to: Student Status, Family Status, Occupants, and Visitor Status.*

Exceptions Committee

A representative body of staff and students whose charge it is to review petitions filed for special contractual consideration in Family Student Housing and Single Student Apartments. The committee meets on a scheduled basis, as determined by the Manager of Assignment Services. Decisions are rendered based on current policies and procedures as well as your written statement and supportive documentation. Please note that this committee hears petitions related to contract issues. Any dispute with neighbors or other policy or procedure must be brought forth to the Resident Coordinator (RC), Complex Coordinator, Assistant Complex Coordinator or Mediation Services for guidance.

Family Status

Priority on the waiting list is given to families with children. You must have at least 50% custody of a child/children and be able to provide appropriate documentation in order to qualify for priority status. *Refer to: Occupants, Family Status Changes, Eligibility.*

Family Status Changes

A new child, marriage, separation, divorce, grandparent moving in or other changes in your family status must be reported immediately to the Assignment Services Office.

Graduating Seniors / Graduates

If you are intending on graduating from UC Santa Barbara at the end of Fall, Winter, or Spring quarters, you must notify your complex office no later than 30 days prior to your departure. Residents graduating must vacate by the following deadlines:

Fall: 12/31; Winter: 3/31; Spring: 6/30; Summer: 8/31

Failure to comply may result in a fine.

Improper Check-In/Check-Out

Failure to comply to proper Check-In/Check-Out procedures and timelines will result in the assessment of a \$50.00 improper check-out fee, plus the daily rental rate.

Keys

At check-in, you are issued your key(s). It is illegal to duplicate University keys. If keys are lost, your apartment and/or mailbox will need to be re-keyed and the charge will be assessed to your BARC account (\$50 for the apartment and \$35 for the mailbox). Security and privacy are important, so please contact the complex office immediately if your keys are lost or stolen. Key requests made through the on-line work order system will not be processed.

Late Fee—Rent

A \$20.00 fee is assessed for payments received after the close of business on the 15th day.

Non-Student Status

As a resident of Apartment Living, you are required to be a full-time, registered UCSB student unless you are an authorized faculty member. If you are a non-student due to dismissal or withdrawal from the University and have no written exception agreement with the University, you will be required to vacate your apartment immediately. Contact the Apartment Assignment Services Office concerning check-out procedures.

Notice of Termination

You may terminate your University Contract without cause or upon completing your academic endeavors by submitting a written *Notice of Termination* **30-days prior** to your departure date. Your rental agreement obligates you to pay 30-days rent after the Notice of Termination has been submitted.

- The completed 'Notice of Termination' should be submitted to either the West Campus or Storke Campus office.
- The Office Manager will explain the Check-Out process and shall notify the Custodial and Assignment Services staffs of your intentions.
- Within 5 working days, UCSB Residential Operations staff will inspect your apartment unit to assess custodial, painting, and maintenance needs.
- You may vacate the premises prior to your 30th day but you are financially responsible for the entire 30-day period.
- Failure to vacate the unit after 30 days will result in an 'Improper Check-Out' fee assessment and eviction proceedings.

Refer to: Improper Check-In/Check-Out.

Occupants

All occupants of the apartment unit must be identified on the Family Student Housing Contract. All occupants 18 years or older must sign the contract. Occupants must be full-time residents, with the exception of children who must reside at least 50% time in custody cases.

Personal Quarter Off (*not registered status*)

Understanding the complexities of family life, you may petition for a one-time *Personal Quarter Off* in which you may remain in our community without being registered for any courses. Petitions are reviewed by the Exceptions Committee. Approval must be granted prior to the quarter requested. Please note that this modification to your Contract is not applicable for your first or last quarter of residency.

Petition Forms

Petition forms for any contractual consideration or request for special status may be picked up at the Assignment Services Office, located in the center of the Santa Ynez Apartment Complex, 6750 El Colegio Road. You may also request one via e-mail at aptcontracts@housing.ucsb.edu.

Preliminary Move-Out Inspection

By state law you are permitted, but not obligated, to have a preliminary inspection prior to your vacancy date. During this inspection, maintenance and/or office staff will inspect your apartment, with you present, to inform you of charges that may be incurred upon move-out and what you might be able to do to avoid being charged. Appointments for preliminary inspections are available only during regular office hours and are made at the time you submit your Notice of Termination.

Rent

- Rental payments are to be made at the Cashier's Office, 1212 SAASB. Checks should be made payable to the: "UC Regents"
- Payments that are mailed should be sent to:
University of California, Santa Barbara
File 30561
PO Box 60000
San Francisco, CA 94160
- Payments are due on the first day of each month.
- Monthly charges are billed directly to your BARC account. Note: Should the rental charge not appear on your BARC statement, you are still responsible for making payment towards your rent on time.
- In the event of dispute of payment, it is the Contract Holder's responsibility to provide proof of payment to Apartment Assignment Services.
- A \$20.00 late fee is assessed if rent is not received in the Cashier's Office by the close of business on the 15th day.
- Students may also pay their BARC account by E-check on-line at <https://mybarc.ucsb.edu>

Refer to: Deferment, Late Fee, Three-Day Notice, BARC.

Residency Limits (*maximum residency*)

- ⊗ Undergraduates—BA/BS: 4 years
- ⊗ Graduates—Master's: 2 years
- ⊗ Graduates—PhD: 6 years
- ⊗ Families pursuing more than one (1) degree: 6 years
- ⊗ Faculty: 2 years

Security Deposit

In accordance with Landlord/Tenant Law, your security deposit will be returned to you after the final inspection and with deductions, if any, for damages or cleaning charges. The Security Deposit shall be credited to your BARC account within 3 weeks of your Check-Out.

Special Agreements

The University holds the right to designate units at its discretion within its residential communities for housing approved non-student, faculty, visiting scholars, single graduate students (West Campus 1-bedroom units only) or other affiliates of the University of California.

Student Status

- Undergraduates must be registered, full-time students at the University of California, Santa Barbara, carrying a minimum of 12 units during Fall, Winter and Spring quarters.
- Graduates must be registered, full-time students at the University of California, Santa Barbara, carrying a minimum of 8 units during Fall, Winter and Spring quarters.
- Eligibility modifications to 'Student Status' may be found under the section describing *Personal Quarter Off*.

Sub-leasing

With written permission from the Assignment Services Office, sub-leasing is permitted. The sub-leasee must also meet the eligibility requirements of Family Student Housing. The sub-lease is a contract between you and the sub-leasee; the University shall take no active role in the collection of financial obligations. You are responsible for the behavior of the sub-leasee during their residency. You may not charge the sub-leasee more than the University rental rate.

Three-Day Notice

A 'Three-Day Notice to Pay Rent or Quit' shall be issued in the event that the contract holder has failed to make payment by the 15th day following a rent due date. In complying with legal requirements, the notice shall be publicly posted on the unit's front door.

An "Unlawful Detainer" process will follow as the next step towards eviction if no direct communication with the Assignment Services Office or payment has been made.

Transfer to a Different Unit

- A request to transfer to a different unit may be submitted in writing to the Assignment Services Office after a minimum six (6)-month period has elapsed since your initial Family Student Housing occupancy.
- You may only transfer once during your entire residency with Family Student Housing.
- The waiting list to transfer is based on application date. The exception is that priority is given to residents in one-bedroom units who have children after their initial occupancy and who wish to transfer to two-bedroom units.
- Depending on the type of unit, the availability of the unit for transfer may not arrive for 18 or more months from submitting the request.
- Transfers due to neighbor disputes will not be approved until mediation has occurred.

- The transfer, upon University approval, must be completed within a 72-hour window.
- Resident is responsible to pay \$300 for liquidated damages.
- During the Transfer Period, you must agree to be responsible for the rent on both apartment units until the return of the original apartment units keys.
- No transfers may take place between May 15 and October 1 due to the large number of turnovers during this time.

Utilities

Water, gas, and electricity are included in your rent, with the exception of residents residing in the (42) Storke II apartment units. Contact the Assignment Services Office for more information. *Refer to: Conservation.*

Gas Company.....	1-800-427-2200
So Cal Edison (Electricity)	1-800-655-4555

Visitor Status

Overnight visitors are welcome; however, they may stay a maximum of 14-days per academic quarter.

Visitors must abide by all state laws, University policies, rules and regulations while in or around University-owned property. You, the Contract Holder, will be held responsible for any and all actions and/or behaviors of your visitors. If a family member stays beyond 14 days, they will be considered a permanent resident and must be added to the resident's contract. It is the resident's responsibility to contact the Assignments Office to make this change before the 14 days have expired.

Withdrawal from the University

Whether by personal choice or administrative decision, you must notify the Assignment Services Office immediately of your withdrawal from the University of California, Santa Barbara. *Refer to: Non-Student Status, Notice of Termination, Petition Forms.*



After-Hours Emergencies

(805) 451-1660

Mon-Fri, 5 pm- 8 am,

All Day Sat-Sun & Holidays

Email: aptcontracts@housing.ucsb.edu

APPENDIX I: MEDIATION

GUIDING PRINCIPLES

Conflicts are a fact of life. While living in close quarters, people will undoubtedly be involved with different types of conflicts: noise disturbances between neighbors, cleaning issues between roommates, etc. Open communication is the most effective way to resolve these conflicts. If people need help communicating, our Housing Mediation Program is available.

WHAT IS MEDIATION?

Mediation is a process in which people who have a dispute can meet. With the support of a trained mediator, the parties can communicate openly and create ways to resolve conflicts.

WHEN IS MEDIATION APPROPRIATE?

- Conflict with apartment-mates
- Neighbor-to-neighbor problems
- Landlord/Tenant conflicts

MEDIATORS WILL:

- Make sure all parties have an opportunity to talk and be heard
- Listen to the viewpoints of all parties
- Ask questions to clarify facts and perspectives
- Help parties communicate with each other in an effort to recognize each other's perspective and empower parties to resolve the conflict
- Help parties write an agreement that specifically outlines the solutions the parties have created

MEDIATORS WILL NOT:

- Make decisions for people
- Decide on who is right or wrong
- Take sides

MEDIATORS ARE TRAINED TO ASSIST PEOPLE:

- Understand each other as individuals
- Explore what is really important to each party
- Work together to achieve clarity for each party
- Work together for a resolution if desired by parties

CONFIDENTIALITY:

- Mediators are bound by state law and professional ethics to strict confidentiality—they do not discuss the content of the mediation with friends, co-workers, family, etc.
- Mediators cannot be called to testify about the mediation in any further action.

APPENDIX II: RESNET RESPONSIBLE USE POLICY

***You are ultimately responsible for
anyone's use of your network connection.***

Housing & Residential Service's staff provide in-apartment and computer lab connection services in Family Student Housing in support of the academic mission of the University of California, Santa Barbara. Using the network at UCSB is a privilege. As such, it is your responsibility to use these services appropriately and in compliance with all University, local, state and federal laws and regulations. This is a brief version of the ResNet Responsible Use Policy. You may review the full version of the policy at < www.resnet.ucsb.edu >.

Housing & Residential Services reserves the right to terminate any lab computer or in-apartment connection without notice should it be determined that network traffic generated from said connection inhibits or interferes with the use of the network by others. You will be held accountable for the actions of yourself, your family members, and visitors who may conduct inappropriate or illegal actions on your network connection. Violations will be investigated by Housing & Residential Services and referred to the Judicial Affairs Coordinator, Dean of Students, and/or the University Police Department.

In accordance with University guidelines and/or court orders, files and transmissions may be subject to search and examination by system administrators or employees as required to protect users and the integrity of computer systems such as those that are suspected to be involved in unauthorized use or misuse, or that have been corrupted or damaged.

The following regulations below are not all-inclusive and may be modified at any time.

- ResNet network services and wiring may NOT be modified or extended beyond the area of their intended use of one (1) computer per data jack. This applies to all network hardware, computer lab equipment, and in-apartment data jacks.
- Distributing copyrighted materials without the written consent of the owner is against federal law.
- Inappropriate access of computers, networks, use of passwords not obtained through proper procedures, and/or disruptive activity on computers systems, such as producing and distributing computer viruses, is prohibited.
- It is against State law to use state-owned resources for personal gain. Thus, a ResNet connection may not be used for any money-making or business venture activity. This includes web pages with any kind of advertising or fees associated with their use.
- Refer to the ResNet web site for more regulations:
<https://info.resnet.ucsb.edu/aup.php>

APPENDIX III: EMERGENCY PREPAREDNESS SAFETY

Community Resident Readiness Initiative

[Earthquakes, Fires, Electricity Outages, Floods/Rains, Threats/Bodily Harm, Tsunamis (Tidal Waves), Toxic Spoils/Hazardous Materials, Airport accidents, etc.]

Housing & Residential Services strongly encourages all residents to be prepared for an emergency. This will include but is not limited to having every resident household do the following:

- A. Register for UCSB Alert System for emergency notifications:
<https://alert.ucsb.edu>

- B. Be prepared with an “emergency kit” at home, at work, and in your car for a 3-5 day period of time for **NO ASSISTANCE Self-Sufficiency** from the University with:
 - 1. Food
 - 2. Water (1 gallon/day per person)
 - 3. Clothing/Shoes
 - 4. Flashlight and Batteries
 - 5. Radio
 - 6. Medicines/special needs (glasses, diapers, etc.)

- C. Create a **“ICE” - In Case of Emergency**” phone number(s) for your cell phone.

- D. Have conversations with your family about emergencies such as fire, earthquake, flood, electrical outage, evacuation locations, etc.

- E. Introduce yourself to your neighbors. Neighbors support each other tremendously during an emergency.

- F. Have an out-of-state contact for your family to check-in with.

APPENDIX IV

PARKING REGULATIONS

FAMILY STUDENT HOUSING

STORKE AND WEST CAMPUS

Housing & Residential Services, Transportation & Parking Services, University Police and the Community Service Organization (CSO) work collaboratively to serve you and your parking needs. This section of the Handbook contains the regulations which govern our citation and parking services.

General Guidelines

- Regulations are enforceable 24-hours a day.
- A violation of any regulation will result in the issuance of a parking citation and/or towing of the vehicle at the vehicle owner's expense.
- All vehicles parked within the defined border of these facilities are required to display a valid, University-issued, parking permit or identification sticker and are to be displayed as described in this document.
- Motorized vehicles may not be parked in non-designated areas such as fire lanes, walk-ways, patios, balconies, or landscaped areas.
- Recreational Vehicles, such as motor homes (RV's), boats, jet skis, trailers, or vehicles with residential camper shells are prohibited.
- Utilization of university-owned parking areas are **at your own risk**. The University of California shall not be held liable for stolen property or damage to vehicles.
- Vehicular accidents or burglary within university-owned areas should be reported to the UCSB Police immediately (805) 893-3446.
- All charges pertaining to permit issuance will be assessed to your BARC account.
- The speed within all parking areas is 15 mph

Issuance

- Permits are only for residents of West Campus and Storke Campus Apartments.
- Permits are issued upon proof of vehicle ownership with vehicular registration and a valid driver's license.
- Vehicular registration must have the name of the resident or relative/spouse with the same last name.
- Exceptions to this policy need the approval of the designated university administrative services staff.
- Permits for residential parking are valid only in your specific living area. *See Visitor Permit section.*
- Replacement of lost or stolen permits requires a copy of a Police Report and a minimum charge of \$10.00 per re-issuance. Charge subject to change w/o notice.
- Permits must be returned at the time of check-out.
- Issuance Limit: One (1) permit per household. Exception to issuance limit:
 - ▶ Motorcycle identification sticker

- ▶ 2nd vehicle as issued by Family Student Housing
- Counterfeit, altered or copied permits are a violation of the campus rules & regulations and will result in disciplinary action.
- Permits for residential parking are not valid on the main campus, Devereux property or Coal Oil Point Reserve area.

California Vehicle Codes (CVC)

Enforcement of our parking areas are based on the following:

- CVC Section 21113 (A) allows the University of California to establish parking regulations.
 - ▶ All vehicles must be parked in designated, marked stalls.
 - ▶ Parking is not authorized on any sidewalk, at any red curb, in any area posted "No Parking", or in any "Keep Clear", "Fire Lane", "Vendor", "Service Vehicle", "Vendor", "Restricted", or any area not designated for vehicle parking.
- CVC Section 22511.8 (D) states that disabled persons' stalls are solely for the use of persons whose vehicle displays a state's disabled person/disabled veteran license plate or placard.
 - ▶ To park in or otherwise deny access to a disabled person's stall will result in the issuance of a parking citation and/or towing of the vehicle at the vehicle owner's expense.
- CVC Section 22659 allows for all vehicles parked in disabled persons' stalls, fire lanes, sidewalks, bike paths, and any other area not designated for parking to be eligible to be towed.

Did You Know?

- For special parking accommodations due to prolonged illnesses or disabilities, contact the Department of Motor Vehicles for a Temporary Disabled Parking Placard.
- For up-to-date, daily information regarding your residential complex, visit the following site:

<http://storke.housing.ucsb.edu>
or
<http://westcampus.housing.ucsb.edu>

Permit / Identification Sticker Display

- All resident parking permits must be:
 - ▶ Directly affixed
 - ▶ Driver's side, lower left, front windshield
 - ▶ Inside the vehicle
- All motorcycle identification stickers must be:
 - ▶ Directly affixed

► Rear fender or other visible area

- Permits and Identification Stickers are not considered valid if seen scotch-taped or affixed via a portable plastic card and suction cup.
- Permits are transferable between vehicles owned by the same household and pre-registered with Housing.
- When using a windshield sunshade or car cover, you are responsible for not blocking the view of the permit. You will be cited if the permit is not clearly visible.
- Valid West Campus Apt lot permits:
H1, Disabled, <E>, or Vendor
- Valid Storke Campus Apt lot permits:
H5, Disabled, <E>, or Vendor
- See Visitor, Disabled, One Day, Extended Temporary, Second Vehicle and Special Parking Sections for more information.

Motorcycles and Mopeds

- Motorcycles and mopeds are required to obtain a free identification sticker at the Storke Campus or West Campus Office during normal business hours.
- All motorcycles and mopeds must be parked in designated, marked motorcycle parking spaces only.

Visitor Parking Permits

- A valid "Visitor" permit must have all information **printed neatly in ink**.
- Visitor parking permits are issued to residents only. The resident is responsible for the visitor to have and display the permit correctly.
- Visitor permits must be clearly displayed on the driver's side dashboard or taped to the windshield.
- Visitors may only park in designated "Visitor" stalls, not in resident stalls.
- Resident permits are valid in all Family Student Housing Visitor's spaces.
- Any altered visitor permit is invalid and subject to citation and judicial action. If you make a written mistake, please dispose of the permit.
- There is no cost for a Visitor permit; *subject to change without notice*.
- Only 1 Visitor permit can be displayed at a time. 'Extended Temporary' permits are available.

For Your Information

- No major vehicle repair shall be done on university-owned property of a

nature that could cause environmental contamination or parking area damage such as oil changes, engine overhaul or repairs.

- H1 permits are not valid in parking areas near Coal Oil Point Reserve or the Devereaux property.
- Disabled Parking stalls are for persons with a valid Disabled license plate, Veteran's plate or placard.
- Illegal vehicles will receive a citation and assessed a minimum \$280.00
fiNo parking in cross-hatched areas

One-Day" Permit

- Permit holders must park in designated "Visitor" (V) stall.
- The permit is valid from the time of issuance to 10 a.m. the following day.

"Extended Temporary" Permit

- For visitors staying longer than (1) day.
- Permit may be issued for a maximum of two (2)-week period.
- Only one (1) 'extended temporary' permit allowed per quarter per household.

"Second Vehicle" Permit

- Second Vehicle parking is available at the Francisco Torres Residence Hall Parking area for an annual fee of \$324.00/academic year. Cost and availability subject to change.
- Application for a 'second vehicle' permit available at your local office.
- Second Vehicle permits are limited and there is a substantial waiting period before issuance.
- There is a fee associated with this special privilege. Fee subject to change without notice.

Special Parking

- Vehicles parked in "Staff" stalls must display a valid, UCSB Staff (S), Faculty (A), or State of California <E> license plate.
- Residents may not park in "Staff", "Service Vehicle", "Restricted", or "Vendor" stalls.
- "Restricted", "Service Vehicle" or "Vendor" stalls are for commercial, US Postal, State of California <E> license plate or designated Housing staff responding to an emergency.
- Timed stalls (30 or 60 minute) do not require a permit; vehicles parked unattended will be 'chalked' or otherwise identified and citations assessed if the vehicle remains beyond the allotted time.

Citations

Citation fines range from \$36.00 to \$500.00 based on the cited violation.

(Citation fine amounts subject to change without notice.)

- *Disclaimer: Housing & Residential Services receives no portion of the funds collected from parking violation citations.*

There are three (3) methods of paying your citation:

- ▶ Online: www.scapay.com
 - ▶ By Mail: UCSB Transportation & Parking Services Citation Division, Santa Barbara, CA 93106-7001
 - ▶ In Person: Transportation & Parking Services is located in Building 381, at the north end of Parking Lot #30, across from Harder Stadium. A citation may be paid with Master Card, Visa, Check or Cash.
- Unpaid citations will accrue additional late fees and eventually result in a lien on your vehicle's registration at the Department of Motor Vehicles.
 - UCSB academic registration and record requests may also be blocked and debts may be referred to outside collection agencies.
 - Five or more outstanding parking citations may result in your vehicle being impounded. The vehicle will not be released until all outstanding citations (including towing and storage fees) are paid in full.
 - Excessive violations of parking policies may result in further administrative and/or judicial action.
 - Citations may not be paid or appealed at any Housing & Residential Services office. The Storke or West Campus office staff do not review citation cases.

Citation Appeal

Citations may be contested within **21 days** from the date of issuance. If you feel as though your citation was written in error, please submit your appeal using one of the following methods:

- ▶ Online: www.scapay.com
- ▶ By Mail: Visit this website:
<http://www.tps.ucsb.edu/cite.html>

Send written appeal to:
UCSB Transportation & Parking Services Citation Division,
Santa Barbara, CA 93106-7001

Did You Know?

- All vehicles on university-owned property must have a current, valid vehicle registration. Any undocumented vehicle will be cited.
- All non-operational, abandoned or derelict vehicles shall not be stored on

university-owned property and are subject to citation and/or towing at the

vehicle owner's expense.


SPECIAL RESIDENT SERVICES


As a resident of our community, UCSB Transportation & Parking Services offers you several courtesy services while your vehicle is on university-owned property:

- Free Jump Starts

Services are generally available:

- Mon-Fri 7:30 a.m. to 1:00 a.m.
- Sat & Sun 7:30 a.m. to 10:00 p.m.

 Contact Monday-Friday 8:00am-5:00pm:
Parking Dispatch at 893-5388

 Contact at all other times:
UC Police Dispatch at 893-3446

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