



Resident Handbook 2023-2024

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WELCOME TO UNIVERSITY APARTMENTS

Welcome home, Mountaineer! We are delighted that you have chosen University Apartments as your WVU home. We hope that you have a positive living experience with us and hope you make the most out of your college experience.

Please take a few minutes to become familiar with our policies and procedures. This handbook has been designed to answer your questions about living in University Apartments. If you have additional questions, please feel free to stop by your community's leasing office during business hours, listed below. (Hours are subject to change during school breaks, holidays and summer).

College Park	University Park	University Place	Vandalia
Monday-Friday: 9 am – 8 pm	Monday-Friday: 9 am – 5 pm	Monday-Friday: 9 am – 5 pm	Monday-Friday: 9 am- 5 pm
Saturdays: Noon to 4pm	Saturdays: Noon to 4pm	Saturdays: Noon to 4pm	Saturdays: Noon to 4pm
Sundays: Closed	Sundays: Closed	Sundays: Closed	Sundays: Closed

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

UNIVERSITY APARTMENT SERVICES

MANAGEMENT & LEASING OFFICE

The Management and Leasing Office is located on-site at each of our University Apartment communities and is the center of our management and leasing operations. Stop by the office or call 304.293.5840 to get information about your lease, rental account, facilities issues, or any other questions you may have about University Apartments. The Leasing Office is also a great resource for questions about campus, the area, contacting our staff, and other general information. During holidays, summer, and school break periods of the year, hours may be limited. The Leasing Office also provides the following services:

AMENITIES

Each of our communities offer a variety of amenities for residents to utilize. Some amenities do require you to make reservations in advance. This can be done by visiting the on-site leasing office during regular business hours. Stop by your leasing office for a complete list of amenities your community offers!

LOCKOUT & LOSS OF KEYS

If you are locked out of either your unit or bedroom, please visit the Leasing Office for assistance during operating hours. If the lockout occurs after hours, please call 304.293.4357. Please note that University Police Department (UPD) will assist you.

- If you are locked out during business hours, you will not be charged a fee. However, if lockout requests become frequent, a charge may be assessed of \$35.00.
- If you are locked out after business hours, the resident's account will be charged a \$35.00 fee per occurrence.
- If you lose your WVU ID, which provides access to the building, please contact WVU IT Service Desk at 304.293.4444 or: www.wvucardit.wvu.edu/services/mountaineer-card-services for replacement options.
- If you lose a key, a replacement key(s) may be requested by entering a work order through <http://fsd.wvu.edu>. Once a key replacement request has been completed, resident assumes full responsibility of replacement costs, regardless of missing key(s) being located. Replacement costs will be charged to the resident's account and are due without any additional notice immediately after the replacement request. Below are replacement key fees:

Bedroom Key	\$25.00
Unit Key Fob (College Park residents only)	\$100.00
Mailbox key replacement (not applicable at University Park)	\$25.00
Core replacement due to lost or non-returned key:	\$50-\$150.00

PAYMENT OF RENT

Rent charges are billed approximately 25 days in advance of the due date and payable on or before the first (1st) day of each month. Rent will automatically default to monthly billing. Additionally, you have the option to request Advanced Rent. Advanced Rent will add rent charges for the entire semester to the account as a lump sum and those charges will be due by the first of the following month. If you would like to request Advanced Rent, please contact your leasing office.

For Advanced Rent billing purposes, we follow the below schedule of terms:

	Months Included In Term
Fall 2023	August, September, October, November and December
Spring 2024	January, February, March and April
Summer 2024	May, June and July

*Please note that Advanced Rent requests can only be processed for the current semester and cannot include future semesters. Additionally, rent charges cannot be added to a Tuition Payment Plan.

Payment can be made on the WVU Portal/STAR system. Up-to-date payment options can be found online at <https://hub.wvu.edu/billing>

IMPORTANT NOTES:

- There is a 2.85% processing fee that will be assessed on all credit/debit card transactions. There is no charge for an electronic check/ACH transaction. Instead of using a debit card, you may want to consider processing and electronic check/ACH transaction.
- If payment is not received by the deadline, you may be subject to monthly late fees and being referred to a collection agency.
- Any rent not paid when due will be reasonable grounds for non-renewal of your lease.

NON-SUFFICIENT (RETURNED) CHECKS

- If we receive a returned check for non-sufficient funds (NSF) from your bank, you are required to repay the amount of the check and all additional charges that maybe assessed.
- All returned checks are charged a twenty-five dollar (\$25.00) returned check fee, in addition to WVU's late fee policy.
- After two (2) NSF checks, WVU will no longer accept personal checks from you; only certified checks or money orders will be accepted.

LEASE TERM AND RENT

Your lease term is further defined in your lease. Should you desire a copy of your lease, please stop by your community's Leasing Office.

Withdrawing from WVU does NOT void your Lease Agreement with University Apartments, and you will be responsible to continue residency per the Lease.

RE-LEASING PROCESS

This is also sometimes referred to as: subleasing, re-letting, or assignment.

You shall not re-let your unit without prior written permission from Management. In-order to proceed, you must submit your request on the form provided by Management. Written approval will not be given until you pay \$250* and the new resident is approved and signs all applicable documents. Prior to beginning this process, the balance on your student account must be current and in good standing. **In situations when a new resident is quickly identified by either Management or the terminating resident and the unit does not require any formal turnover from one resident to another, then the aforementioned \$250 fee may be reduced to \$50 by Management.*

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

Failure to check-in/out with office is subject to a \$100 improper check in/out fee. Furthermore, current

residents who do not properly check their keys into a staff member at the office are subject to a \$150 core replacement fee in addition to a \$25 per key replacement fee. Only legal leaseholders will be permitted to sign out the replacement keys in such circumstances.

Additional information in searching for a qualified sublessee can be found by visiting WVU's Campus & Community Life's website at <https://campuslife.wvu.edu/student-advocacy/off-campus-housing>

CONSEQUENCES OF RE-LEASING WITHOUT MANAGEMENT'S CONSENT

Re-leasing a University Apartment unit without consent is strictly prohibited. Management will take the necessary steps to remove anyone who is residing in a unit without Management's consent. The original resident will be held liable for all rental payments and damages incurred, including a \$250 administrative charge.

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

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

TRANSFER INFORMATION

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

1. The unit currently occupied must be checked by Management prior to approval.
2. The unit currently occupied must be cleaned and in an acceptable condition, as determined by Management, before the transfer will be granted.
3. Approval for transfer will be given based on (1 & 2) and if a suitable unit is available with the Resident requesting the transfer is in good financial standing with the WVU Student Accounts.
4. All conditions set forth in the checkout procedures must be met; a new Lease must be signed.
5. A transfer fee of \$250.00 dollars must be paid by the Resident(s) requesting the transfer.
6. Any cleaning or maintenance charges not considered normal wear, involving the transferring apartment will be assessed in addition to the transfer fee.

CONTINUING LIABILITY

In addition to being eligible to live in University Apartments when you apply, it is your responsibility to maintain eligibility throughout your stay. If you do not maintain your affiliation with West Virginia University, your lease may be terminated, making all unpaid monthly installments become immediately due. Examples of situations that may fit this category include, but are not limited to:

- Expulsion/Suspension for violation of [Campus Student Code](#)

Withdrawing from WVU does NOT void your Lease Agreement with University Apartments, and you will be responsible to continue residency per the Lease.

Please note, submitting your keys to the Office does not end your lease. You will continue to be financially responsible for your lease.

LEASE TERMINATION

After vacating your occupied unit and notifying Management of your intention to cease occupancy, your Lease may be terminated at the conclusion of three (3) full months. This three-month time frame will commence on the first day of the month after you have vacated and no longer enrolled and/or affiliated with West Virginia University. You will be responsible for three additional months of rental payments for your unit.

If you have any questions regarding the above, please reach out your Property Manager to discuss.

MEDICAL & SPECIAL ACCOMMODATIONS

University Apartments makes every effort to accommodate special needs and medical requests. We work directly with the Office of Accessibility Services (OAS) for service assistance and/or accommodations based on your medical need or request. All requests should be directed to OAS. Further information can be obtained on their website at <https://accessibilityservices.wvu.edu> or by contacting them at 304.293.6700.

FERPA

University Apartments is an internal department of WVU; accordingly, we fully acknowledge and adhere to our residents' privacy under the Family Educational Rights and Privacy Act (FERPA). Further information regarding FERPA can be viewed at <https://ferpa.wvu.edu>. Please visit your community's leasing office for further details in granting proxypermissions with us.

CHECKOUT

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

When you are ready to move out of University Apartments, you are required to leave the unit in the same condition as it was at the time of initial occupancy, barring normal wear and tear. The unit must be free of all personal possessions and the woodwork, walls, windows, furniture, cabinets, closets, plumbing fixtures, appliances and floors must be clean. Any damages and/or cleaning necessary in the unit will be your financial responsibility.

Residents staying beyond the Lease end date will be assessed a daily rate. The daily rate is calculated by the monthly rent divided by 30, multiplied by three.

MAIL & PACKAGES

Mailbox locations for each community are noted below:

College Park	To the left of the clubhouse
University Park	Near main entrance to each building
University Place	In the lobby of the North Tower
University Place Townhomes	Between townhomes on Grant Ave.
Vandalia	In the lobby of the 49 building

Each unit has one mailbox; therefore, it is not necessary to include your bedroom letter in your address, only the unit number and building address as stated below. Please make sure your friends, family, and associates know your correct building address – improperly addressed mail is considered misdirected and may not be delivered. Packages are received at your community’s Leasing Office and must be signed out by the Resident. Packages not picked up within 72 hours of delivery, may be returned to sender. University Apartments will not be responsible for any package delivered, including perishable items such as flowers and food.

University Park Residents ONLY: To obtain a key to your mailbox, you must appear in person at the United States Post Office located at 40 High Street, Suite 101, Morgantown. A letter confirming your residency and address must be presented to confirm your residency – this letter must be requested from the office. Upon appearing at the Post Office, you will be required to pay a \$25.00 fee. (*this is subject to change based upon USPS rates.) A request for keys will be made and ready for pick up in approximately one week. USPS will only issue three keys per mailbox.*

The United States Postal Service (USPS) will serve University Apartments. Thus, mail to or from campus will require postage in-order to be delivered. Management has no control regarding mail delivery. Any issues must be reported directly to USPS at 304.291.1037.

PACKAGE ACCEPTANCE/PICKUP

Upon commencement of your lease, the Leasing Office will accept packages on your behalf. You will be alerted through your MIX email account when packages are delivered for you. Please attempt to pick them up within 72 hours. Management reserves the right to return to sender any package not claimed. When you pick up your package, please be sure to have your Mountaineer Card (Student ID) ready for the package to be released.

Please ensure packages have your name and unit/apartment number clearly marked with the correct address as below:

<p>College Park</p>	<p>Your Name XX Newton Avenue Apartment XXX-X Morgantown, WV 26505</p>
<p>University Park</p>	<p>West Building Residents: Your Name 442 Oakland Street Apt. XXX Morgantown, WV 26505</p> <p>North Building Residents: Your Name 475 Oakland Street Apt. XXX Morgantown, WV 26505</p> <p>East Building Residents: Your Name 480 Oakland Street Apt. XXX Morgantown, WV 26505</p>
<p>University Place</p>	<p>North Tower Residents: Your Name 2161 University Avenue Apt. XXX Morgantown, WV 26505</p> <p>Townhome Mailing Address: 2161 University Avenue Townhome XXX-XXX Grant Ave. Morgantown, WV 26505</p>

<p>Vandalia Apartments</p>	<p>Gold Building Residents: Your Name 49 Falling Run Road Apt. XXX Morgantown, WV 26505</p> <p>Blue Building Residents: Your Name 51 Falling Run Road Apt. XXX Morgantown, WV 26505</p>
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We recommend that you file a change of address with the USPS post office when you move-in/out of your apartment so to minimize the interruption of your mail service. If your mailbox is not cleared on a regular basis, mail will be pulled and returned to sender. Management is not responsible for holding mail during your absence.

CABLE TELEVISION & INTERNET

Cable Television & Internet services are provided for each apartment.

College Park, University Place and Vandalia:

Internet Technical Assistance please contact WVU IT Service Desk at 304.293.4444.

Cable television services will be provided by College Cable Service. A coax cable is required to connect your television to the wall jack, thus, a cable box is not required. Most televisions older than 2007 may not be compatible with our cable service. A channel listing is available from the Leasing Office should you have misplaced it from your move-in packet. Should you require technical service regarding your reception, please contact College Cable Services directly at 888.467.9004.

University Park:

Technical Assistance for University Park Cable and Internet: Xfinity 855-638-2855

PARKING

Residents of University Apartments are considered on-campus residents for obtaining on-campus parking privileges. Please contact your community’s Leasing Office for details on how to obtain a parking permit. Fire lanes are not a legal parking zone and therefore subject to towing at the owners’ expense. Handicap parking spots are strictly for vehicles that clearly display the handicap signage.

At University Park, parking spaces surrounding the retail areas are reserved for retail customers and may be subject to towing at owner’s expense.

At University Place, parking spaces underneath building are for facilities and The Market only; violators will be towed.

LAUNDRY

Community laundry rooms are available for those without in-room washer/dryers at University Park and Vandalia Apartments. Laundry rooms provide several washers and dryers, which is compatible with Mountie Bounty. Caldwell & Gregory laundry services maintains the laundry equipment. If you have a service request or lose money, please call them at 800.927.9274.

University Park	3 rd floor of East & West building 4 th floor of North building
Vandalia Apartments	1 st floor of blue building

BICYCLES

Bicycle racks are located outside of the building(s). Our bicycle racks are reserved for residents only. All bicycles must be parked at these locations only and will not be permitted to park at any other areas throughout the community. It is strongly recommended you secure your bike, as Management will not be responsible for any stolen or damaged bicycles. Bicycles may not be parked against trees, railings, signs, or any area other than the bicycle racks provided. Bicycles are also not permitted in the buildings. All illegally parked bicycles will be removed from the community on a regular basis.

NOISE

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

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

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

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

PARTIES

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

1. Consist of more than two (2) guests per person/per unit,
2. Become too large for you to exercise responsible control over the behavior of you and guests,

3. Expand beyond the boundaries of the unit, or building common area, or
4. Be advertised in any way.

OFFICE OF STUDENT RIGHTS AND RESPONSIBILITIES; CONDUCT GENERALLY

Students shall abide by the [Student Conduct Code](#) and are subject to the jurisdiction of Office of Student Rights and Responsibilities.

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including yourself) may result in fines and possible eviction, and/or criminal action. You are responsible for reporting abuse to appropriate authorities. At all times, you and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook. Any claims for discrimination, harassment, sexual and domestic misconduct, stalking, and/or retaliation should be reported to West Virginia University's Title IX Coordinator in the Division of Diversity, Equity and Inclusion at 304-293-5600.

Management staff have been designated by WVU as "Responsible Employees." Responsible Employees are those employees in a leadership or supervisory position, or who have significant responsibility for the welfare of students or employees. Responsible Employees are required to report any allegations or disclosures of discrimination, harassment, and abuse.

PETS

College Park is the only University Apartment that permits pets. As a pet friendly community, only those pets that have been pre-approved and registered with College Park management are permitted. Please consult with College Park management regarding the pet registration process.

Pets are not permitted at University Park, University Place, and Vandalia Apartments; accordingly, pets are prohibited from being brought by any resident or guest. Pet prohibitions apply to all mammals, birds, reptiles, and insects. Fish are allowed with the maximum tank size of 10 gallons.

In the event that residents have a pet in a violation of this Handbook, a \$600 fine will be assessed to your account. Pets must be removed from the premises immediately. Any subsequent violation will result in additional fines. Furthermore, Management reserves the right to pursue eviction proceedings for repeated pet violations.

Pet sitting is not permitted at any University Apartment community.

GUESTS

Non-Residents (including family) may not use the premises if you are on vacation, not present, or for any other reason, unless accompanied by you. You are responsible for the conduct of your guests, including payment for any damages caused by your guests' behavior.

Children must always be accompanied by an adult while on property.

Overnight guests may stay no longer than three consecutive nights, and a total of five nights in a 90-day

period. It is courteous and advisable to discuss potential overnight guests with your roommate before inviting guests.

DRUG AND ALCOHOL

The unlawful possession, use, sale, or distribution of illicit drugs and alcohol by residents on University property is prohibited. As applicable, residents and guests shall abide by the [Campus Student Code](#) and all local, state, and federal laws regarding alcohol and illicit drugs. Violations of this policy may result in administrative action by the University, criminal charges, and/or eviction from the unit. If your unit is within 1,000 feet of a school, you may face enhanced penalties, including felony charges.

SMOKING, VAPING, AND/OR TOBACCO USE

The use of tobacco products and any form of smoking, including the use of electronic smoking devices and vapor products, are prohibited in and around the University Apartments communities (WVU BOG Rule 6.6 — Tobacco and Smoke Free Campus). For avoidance of doubt, the use of hookahs are also prohibited. Violation of this policy will incur a fee of \$250 for first offense, and \$500 for second offense. You may also risk eviction for not following this policy.

SOLICITATION

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

GAMBLING

Gambling is prohibited.

SIGNAGE

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

BALCONIES

All balconies should remain clean and orderly at all times - this means no trash or clutter. Only outdoor furniture is permitted on the balcony. No flags, signs, or any other objects are to be hung from the balcony or the railing. Flammable materials and fire hazards such as accumulated clutter, grills, or candles are strictly prohibited. All University Apartments communities are located on the WVU Campus; therefore, use of any tobacco products is strictly prohibited in all locations, including the balcony. Violations of this section may be assessed a fine of \$25.00.

COMMON AREA

All residents of each unit are liable and accountable for all damages to the common area in their unit resulting from negligence and/or misuse. Unless otherwise arranged by the residents, cost of

repairs will be split evenly among all residents. Additionally, residents are responsible for any damage to the common areas of University Apartments caused by themselves and/or their

It is a violation to place indoor furniture, trash, coolers, etc. on the balcony for any given time, and may be assessed a fine of \$25.00.

HOUSEKEEPING

University Apartments does not provide in-room custodial services. Residents are solely responsible for keeping their apartment in an acceptable condition which poses no sanitation concerns, pest infestation concerns, and/or maintenance issues. If an apartment or apartment space is found to be in violation of these standards, the following will occur:

- First complaint--A written warning will be issued, and a follow up inspection will be scheduled.
- Second complaint—A \$50 fine will be assessed to your account.
- Third complaint—Additional fines may be assessed, and eviction proceedings may be filed at the discretion of the Property Manager.

FIRE AND SECURITY SYSTEMS

Tampering with or misuse of fire alarm systems, smoke detectors, firefighting equipment and building security systems is extremely dangerous, illegal, and prohibited. This includes removing, covering, and/or disconnecting the individual smoke detectors within your apartment. Violators may be prosecuted. If convicted, a penalty could include both a fine and a prison sentence. Resident(s) engaging in such activity are also subject to immediate removal from the unit and suspension from the University.

If an apartment or apartment space is found to be in violation of these standards, the following will occur:

- First complaint— A \$100 fine will be assessed to your account and a referral to the WVU Office of Student Rights and Responsibilities.
- Second complaint— Eviction proceedings may be filed at the discretion of the Apartment Manager and appropriate authorities may be contacted.

For the avoidance of doubt, tampering with, attempting to disable, or interfering with the locking systems of interior or exterior doors is strictly prohibited. For the avoidance of doubt, propping doors open in such a way to bypass the card access system is strictly prohibited.

FIREARMS/WEAPONS

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

MEDIATION SERVICES

Should you have a conflict with your roommates or other residents that you are unable to resolve through discussion, please contact the Property Manager for mediation options. If there are issues that need police involvement such as safety concerns, property theft, etc., please contact UPD at 304-293-2677. If you are requesting to be transferred because of roommate conflict, please refer to the transfer policy.

CONSERVATION

As members of the global, campus, and University Apartments community, we all have an obligation to conserve resources such as energy and water. Conservation will help minimize increases in rent costs due to utility usage, so keep the following tips in mind throughout your University Apartments experience. Additionally, do not forget that recycling is available.

CONSERVATION MEASURES

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

UTILITIES

Residents will be responsible for the following utilities and other related services:

- a. College Park – Each Resident will receive a monthly electric allowance of \$20.00 to be applied toward the Unit's monthly electric bill. Any amount above the allotted allowance will be divided among the residents residing within the Unit and billed to each Resident's MIX/STAR account.
- b. University Park – Residents are not responsible for any utilities.
- c. University Place – Residents are not responsible for any utilities.
- d. Vandalia – Residents are not responsible for any utilities.

During winter months, the unit's thermostat must not be turned off, or lowered below 65 degrees, regardless of whether the unit will be vacant for school breaks and holidays. Failure to comply will result in a \$100.00 fee. Residents will be fully responsible for any damage caused by failure to maintain proper heat temperature in unit.

RECYCLING AND TRASH GUIDELINES FOR UNIVERSITY APARTMENT RESIDENTS

Part of West Virginia University's institutional commitment to sustainability includes instituting recycling on WVU and WVU-affiliated properties. University Apartments are equipped with trash containers and/or chutes throughout the properties —labeled for recycling and labeled for trash. Should you have an item that will not fit in the container and/or chute please contact the office for instructions for disposal. Below is a guide of recyclable and non-recyclable items.

Please see the attached page for acceptable recycling options:



A few additional things to keep in mind are:

- 1) Keep the trash room on your floor and/or exterior enclosure areas clean and clean up any spills.
- 2) All items being placed in chutes should be placed in appropriate bags/trash liners.
- 3) Ensure that items you wish to dispose of will fall easily through the chute. If you have an unusually large or bulk item, please leave the item in the trash room and contact the building manager to request a bulky goods pickup.
- 4) Please flatten all cardboard. This will help keep the chute open for everyone and keep containers from overflowing.
- 5) DO NOT place trash in the hallways, stairwells, or on balconies. DO NOT place trash in pet waste disposals or beside dumpsters. Not properly disposing of your trash could result in a fine that starts at \$25 per bag or item of trash.

WORK ORDERS/MAINTENANCE REQUESTS

Work orders allow you to request a maintenance technician to repair a problem in your unit, bedroom, or community. All residents can access the online work order system through their student portal available at <http://fsd.wvu.edu>. When filling out a work order, please be as detailed as possible. For example, "Dryer is not heating" is much more informative than "Dryer broken." This kind of specific

information will allow the maintenance technician to diagnose the problem and complete your repair much more quickly. Emergency work orders should not be reported through this system as it is not monitored 24/7. Instead, residents should contact the leasing office during office hours or 304.293.3136 during non-business hours. UPD will answer calls after hours and will disperse maintenance. If you have questions or concerns about your work order, please feel free to contact the Office at 304.293.5840.

PREVENTATIVE MAINTENANCE

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

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

FACILITIES FAQ's

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

Issue	Solution
How do I report something that needs repaired?	Please send all requests through the Facilities Service Desk portal – http://fsd.wvu.edu
How long will it take to address my request?	For routine or non-emergency work requests, three to five days.
How will I know if my request(s) has been completed?	You will receive a system-generated email when your work order is closed.
What is considered a maintenance emergency?	<p>A maintenance emergency is defined as a problem that if not resolved quickly will jeopardize the health and safety of the building and residents. An emergency is further defined in a situation that will result in damage to the building, property, or when basic life needs are not provided for. Situations that would be considered emergencies are:</p> <ul style="list-style-type: none"> - ALL toilets in unit are clogged; not just your toilet, ALL toilets. - Heating doesn't work and temperature outside is under 45 degrees. - Air conditioning doesn't work and temperature outside is OVER 95 degrees. - Unit door will not lock. This does not include the bedroom door. - Exterior door will not lock or the card swipe system is not working. - No electricity in the entire unit - Flooding - Refrigerator/freezer is not cooling food to safe temperatures. - Broken window (both panes) - Inoperable smoke detector - Fire

Dishwasher – I used regular dish soap, and it is now foaming everywhere?	<ul style="list-style-type: none"> - If this happens, you have either used regular hand dishwashing soap in the dishwasher or used too much dishwasher detergent. You MUST use dishwasher detergent and follow the manufacturer’s suggested usage amounts. If you have used a non-dishwasher product, open the door, and keep it open for about 2 hours to allow the bubbles to evaporate. Pour a cup of cooking oil into the tub and run the “RINSE”
	<p>cycle. You may have to repeat this two or three time until foam is eliminated.</p>
What do I do if my toilet is clogged?	<ul style="list-style-type: none"> - Attempt to plunge it. Management recommends purchasing a plunger for each unit. - If water is overflowing – turn off water (There is a valve located on the underside of the toilet). Every effort must be taken to mop up excess water. - Place a work order.
How can I hang pictures/posters on my wall?	<ul style="list-style-type: none"> - We highly recommend using Duck Mounting Putty in hanging posters and such on walls and doors. Small tacks and/or picture hanger hooks maybe used. <p>Excessive wall damage by Command strips, large screws/nails, may result. (Damage costs and charged to your student account)</p>
Are there changes I am not allowed to make?	<p>Major improvements, alterations, or damages to unit or the building cannot be made for the sole convenience of the occupants. Below are some, but not all, examples:</p> <ul style="list-style-type: none"> - Installation of appliances or other major items that are not standard or provided. - Relocating the washer and/or dryer when they are already installed. – Installation of hobby equipment, a pottery wheel, for example, and related hardware. - Installation of bars, room dividers, built-in-bookshelves/cases, etc. - Removal or disablement of any installed system equipment, such as heating units, plumbing, locking, and security devices. Also tampering with fire alarms and fire extinguishers are prohibited.
What does the fire alarm sound like, and what should I do if I hear it?	<ul style="list-style-type: none"> - Smoke detectors within your unit will not trigger the building alarm system. - DO NOT open your unit door in airing out false-alarm smoke – this will alarm the building fire system. Fire Alarm will sound if smoke is detected in the hallways. The alarm will be loud “honk” type of sound, and strobe lights will flash throughout the building. You should calmly exit the building immediately. - DO NOT use the elevators. - Once outside the building, walk to the outer rim of the complex and walk towards McDonald’s. The fire department will clear the building and determine if it is safe to return.

How should I hang pictures on the wall?

However you decide to hang pictures, the goal is to minimize the damage to the walls. The best things that we have found for this purpose are tacks, or picture hanger hooks. Do not use screws, nails (except finish nails), command strips, or tape of any kind!

Why can't I hang anything from or near the sprinklers?

The sprinklers are extremely sensitive and may go off if jostled or tampered with. If this happens, your ***unit will flood within seconds! So be respectful of this equipment.***

What should I do if my unit has a pest control problem?

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

Will the maintenance staff change light bulbs for me?

The maintenance staff does not provide lightbulbs for residents. If you are having trouble changing one, put a work order in and a maintenance tech will be up to assist with this, pending the lightbulb is left out for them to use.

What should I do if my air conditioning stops working?

If I/C stops working, please check to be sure that the HVAC closet louvered door is not blocked. The air handler in your unit needs an air source to circulate the conditioned air within your unit. If this does not resolve the issue, call the Leasing Office to determine whether there is a building-wide outage. If not, please submit a work order.

What would happen if someone damaged the furniture or flooring in the unit?

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

What can I do to ensure that I do not receive damage/cleaning charges?

There are several steps that you can take to ensure your unit is in good condition at the end of your lease:

- Clean your unit at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops. It is wise to set up a cleaning rotation between all roommates to ensure a clean unit at check-out.

- Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, do not place furniture directly against the walls.
- Put a mattress pad or mattress cover on your mattress to protect it from stains.
- Do not install additional items such as shelves, hooks, over-the-door hooks.
- Vacuum regularly.
- Follow the instructions in your move-out letter to prepare your unit for move-out. Be sure to coordinate your move-out preparation with your roommates, as common area issues are billed to all residents of the unit.

In the event any damages or improper cleaning has occurred, [please view a detailed list of our cleaning and damage charges.](#)

UNIT CONDITION FORMS

At move-in, residents will be provided with an online unit condition form. University Apartments would like for you to inspect everything in your apartment and let us know its condition on the digital form. This form shall be completed and submitted online within 72 hours of you moving in. This is designed for the protection of the resident. If assistance is needed in completing the sheet, please contact management at 304.293.5840. Failure to complete and return the Unit Condition Sheet within 72 hours after moving in will imply you have accepted the unit as-is and you could be responsible for all damages upon check-out, whether they previously existed or not.

SECURITY & SAFETY

The security and safety of our communities are very important to us. We want to make sure all residents, staff and guests feel safe while they are at school.

UNIVERSITY POLICE DEPARTMENT (UPD)

The University Police Department provides patrol and response services to the University Apartment communities.

Download the LiveSafe App. This app can be downloaded on your Apple and Android mobile devices free. LiveSafe enables direct and discreet two-way communication with WVU Police using text, picture, video and audio. It also lets you virtually walk your friends and family home with SafeWalk. We strongly recommend and encourage our residents, and parents, to download this app to assist WVU maintaining a safe environment. If an emergency arises or you ever see suspicious activity at your community, Call University Police at 304.293-COPS (2677) or dial 911.

Students should also subscribe to [WVU Alert](#), a system that alerts subscribers via text message during an emergency with important information.



SAFETY TIPS

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

PERSONAL SAFETY PRECAUTIONS

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

APARTMENT SAFETY PRECAUTIONS

- Keep your unit and bedroom door always locked, even if you or one of your roommates is home.
- Always carry your keys with you, and do not mark your keys with your unit number.
- Make sure doors close and latch behind you.
- Confront persons you do not know; if you cannot confront, report suspicious persons to the police and to your Leasing Office.
- Report damaged or malfunctioning doors, locks, etc. to the Leasing Office.
- Report “salespeople” or “solicitors” to your Leasing Office; they don’t belong in the building.
- Always escort your guests.
- Do not prop doors open and, if a door is propped open, remove the object so the door can close properly.
- Do not allow people to enter the building behind you, even if you think they may be a resident. This kind of “tailgating” is how criminals may gain entry to buildings. Your neighbors will understand and appreciate your caution.
- Use your peephole to determine who is knocking at your door.
- Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.

EMERGENCY PREPAREDNESS

MAKE A KIT

You should have a few emergency supplies stashed away in case of an emergency. Ideally, you should have two kits, one in your unit and the other in your automobile. These kits should include water & food (non-perishable), can-opener, first aid supplies, flashlight/batteries, battery-powered AM/FM radio, and

medication or any other special item you cannot do without.

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

MAKE A PLAN

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

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

FIRE PREVENTION

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

FIRE ALARM PROCEDURES

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

EXTERIOR ASSEMBLY AREA

The following assembly areas have been designated should the building fire alarm system sound. Please proceed to this area and wait for further instructions from an emergency official:

College Park	University Park	University Place	Vandalia
Opposite side of parking lot from your building.	The parking area near McDonald.	The main entrance to Summit Hall on Grant Avenue.	The sidewalk along Yoke Street.

SMOKE DETECTORS

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

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

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

... ABOUT EMERGENCY READINESS

You can find more information about emergency readiness at www.ready.gov or www.fema.gov.

RENTER'S INSURANCE

You are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against any liability. You must obtain a renter's insurance policy with coverage for personal property and at least \$100,000 liability. Please understand the insurance in place for WVU and University Apartments does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, WVU and University Apartments insurance will not cover these costs.

In general, renter's insurance is not costly, and may provide substantial protection and peace of mind.

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

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

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

On behalf of the staff and Management of University Apartments, we want to thank you for choosing us to be your home while at WVU, and we hope you enjoy living here. Should you have any concerns during your residency, please reach out to us.