

# **Graduate Apartments**

## *Resident Handbook*

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## **THIS IS MY PLANNER**

Name

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Address

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Phone

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E-Mail

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## **UNIVERSITY OF CALIFORNIA SANTA BARBARA**

**HOUSING & RESIDENTIAL SERVICES  
APARTMENT & COMMUNITY LIVING**

# Welcome to Graduate Apartments

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## ***INTRODUCING*** **Our Apartment Living Team**

### Administrative Service Coordinators

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

### Administration & Support

To Be Determined	Administrative Manager	893-4813
Ambar Campos	Administrative Assistant	893-8008
To Be Determined	Asst. Director (Admin)	893-3570
Marian Bankins	Asso. Director (Student Life)	893-8881
To Be Determined	Asst. Director (Student Life)	893-5831
Jill Hurd	Director	893-3274

### Assignment Services

Mario Munoz	Asst. Dir, Assignment Svcs	893-7391
Daniel Laub	Assignments Analyst	893-4021
Cristina Martinez	Mgr., Assignment Services	893-5684
Michelle Emery	Assignments Coordinator	893-4021
Mayra Alcalá	Assignments Coordinator	893-4021

### Community Housing Office

893-4371

### ResNet Services

Helpline	24-hour messages	893-7376
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### Residential Operations

Caesar Martinez	Maintenance Supervisor	893-3082
Manuel Herrera	Grounds Supt.	893-4529
Rafael Velasquez	Apt. Services Manager	893-3502

## ***OFFICE PHONE NUMBERS***

Open every weekday 8 am - noon; 1-5 pm

Graduate Apartments Main Office  
6510 El Colegio Road  
(805) 893-2298

Graduate Student Apartment Community Council  
6510 El Colegio Road  
(805) 893-5507

For After-Hours Emergencies  
Mon-Fri, 5 pm- 8 am, All Day Sat-Sun & Holidays

*On-Call* RC Staff      (805) 451-9416

# **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
Bookstore (UCEN) .....	893-3271
Bus (Greyhound) .....	962-2477
Bus (MTD) .....	683-3702
<b>Communication Services (Phone/TV).....</b>	<b>893-8700</b>
Counseling & Career Center .....	893-4411
Disaster-Road Info .....	1-800-427-ROAD
Disabled Student Program .....	893-2668
Domestic Violence Solutions .....	964-5245
Educational Opportunity Program .....	893-4758
Escort Service (CSO) .....	893-2000
Financial Aid .....	893-2432
Hospital (Goleta Valley Cottage) .....	967-3411
Housing— <b>After Hours On-Call Staff</b> .....	<b>451-9416</b>
Housing—Assignment Services Office .....	893-4021
Housing—Santa Ynez Office .....	893-4501
Information (UC Campus).....	893-8000
Isla Vista Medical Clinic .....	968-1511
Intramurals .....	893-3253
Legal Services (AS) .....	893-4246
Library .....	893-2478
<b>Mediation Services/Comm Hsg Office.....</b>	<b>893-4371</b>
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
<b>ResNet Hotline</b> .....	<b>893-8777</b>
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***

**[www.housing.ucsb.edu](http://www.housing.ucsb.edu)**

Housing & Residential Services Home Page

**[aptcontracts@housing.ucsb.edu](mailto:aptcontracts@housing.ucsb.edu)**

Questions, comments or concerns regarding your contract.

**<http://sanclemente.housing.ucsb.edu>**

Up-to-date information regarding the Graduate community.

**[mediation@housing.ucsb.edu](mailto:mediation@housing.ucsb.edu)**

**<http://www.sbmtd.gov>**

MTD Bus Routes

## ***OUR OFFICE***

During normal business hours, Graduate Apartment residents may call or visit our office for resources, information or service.

**Graduate Apartments Office - 893-2298  
Monday—Friday, 8am-noon; 1-5pm**

***After-hours Emergencies***

**RC On-Call (805) 451-9416**

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

# COMMUNITY LIVING STANDARDS

**Welcome to our Graduate Apartments Community ...  
and to your new neighborhood!**

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The University of California, Santa Barbara is a community of people from diverse racial, ethnic, and class backgrounds, national origins, religious and political beliefs, physical abilities, and sexual orientations. The Office of Apartment Living is committed to celebrating the rich diversity of people who live in our 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, or 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 the apartments 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 the 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.

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

# **SECTION I - GRADUATE APARTMENTS 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 and your 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 Apartment Contract. *Refer to: Contract.*

## **Activity Fee**

You pay a one time Activity Fee of \$26 per contract year. Though collected by the university at the beginning of each contract term, these fees are dispersed by the Graduate Student Apartment Community Council (GSACC) and used primarily for educational & social events (dances, cultural festivals, museum trips, whale watching), special programs (e.g. Pilates, yoga, martial arts), community enhancements (e.g. lounge furnishings, televisions), on-going programs (e.g. Coffee House), training, equipment, services and supplies. The fees are distributed through an annual budget process. Additional appropriations throughout the year are determined by a majority vote of GSACC. As a contract holder in the Graduate Apartments, you are automatically a member of GSACC and may voice your opinion at weekly GSACC meetings. Watch for flyers advertising the GSACC meetings. Please consider being your community representative and make a difference!

## **Address**

Your new address for traditional United States Postal Service MAIL is:

Resident Name, 65xx\* El Colegio Road, Box # (same as apartment number), Santa Barbara, CA 93106

Your new address for FEDEX, UPS, DHL, and other private independent carriers is:

Resident Name, 65xx\* El Colegio Road, Apartment #, Goleta, CA 93117  
\*Village Specific Street Address:

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- +Arrowhead (apartments beginning with “1”) - 6510 El Colegio
- +Bradbury (apartments beginning with “2”) - 6520 El Colegio
- +Castaic (apartments beginning with “3”) - 6530 El Colegio
- +Donner (apartments beginning with “4”) - 6540 El Colegio
- +Encino (apartments beginning with “5”) - 6550 El Colegio

## **Alcohol**

State laws and university regulations referring to alcohol use and possession must be followed by you and your visitors. NO alcohol is permitted in public areas (i.e. community centers, apartment patios, etc.) 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. *Refer to Exceptions Committee.*

## **Annual Inspections**

Annually, authorized university personnel will enter your apartment unit to conduct an inventory and inspection of all furnishings and review the condition of the facility. This is done to reduce damage that goes unreported.

## **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.

## **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, advises the Community Council, and is the editor of the newsletter.

## **Bicycles**

Please use designated bike racks or carefully store bikes in your apartment. Bike hooks are not allowed. You must ride slowly through the complex, and bikes found blocking public access, walkways, exits, or fire escapes and bikes attached to railings or signs will be removed and impounded. A fee may be assessed for moving and storage. Bikes must be in operable condition. Please register your bike with the Community Service Organization (CSO).

## **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](http://www.sbmtd.gov) >

## **Business/Private Enterprise**

Utilizing your address or conducting private entrepreneurial ventures by you or your visitors from your apartment is prohibited. You are not allowed to run a business on state property.

## **Cable Television**

Basic cable is provided to all residents. For premium channels you need to contact Cox Communications. It's necessary for you to use high quality cable to

connect your television to the wall plate. For satellite information refer to: *Satellite Antennas*.

### **Community Centers/Lounges**

Located in the Arrowhead, Castaic, and Encino villages, these areas are considered 'public areas' and are intended to be used for resident purposes only. Inquire at the main office for usage policies and availability for events.

### **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 member 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 in-residence services.

### **Compliance**

It is expected that you and your visitors will respectfully comply with the directions of university staff 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**

Our vision is that individuals 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. *Refer to: Mediation Services*.

### **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*.

### **Damage**

If you or your 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. Appeals regarding assessed charges must be submitted in writing within 10 days of BARC

posting. Appeals should be sent to:

Office of Apartment Living  
c/o Appeals Committee  
6750 El Colegio Road  
Goleta, CA 93117

### **Driving**

The speed limit in all University Apartment parking lots is 15 mph. There is no driving into the complex. If you are found responsible for violating any of the complex's speed limits and/or state driving laws, your parking permit may be revoked by the Office of Apartment & Community Living.

### **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. The use or possession of marijuana, including medicinal marijuana, is prohibited on University property.

### **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 often occurs when persons panic and are 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.*

### **Elevators**

Tampering with or misuse of elevators is prohibited by law and university policy. Jumping in the elevator will cause it to get stuck between floors. Residents will be charged for the call to the elevator company in these situations.

### **Emergencies**

- In the event of an emergency—**Call 911** or UCSB Police at **893-3446**.
- You may also contact the Office of Apartment Living at 893-4501 or the *RC On-Call* at 451-9416, during evenings and weekends.

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

### **Entrances**

Fire regulations require a clear 3' (foot) access to all apartment doors, including stairwells and second/third floor walkways. Small plants (less than 25 lbs) must have drain pans if located on second floor decks/walkways.

### **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. Assemble on the Storke field adjacent to the complex emergency fire lane. In emergencies staff will be there to assist you and account for residents. If you have questions, please ask your Resident Coordinator for additional direction.

## **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.

## **Exercise Room/Fitness Center**

The Exercise Room (ER) is located in the Santa Ynez Apartment complex and is open to all Apartment Living residents. Trained staff is available to support your exercise needs. The ER is equipped with an elliptical machine, stair climbers, stationary bikes, free weights, treadmills, and PRECOR & Nautilus equipment. The ER also coordinates special programs such as residents' sports activities and a women's hour. Watch for the ER hours on the resident website.

## **Exterior Building Areas**

Climbing on ledges, roofs, overhangs, balconies, outsides 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 Lanes**

Driving or parking motor vehicles on walkways and emergency roads is prohibited. Exceptions include university vehicles responding to service or emergency situations.

## **Fire Safety**

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

## **Fire/Safety Equipment**

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. If you are responsible for a fire, you will be charged for fire department costs and all clean-up costs. *Refer to: Evacuation.*

## **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, or 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.

### **Furnishings**

University-owned furnishings and property are not to be removed from the apartment unit nor left out on patios, balconies or other areas that could result in damage or unnecessary wear to the items. Privately-owned furnishings are allowed as long as they do not create undue clutter or result in fire, health or safety hazards. Upholstered furniture is prohibited outside due to rodent nesting. University-owned community center or recreation room furnishings are not allowed in resident apartments. A minimum fee of \$50 per day will be assessed to your BARC account if furnishings are improperly used.

### **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**

For safety reasons, clotheslines, hammocks, and heavy objects are not permitted to hang from railings. In addition, no unauthorized hooks are allowed in stairwell floors or walls.

### **Harassment**

Physical harm or the threat of physical harm to any person, including assault/battery, sexual assault, stalking, 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 or 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. For more information, please contact the Community Housing Office at 893-4371.

### **Internet (RESNET) Services**

The Residential Networking (ResNet) Program is the utility that provides a high-speed connection to the campus network and the Internet for every student living in University owned housing. You are responsible for reading, agreeing, and abiding by the statements of the *RESNET Responsible Use Policy*.

As a member of the university 'users' community, you are responsible for using good judgment in respecting your fellow computer and network users. 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*, or for a complete copy of the policy, go to the RESNET website at: < [www.resnet.ucsb.edu](http://www.resnet.ucsb.edu) >. The phone number for assistance with ResNet is 893-8777.

### **Judicial Affairs**

In order for the more than 970 residents who reside in the Graduate Apartments 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; and (3) Restorative Justice: 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 laundry rooms located at your apartment complex. Each laundry room has washers, dryers, and tables for folding clothes. 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 the Complex Office if there is a facility problem. If a machine is not operating correctly, please provide the laundry machine number and a description of the nature of the problem to our office staff.

Washers and dryers are operated by a special debit card ("Web Card"). The current cost is \$1.25/wash and \$.25/15 minutes to dry. You can purchase cards or add additional funds to your card from machines located in each laundry room with a credit or debit card or at the Complex Office with cash.

### **Lights**

If a fluorescent light burns out in your apartment unit, simply complete an online work order request and our staff will replace the light rod. It is, however, your responsibility to replace all 'regular' light bulbs. For those fixtures that are too high for you to reach, purchase the light bulbs and complete a work order. Our staff will install your new light bulbs for you.

### **Lock-Outs**

If locked out, you may borrow a loaner key from your complex office or in the evening/weekend, from *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 shared mailbox which is located near to 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 the Complex Office or at the local post office.

### **Maintenance/Custodial 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 our office or the *RC On-Call* to assess the situation and determine whether further response is immediately required. *Refer to: RC On-Call or Work Requests.*

### **Maps**

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

### **Mediation Services**

Mediation Services for apartment-mate or neighbor disputes are provided free of charge to you as a resident. Ask for the *Mediation Services brochure* from your Resident Coordinator or our office, or contact a mediator at [mediation@housing.ucsb.edu](mailto:mediation@housing.ucsb.edu). *Refer to: Appendix I: Mediation.*

### **Medical Marijuana**

The use or possession of marijuana, including medicinal marijuana, is prohibited on University property

### **Mold**

Mold is a result of moisture, darkness, and lack of air circulation. Santa Barbara is damp, so residents need to make sure their apartment has airflow and sunlight. There are currently no federal or state standards regarding acceptable levels of mold in residential dwellings. Mold cannot grow if there is sunlight, air circulation, and lack of moisture.

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 and assess the root cause. The resident is responsible for maintaining an environment that is clean and as dry as possible.

### **Motorcycles and Scooters - Fuel Operated Vehicles**

All fuel-operated vehicles may only be parked in designated areas and must be registered. Due to the hazardous potential, there is no storage of fuel-operated vehicles on patios, stairwells, walkways, 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.

### **Newsletter**

Your Graduate Apartments newsletter, *The Haku*, is published monthly. If you are interested in submitting an article, original art, or commentary, please contact your Resident Coordinator (RC). Copies of the newsletters can be found on the resident website.

### **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, please contact your RC for coaching or UCSB Police at 893-3446. As a preventative measure, you and your neighbors might want to exchange phone numbers and discuss beforehand how to handle a situation like this should it occur. Mediation Services are also available for all residents. *Refer to: Mediation Services, Appendix I: Mediation.*

### **Painting**

You may submit a work request to have our paint staff survey your apartment to determine the need for painting. Painting must be done by our university staff or a designated, contracted vendor. Unauthorized painting will be subject to damage charges and administrative action. *Refer to: Work Requests.*

### **Parking**

Information on parking permit distribution, visitor parking, and consistent policy enforcement are all found in Appendix IV of this handbook.

### **Parking Permit**

All vehicles parked within our university-owned parking areas must have a legal permit. Visitors to the Graduate Apartments must purchase a parking permit at the parking kiosk. Please refer to the Parking Regulations in Appendix IV for the distribution procedures. If a permit is 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 furniture is permitted outside, as rodents may nest in upholstered furnishings. Please contain all permanent items, such as potted plants, in your patio area, as our university staff need access to all lawn areas for proper maintenance and care. Furnishings, such as your dining room chairs, are not to be used as outdoor furniture and may be damaged by the outdoor climate. *Refer to: Damages.*

### **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.

### **Personal Assistants/Attendants (*Disabled students*)**

It is your responsibility to recruit, hire, evaluate, and pay for an attendant, if needed. Requests for additional copies of apartment keys, parking permits, or other privileges may be requested in writing to the Apartment Living Office. An attendant may not reside in the apartment unit without a formal, written agreement with the Apartment Living Office.

### **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 our office during normal business hours and complete the required paperwork. You will be given instructions on 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 as they cannot be processed.

- **Bedbugs:** Although once thought to be eliminated from the USA, bedbugs have made a resurgence. Their eggs are brought to our community on luggage, unlaundered bedding, and cardboard boxes. They like to inhabit crevices of beds and dressers. If you travel, make sure that you do not put luggage on beds or the floor. To make sure your luggage is free from bedbug eggs, a suggestion is to place luggage in a black, plastic bag, seal it, and put the bag in an area that will heat the contents (i.e. inside a vehicle trunk on a hot day). Bedbugs can be eliminated with heat.
- **Swallows:** Annually swallows return to our area to nest. Once they have established their nest, they are protected by federal law. Hanging CDs or other glittering ribbon from the eaves seems to deter nest building.

### **Pets**

Pets and animals are prohibited at all times. This includes pets of visitors, regardless of length of stay. And, this includes feeding cats, etc. outside of your apartment.

- Exception: Approved 'Assistance/Comfort Animals'.  
(Contact Apt. Assignment Services at 893-4021 for more info)
- Exception: Aquarium fish, in tanks not exceeding 30 gallons.

### **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:

<i>Sunday through Thursday</i>	<i>10:00 pm to 7:00 am</i>
<i>Friday and Saturday</i>	<i>11:00 pm to 7:00 am</i>

- 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.

### **RC On-Call—For Emergencies Only**

Resident Coordinator staff are 'On Call' weekends, 5pm-8am; weekends and holidays 24 hours/day. Call (805) 451-9416 or in an emergency call 911 or 805-893-3446 (UC Police Dispatch). Weekdays, 8am-5pm, during normal business hours, please contact the Complex Office at (805) 893-2298.

### **Recycling**

Apartment Living contracts with a company that will sort recyclables from the garbage so that you can dispose of everything in one trash can. Trash chutes are located at the ends of the hallway. You are encouraged to use the small yellow bag for bathroom trash. Yellow bags are available at the Complex Office or through a work order request.

### **Resident Behavior**

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 are endangering themselves or others in any manner, may be asked to leave any Apartment Living community. Administrative and judicial action will be invoked.

### **Resident Coordinators (RCs)**

Resident Coordinator's (RC's) are student staff who live in the Graduate Apartment community and assist in helping neighbors get to know neighbors, safety/security measures, and co-creating with residents community activities. They are available to you and can provide you with information, resources, and referrals. Each evening an RC serves as the RC On-Call and responds to our community's emergency needs. If you are interested in the RC position, please look for information on the resident website.

### **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.

### **Resident Government**

Residents of the Graduate Apartments will determine the structure of the resident government body. An annual fee of \$26 is assessed and used by the government for various activities.

### **Resident Website**

For the most up-to-date information about our news, events, and community activities, please log on to the resident website at:

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

If you have any photos (jpeg format), information, or announcements you wish placed onto the Resident Websites or our Newsletter, please feel free to send them to: [aptnews@housing.ucsb.edu](mailto:aptnews@housing.ucsb.edu)

Final decisions and editing of material is the responsibility of the Web Manager and Newsletter Editor.

## **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 evacuation plan established

### **Satellite Antennas**

Satellite antennas may not be affixed to any common area in the apartment facilities. This includes, but is not limited to, exterior walls, roofs, hallways, and walkways.

### **Shopping Carts**

Pursuant to state law, the removal of shopping carts from merchant property is unlawful. Shopping carts are prohibited on premises and will be confiscated. Residents may be financially responsible for removal of stored shopping carts in their possession.

### **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.* Detectors are either battery operated and changed annually by housing staff or 'hard wired' and therefore, electrically operated. A small red light indicates it is functioning properly. If the smoke detector battery needs to be replaced, please put in a work order and our staff will replace it for you. Tampering or dismantling any smoke detectors is prohibited. If our staff discovers that your smoke detector has been tampered with, the cost of replacing your smoke detector will be charged to your BARC account.

### **Smoking**

The Graduate Apartments are a non-smoking building. The right to a smoke-free environment prevails over the right to smoke. Smoking is only allowed 10 feet away from apartment units or at an appropriate distance to deter "second hand smoke" in surrounding space. Smoking is prohibited in all public areas (e.g. community centers and laundry facilities). If smoking occurs in an apartment, residents will be charged for deep cleaning and disciplinary action will occur.

### **Solicitation**

No advertising, selling, or commercial soliciting is permitted. Please inform the solicitor of this policy, then contact our 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 is allowed. *Refer to: Business/Private Enterprise.*

### **Staff Directions**

You and your 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.*

### **Stairwells/Walkways**

Stairwells and walkways 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. The storage of trash/garbage, cardboard or upholstery items is not permitted outside to reduce rodent infestation. Water heater closets must be free of stored items. Storage of combustibles is not allowed. *Refer to: Patios and Decks.*

### **Taxes - Renter's Credit**

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

### **Telephone/Cell Phone Services**

Contact UCSB Communication Services for information about phone installation. Their website is: [www.commserv.ucsb.edu/residents](http://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 <[http://www.commserv.ucsb.edu/residents/cellular\\_service.asp](http://www.commserv.ucsb.edu/residents/cellular_service.asp)>.

### **Theft or Misuse of Property**

Theft, tampering or misuse of personal or university property is prohibited and should be reported immediately to our office and the Police.

### **Trash Areas**

Large trash dumpsters and trash chutes are located throughout the complex. Please help our custodial staff by ensuring your trash is completely in the dumpster. This will decrease the chance of rodents and wildlife being attracted to our community. Trash is collected three times a week. Please take your trash directly to a dumpster and do not leave any trash outside your door. We contract to have the trash and recyclables separated so you can toss it all in the trash together.

### **Vacuums**

You are encouraged to bring, purchase your own, or share a personal vacuum with your apartment-mates. Your RC has only one vacuum to loan; therefore, you must make prior arrangements to borrow it. Vacuums are also available to check out in the office.

### **Vending Machines**

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

### **Water Fights**

Water fights, water guns, buckets, water hoses, water 'horseplay,' and throwing water balloons are prohibited. These activities frequently result in injuries to the persons involved and cause unwarranted and excessive damages to the

facilities and furnishings.

### **Weights/Barbells/Treadmills**

Weights may only be used on the ground floors, due to the stress that weights cause on upper floor structures and the noise created for lower floor residents. Weights are also available in the Santa Ynez Exercise Room for your use.

### **Window Screens**

Window screens are to be left on at all times to prevent insects or rodents from getting in and people, objects, and litter from falling out. The occupants of the apartment will be charged a minimum of \$40 per damaged or missing screen.

### **Work Requests**

Maintenance and housekeeping requests for non-emergency building maintenance may be accessed through the resident website. *Refer to Resident Website.*

*<http://sanclemente.housing.ucsb.edu>*

## **SECTION II - GRADUATE APARTMENTS 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
- Annual Apartment Inspections
- An event of abandonment is suspected.
- 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.

### **Apartment Walk-Thru**

Appointments for a walk-thru may be made at the Graduate Apartments Office during designated periods of each quarter. Walk-thrus are offered to you in order to assess the cleanliness of and/or damage to your apartment unit and provide prior notice of potential problem areas before you move out. Note that damages identified are not to be repaired by you or any outside contractor. Staff conducting the walk-thru will not be responsible for determining or assessing charges during a walk-thru. It is our expectation that your unit be thoroughly cleaned and completely vacated at the time of move-out. Apartment Living staff will complete a final walk-thru to determine any charges to your BARC account.

### **BARC (Billing, Accounts Receivable & Collections)**

BARC is the UCSB centralized campus cashiering agency that handles all issuance of bills, collection 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 the guidelines outlined in material received once you have been approved by the university to cancel your contract or at the end of the contract term. *Refer to: Final Inspection, 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 a clean and orderly manner. Specific cleaning guidelines are provided to you prior to your move-out date.

### **Contract**

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

- Graduate Apartment Contract
- Terms and Conditions
- Resident Handbook
- Resident Occupancy Form

### **Contract Holder**

That's you! *Refer to: Eligibility, Student Status, Residency Limits.*

### **Contract Renewal**

Currently enrolled graduate students must apply for University-owned housing online at <http://www.housing.ucsb.edu> at the **beginning of February**. Note: The contract term is 11-1/2 months (September 1-August 15). Residents who renew for the following year will be allowed to also stay August 15-September 1. *Refer to: Residency Limits.*

### **Deferment - Rent**

The Contract Holder may petition for a 'Deferment of Rent'. The petition submittal 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.

### **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 the Graduate Apartments, you must be a currently registered UCSB student carrying a minimum of 12 units for undergraduate students and 8 units for graduate students. *Refer to: Student 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 University apartments. The committee meets 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 reviews petitions related to contract issues. Any dispute with apartment-mates, neighbors or other policy or procedures must be brought forth to the Resident Coordinator (RC), Complex Coordinator, Assistant Complex Coordinator or Mediation Services for guidance.

### **Graduating Seniors/Graduates**

If you are intending to graduate from UCSB at the end of Fall, Winter, or Spring quarters, you must notify the Assignment Services Office no later than 30 days prior to the end of the quarter.

### **Improper Check-In/Check-Out**

Failure to comply with 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 will be issued apartment keys. It is illegal to duplicate university keys. If your keys are lost or stolen, the replacement cost will be billed to your BARC account as follows: \$10 for a front door key, \$35 for a mailbox key, and \$50 for a bedroom key. Security and privacy are important, so please contact our office immediately if your keys are lost or stolen. Please submit any key requests with the appropriate paperwork at the Santa Ynez Main Office. Key requests made through the online 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 of the month.

### **Leave of Absence (Graduate Students Only)**

A written approval by the Dean of the Graduate Division is required with the submission of a housing petition in order to be considered a continuing resident. A *Leave of Absence* is equal to a 'deficit load.' One 'leave of absence' or 'deficit load' may be granted to you during your residency. Petitions are reviewed by the Exceptions Committee.

### **Mailing Addresses**

University mailing addresses may not be utilized by any individuals who are not listed on a valid contract with the University to reside at the address.

### **Non-Student Status**

As a resident of Apartment Living, you are required to be a full-time, registered UCSB student. 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 Assignments Office concerning check-out procedures.

### **Occupants**

All occupants of the apartment unit must be identified on our official roster. Occupants must be full-time, registered UCSB residents, with the exception of overnight visitors. *Refer to: Visitor Status.*

### **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.

### **Rent**

Rental payments are paid at the Cashier's Office, 1212 SAASB or mailed in to:

University of California, Santa Barbara  
File 30561  
P.O. Box 60000  
San Francisco, CA 94160.

- Checks should be made payable to: "UC Regents".
- 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 the Office of Apartment Living.
- 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-Rent, Late Fee-Rent, Three-Day Notice, BARC.*

### **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 maintains the right to designate units at its discretion within its residential communities for approved non-students, faculty, visiting scholars, 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.
- Graduate students 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 sections describing *Deficit Load*, *Special Agreements* or *Leave of Absence*.

### **Sub-leasing**

With written permission from the Assignment Services Office, sub-leasing is permitted during the summer months only. The sub-lessee must also meet the eligibility requirements of graduate students living in the Graduate Apartments. The sub-lease is a contract between you and the sub-lessee; the university shall

take no active role in the collection of financial obligations. You are responsible for the behavior of the sub-lessee during their residency. You may not charge the sub-lessee more than the university rental rate.

### **Termination of Contract**

You may terminate your university contract without cause by (1) finding a UCSB student of the same gender eligible to replace your space, or (2) by

submitting a written notice to the Apartment Assignments Office upon projection of your completing your academic endeavors at least 30-days prior to the end of the quarter .

### **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 have been made.

### **Transfer to a Different Unit**

- You may only transfer once per academic year.
- A meeting with the Complex Coordinator or designee must take place prior to approval.
- Approval must come from the Complex Coordinator and/or the Manager of Assignment Services.
- Depending on the type of unit, the availability of the unit for transfer may not arrive until the end of a quarter following the initial submittal of the request.
- Transfers due to apartment-mate or neighbor disputes may not be approved until efforts to mediate have occurred.
- The transfer, upon university approval, must be completed within a 24-hour window.
- During the Transfer Period, you are responsible for both apartment units until you return the original apartment unit's keys.

### **Utilities**

Water, gas, and electricity are included in your rent. Residents will be billed for utility use for charges that are more than 15% over the average. *Refer to: Conservation.*

### **Visitor Status**

Overnight visitors are welcome; however, they may stay a maximum of 7-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.

### **Withdrawal from the University**

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



***After-hours***

***On-Call RC Staff***

***(805) 451-9416***

***Mon-Fri, 5 pm- 8 am,***

***All Day Sat-Sun & Holidays***



# **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 if desired

## **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 Single Student Apartments 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](http://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. Furthermore, your in-apartment connection and access to the network may be terminated should it be determined that you have violated ResNet, university, state, and/or federal laws and regulations. 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**

**\* BE SMART \* BE PREPARED \***

### Community Resident Readiness Initiative

[Earthquakes, Fires, Electricity Outages, Floods/Rains, 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.)
  - 7. Sleeping bag
  
- 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.
  
- G. For more information on being prepared:  
[www.redcross.org](http://www.redcross.org)  
or  
[www.ready.gov](http://www.ready.gov)

## **APPENDIX IV: PARKING REGULATIONS GRADUATE APARTMENTS**

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 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 (RVs), 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.
- The speed within all parking areas is 15 mph.

### **Issuance**

- Permanent Parking Permits are only for Residents and Staff of the Graduate Apartments.
- Issuance Limit: One (1) permit per resident.
- Exception to issuance limit:
  - > Motorcycle/Moped identification sticker—All motorcycles parked within the complex are required to be registered at the San Clemente Apartments Office and will receive a special sticker upon proof of ownership. *See Motorcycle/Moped sub-section.*
- 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 with the same last name. Exceptions to this policy need the approval of the designated university administrative services staff.
- Replacement of lost or stolen permits requires a copy of a Police Report and a minimum charge of \$10.00 per re-issuance (subject to change without notice).
- All charges pertaining to permit re-issuance or parking related issues will be assessed to your BARC account.
- Permits must be returned at the time of move-out, if prior to expiration date.
- Exception to issuance limit: Motorcycle identification sticker

- Counterfeit, altered or copied permits are a violation of the campus rules and regulations and will result in disciplinary action.
- Permits for residential parking are valid on the main campus or other 'off-campus' parking areas as 'Nights & Weekends' permits only. Contact Transportation & Parking Services regarding rules and regulations for 'Nights & Weekends' permits.

### **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", "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 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.

### **Permit/Identification Sticker Display**

- All Graduate Apartments parking permits must be:
  - Directly affixed
  - On the driver's side, lower left, front windshield
  - Inside the vehicle
- All motorcycle identification stickers must be:
  - Directly affixed
  - On the 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 not transferable.
- 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.

### **Motorcycles and Mopeds**

- Motorcycles and mopeds are required to obtain an identification sticker at the Graduate Apartments Office during normal business hours.
- All motorcycles and mopeds must be parked in designated, marked motorcycle parking spaces only.

### **Visitor Parking/Parking Pay Machine**

- All visitors utilizing the Graduate Apartments parking lots must obtain a valid *Visitor Parking Permit*.
- **Visitors are required to have a permit at all times.**
- *Visitor rates are subject to change without notice.*

- Instructions on how to use the Parking Pay Machine are located on or near the machine.
- Visitor permits must be clearly displayed inside the vehicle, on the driver's side, lower left, front dashboard.
- Citations will be issued to vehicles with no or improper permit displayed.

#### **“H” Permit**

- Your 'H' permit, during the regular academic year, acts as a 'Nights and Weekends' permit on the main campus.
- Please Note: 'Nights and Weekends' permits purchased from an on-campus pay machine are not valid in any of the Graduate Apartments parking areas.
- *Please Note:* There is a blackout period during the Halloween period in which Visitor Permits will not be issued and thus, no visitor parking will be available.

#### **Parking Area Use**

- All vehicles on university-owned property must have a current, valid vehicle registration. Any undocumented vehicle will be cited for expired registration.
- Non-operational, abandoned or derelict vehicles shall not be stored on university-owned property.
- All non-operational, abandoned or derelict vehicles are subject to citation and/or tow and impounding at the vehicle owner's expense.
- 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.

#### **Disabled Parking**

- 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 fine (subject to change without notice).
- *No parking in cross-hatched areas.*

#### **Citations**

Please refer to information on the Transportation & Parking Services website:

**<http://www.tps.ucsb.edu/enforceAll.aspx>**

Citation fines range from \$36.00 to \$500.00 based on the cited violation (subject to change without notice).

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

## **Citation Payment**

Paying your citation:

- ▶ Online: [www.scapay.com](http://www.scapay.com)
  - ▶ By Mail: Checks or money orders must be payable to “UC Regents” and mailed to the following address:  
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, Discover, American Express or electronic check.
  - ▶ Please do not send cash.
  - ▶ To ensure proper posting, please write your citation number(s) on the face of the check or money order.
- Unpaid citations will double and be referred to the Department of Motor Vehicles.
  - Citations issued to out-of-state vehicles or rental vehicles may be referred to outside agencies for collection.
  - Vehicles with multiple outstanding citations may also be immobilized or impounded at the vehicle owner’s expense. The vehicle will not be released until all outstanding citations are paid in full.
  - Citations may not be paid or appealed at any Housing & Residential Services office. The Graduate Apartments staff do not review citation cases.

## **Citation Appeal**

Go to <http://www.tps.ucsb.edu/enforceAll.aspx>

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