

University of Arkansas at Monticello  
Office of Residence Life

Family Housing Handbook



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Office of Residence Life  
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## **Welcome to Family Housing**

**Dear Family,**

**The Residence Life Team welcomes you to Family Housing. We hope that you enjoy living on campus as you work towards your degree.**

**We are delighted that you have decided to live on campus. We believe that you will find living on campus has many advantages. The convenience to classes, faculty, library and campus programs are certainly added benefits of living on campus.**

**The goal of the Office of Residence Life is to facilitate a sense of friendship and community among all of the residents in Family Housing. We hope that you will take advantage of our programs and activities.**

**This handbook is to help you understand the community standards that are required of all residents in Family Housing. If you have any questions, please contact the Office of Residence Life at (870) 460-1045.**

**Thank you and enjoy your apartment!**

**Renea McClendon  
Director of Residence Life**

# **Description of Family Housing**

## **Family Housing Handbook**

The purpose of this handbook is to give you an overview of your living arrangements for the duration of your stay at the apartments. The handbook also outlines the rules and regulations that govern the Family Housing community. You are responsible for all of these rules. The handbook gives an overview of your rights as a student, and as a resident in Family Housing. Use this book as a reference for any questions that you may have, and do not hesitate to call the Office of Residence Life at (870) 460-1045 for any clarification needed.

## **Qualifications**

The University of Arkansas at Monticello provides housing to meet the needs of all of its students. Family Housing provides housing for families, which is defined as married couples with or without children, or single parents with children living with them on a full time basis. Additionally, the husband or wife or single parent must be enrolled as a student at the University of Arkansas at Monticello for at least nine hours each semester. Exceptions to the requirement of nine hours may be requested from the Family Facilitator in the Office of Student Services. Only the immediate family may reside with Family Housing residents. Sisters, brothers, cousins, parents, and other relatives do not constitute the immediate family. Exceptions to this exclusion may be made for single parents of preschool age children. Those students who are single parents with preschool age children living with them in UAM Family Housing are allowed to have one member of their immediate family reside with them. Immediate family is limited to mother, father, sister, brother, or grandparent. Each apartment has an occupancy limit of three people. Families with more than three persons will be denied assignment or may be evicted.

## **Description of Apartments**

The apartments are located adjacent to the baseball field and are designed for couples with or without a single child or a single parent with one or two children. Due to space limitations, no more than three persons may live in one apartment.

- Each apartment has a living room, 1 bedroom, kitchen, and bathroom.
- Local phone service, basic cable, water, monthly pest control and garbage removal are included in the rent.
- The apartments are unfurnished.
- Window air conditioners can be installed by residents.
- A resident will need to provide their own stove (gas or electric) and refrigerator.
- Residents are responsible to pay electric and/or gas.
- The yard areas are maintained by the Maintenance Department.
- Parking spaces are located in front of the apartments.
- The apartments are also equipped with washer connections; however, dryers are not permitted.
- A coin-operated laundry room is located in apartment B-7.

### **Telephones**

Family Housing apartments are provided with free local phone service. You will need a calling card to make long distance calls. You will also need your own phone. In order to get an outside line, you must dial 9. When calling on campus numbers, just dial the four digit number.

### **Mailboxes**

Each resident must rent a post office box on campus. Once you rent a box on campus, please report your new address to the Office of Residence Life. No mail will be delivered directly to the apartments.

### **Smoking**

Smoking is not allowed in all Family Housing apartments. Some apartments are designated as smoke-free. Please ask the Family Facilitator if you have questions. Residents will be billed for damages for smoking in a non-smoking apartment.

### **What is the procedure for renting an apartment at Family Housing?**

A waiting list is maintained in the Office of Residence Life. You must call in every month between the 1<sup>st</sup> and 5<sup>th</sup> to keep your name on the waiting list. As apartments become available, applicants are notified by certified mail that there is an apartment available. The applicant has 10 days to respond to the letter. Once you pay your \$100 security deposit, you must take possession of the apartment within thirty days of the apartment's availability or you lose priority on the waiting list. Once you pay the deposit, if you decide not to move into the apartment, you forfeit your deposit.

A housing security deposit is required before you move into the apartment. This deposit is \$100.00. It is refundable only if the resident has given 2 weeks written notice of intent to vacate, and the apartment is vacated, cleaned and inspected, and charges for damage beyond normal wear have been deducted. If the security deposit does not cover charges or debts, the resident will be billed for the balance due. This balance is reflected on your student account.

### **Apartment Contract**

The contract is legally binding between the resident and the University and spells out the conditions under which housing is rented. It is very important that a resident fully understand his/her rights and responsibilities as outlined in the Contract for Family Housing and in the Family Housing Handbook.

### **Checking In**

Once you are offered an apartment, you must communicate to us within 10 days that you want the apartment. You will pay your deposit and we will let you know when the apartment will be ready for occupancy.

You will make an appointment with the Family Facilitator to get your keys and check you in.

When you first move into the apartment, be especially careful to thoroughly inspect and examine the apartment for any damage. This procedure will be done with the Family Facilitator or the Resident

Director. Check the condition of the apartment and note on an inventory form the condition of the apartment. When a resident leaves Family Housing, the apartment will again be inspected. Discrepancies between the condition shown on the initial inventory form and the conditions at the check out inspection will result in charges being assessed.

### **Can I pay rent monthly or do I have to pay by the semester?**

Apartment rent will be charged by the semester and is payable at the time of registration or in monthly payments. Students must discuss credit agreements with the cashier's office if they wish to pay their rent monthly. The housing office does not bill residents; payments are to be made without notice. The University reserves the right to increase the monthly rental by giving the resident two weeks notice.

Rent is due on the first day of each month and is payable in the Cashiers Office in Harris Hall. If the rent is not paid by the tenth day of the month, the account is delinquent and eviction proceedings will begin. The first month's rent for an apartment will be pro-rated on the date the keys are issued to the resident and last month's rent will be prorated as of the date the keys are returned to the Family Facilitator.

### **Problem, suggestion, or work orders**

There are two representatives who are responsible for the operations of the Family Housing units. The Family Facilitator has primary responsibility for the Family Housing facility. This person will handle issues such as check in, check out, maintenance concerns, or other concerns that you may have. To report repair needs, (1) first call your Family Facilitator, (2) if you need emergency repairs, please call 460-1045.

### **What if I have a problem with my neighbor?**

Apartment living is not like having your own house. Because you have neighbors, you need to be respectful of their rights. You will need to communicate with your neighbor about grievances or concerns that you may have.

Take time to get to know your neighbors. These are the people with whom you are going to school during the year. Attend the apartment programs and become involved in your community so that you get to know your neighbors. It will be easier to address problems as they arise. If there is a situation with which you need further assistance, call your Family Facilitator, the Office of Residence Life or Public Safety at 460-1000.

### **How do I check out of Family Housing?**

In order to check out of Family Housing, the following must take place:

1. You must file a two week written notice with the Office of Residence Life, giving a specific date the apartment will be vacated. Failure to complete this step will result in the forfeiture of your deposit.
2. You must clean the apartment thoroughly.  
*This includes the following:*
  - disposing of all trash and discarded items from inside the apartment

- completely clear the closets and cupboards
  - remove all trash from porch and yard areas
  - clean the bathroom thoroughly, making it ready for re-occupancy
  - wash light fixtures
  - wash windows and screens
  - clean heating unit vents
  - clean blinds
  - sweep and mop floors
  - clean grease from wall and floor behind and under stove
3. You must be sure to remove everything which belongs to you from the apartment. Items left in the unit will be considered unwanted and removed at the resident=s expense. Residents who leave furniture in their apartments, or do not return their keys, will be charged rent until these things have been taken care of.
    - The resident will be held responsible for any damage to the premises beyond normal wear which occurs during occupancy. Damage to the walls, porcelain enamel finishes, glass or screen, obstruction of plumbing, etc. will be repaired and charged to the resident at the University assessed charge.
    - Parents are also responsible for any damage done by their children to University property or other resident=s property. Any charges for damage or unpaid rent will be deducted from the security deposit. If this does not cover the charges, the resident will be billed for the balance.
  4. Contact the utility companies as to when service should be discontinued.
  5. Report to the Family Facilitator so that a complete final inspection of the apartment can be done. At this time all keys to the apartment should be turned in. **The rent does not stop until the keys are returned.**
  6. Leave a forwarding address with the Office of Residence Life. This is used to forward any eligible refund which usually requires a period of four to six weeks.

### **What is Residence Life?**

The Office of Residence Life is the office that oversees the operations of the Family Housing units. If there are problems, work orders (repairs), or suggestions, the Office of Residence Life is the office to which comments should be directed. You may call the office between the hours of 8:00 a.m. - 4:30 p.m. in the fall and spring semesters, and between the hours of 7:30 a.m. - 4:00 p.m. in the summer. Beyond the operations of the Family Housing units, the Office of Residence Life also oversees the operation of four Residence Halls and University Apartments on UAM=s campus. One of the goals of Residence Life is to build community within the halls and also with residents of Family Housing.

## **Family Housing Facilitator**

### Responsibilities

The Family Housing Facilitator (FHF) is a 20 hour a week College Work Study position that reports to the Director of Housing. The FHF is responsible for the cleanliness of the Family Housing Laundry Facility and administrative support to the Family Housing Coordinator. Specific responsibilities include: maintaining a clean, warm environment in the laundry facility, posting and distributing announcements, planning programs and organizing meetings for the residential community, coordinating activities for the Family Housing Association, and distribution and other duties as assigned by the Coordinator.

Qualifications: A resident of Family Housing with a GPA of at least 2.50.

Contact: **David Rowton Apt A-4 (870) 460-2107**

### **When can the Housing Agreement be terminated by Residence Life?**

The University may terminate the housing agreement for:

- violation of rules and regulations
- violation of university rules and regulations
- failure to pay rent
- failure to maintain student enrollment of at least 9 undergraduate credit hours or 6 graduate credit hours
- change in eligibility status such as graduation or change in household composition (i.e., only one person is living in the apartment, with no children, due to spousal separation or divorce)

### **Safety issues**

There are several ways in which you can help to insure that you are safe and secure.

The following are a few suggestions:

#### **1. Fire Prevention**

You play an important role in fire prevention.

#### **Some suggested ways of helping in this prevention are listed here:**

- The use of candles is prohibited.
- If you have a refrigerator or any other appliance using a large electrical cord, and find it necessary to use an extension cord, the extension cord must be of the same thickness as the appliance's cord. A smaller cord will not adequately or safely carry the necessary current.
- Avoid overloading an electrical outlet: you should not use cube plugs.
- Be sure that, if you do use extension cords, they are located safely and away from high traffic areas. These cords should never be frayed or have any wires showing.
- It is important that you demonstrate your concern by noticing problematic situations to others. If for any reason others are careless, you need to point this out to them so that the safety of all residents is maintained.
- Smoke detectors have been furnished for your safety. Batteries will be replaced once a year. If you notice a regular chirping sound from your smoke detector, it is time for the battery to be replaced. Just contact the Family Facilitator for another. Residents are required to have an operational smoke detector in the apartment at all times.
- Check items throughout your house to make sure that everything is turned off.

## 2. Locking Your Doors

It is a good idea to keep your apartment doors locked at all times, especially when you are not in the apartment. Carry your keys with you each time you leave the apartment.

## 3. Children

If you have children and they are playing outside, make sure that you know where they are at all times. If you see individuals who do not live in the apartments, report this to the Family Facilitator or Public Safety. Do not leave children unattended at anytime.

## 4. Firearms

Firearms, explosives, air guns, BB guns, pellet guns, or bows may not be kept or used in or around Family Housing. Students may be permitted to store the items listed above in the area designated under supervision of the Director of Public Safety. Arrows (without bows) may be kept in the Family Housing apartments.

## Health issues

To insure the safety and health of Family Housing residents, the following services are provided:

- Family Housing apartments will be sprayed by pest control once a month. (3<sup>rd</sup> Wednesday of each month.)
- If any resident of Family Housing has or develops an allergy or medical condition which would prohibit spraying, the resident may request the apartment not be sprayed by posting a note on the apartment's front door on the scheduled day of spraying. **The apartment will be inspected for pests.** If pests are found, the residents of the apartment will be issued a WARNING that they have 30 days to take action in their apartment to eliminate the pests at the resident's expense. After the 30 day warning period, the apartment will be inspected and the residents will be evicted if pests are found.
- Where a pest infestation in Family Housing exists, apartments may be sprayed more frequently.
- Residents will not be held accountable for any structural damages which occur due to spraying. Also, the University cannot be held liable for damages which occur to personal possessions as a result of spraying when reasonable spraying procedures are used.

**In order to enhance the effectiveness of spraying procedures, the University requires requests residents to:**

- A. Close all windows and outside doors
- B. Turn off all air conditioners and fans
- C. Open all closet and cabinet doors, and
- D. Pull furniture, bedspreads, etc. away from walls

***CAUTION:** All, foods, eating utensils, pots, pans and dishes should be covered. After spraying, all food processing surfaces should be thoroughly cleaned before using.*

## What should I do if I were to get sick?

During the day, if you get sick, call the Student Health Nurse at 460-1051, or in emergencies call Public Safety at 460-1000, or at 460-1083. They will call an ambulance to transport you to the hospital.

**If I see someone breaking the law or disturbing the peace at Family Housing**

If problems arise at Family Housing, you may always contact the Office of Residence Life at 460-1045, or call the Department of Public Safety at 460-1000 or 460-1083.

**Policies**

**Rules, regulations, and policies**

Each residents of your apartment in addition to visitors are responsible for each of these regulations.

**Abandoned Apartments**

Apartments that have been deserted for thirty days and which have past due rent will be considered abandoned. An abandoned apartment and all the items left inside become UAM property. All items left inside the apartment will be considered unwanted and removed at the residents expense.

**Alcohol**

The use and/or possession of drugs, alcohol, or any other intoxicants are prohibited in or around Family Housing.

**Appearance**

Each resident is responsible for the front porch of their apartment. Nothing is to be kept on the front porch. The yard should be clean and toys should be put up (never left in the yard).

**Blinds**

White window blinds must be used in each apartment. Please do not hang colored blinds or drapes in the windows. If colored blinds or drapes can be seen from the outside, you will be asked to remove them.

**Candles and Incense**

Candles and Incense are not allowed in the Family Housing apartments.

**Care of Heaters**

It is requested that all room heaters be turned low and that bathroom heaters be turned off when the residents are out of the apartment. Do not store personal items or sacks in the hot water closet!

**Children**

Children should be watched closely. Children are never to be left alone in your apartment. Parents are responsible for any damage done by children to University property or other residents property. It is also requested that residents with children keep their yards free of toys. Residents are requested to keep their premises neat at all times.

**Disturbances**

Residents are responsible for actions and disturbances in and about the apartment and may be required to vacate the apartment if excessive noise and/or disturbances persist. If problems arise with noisy neighbors, please contact the Office of Residence Life or the Department of Public Safety.

**Firearms**

Firearms, explosives, air guns, BB guns, pellet guns, or bows may not be kept or used in or around Family Housing. Students may be permitted to store the items listed above in the area designated under supervision of the Director of Public Safety. Arrows (without bows) may be kept in the Family Housing apartments. Residents will be evicted if weapons are found in Family Housing.

**Front Porch**

Do not leave personal items, chairs, or plants on the front porch.

**Gambling**

The practice of gambling in any form is prohibited.

**Garbage**

Beware of stray animals. They do come looking for food. You are responsible for spills. Trash stored outside the apartment between pickup days must be stored in a sealed garbage can.

All garbage must be placed in PLASTIC BAGS and TIED SECURELY. The sanitation workers will pick up trash bags on Tuesday and Friday mornings. Residents are to place their bagged trash by the roadside in front of their apartments by 9:00 a.m. on trash pick-up days. It is the responsibility of residents to pick up trash around their own apartment.

**Gardens**

Gardens are not permitted in Family Housing. Please do not plant flowers in the ground.

**Keys**

The key is state property and duplication of any University key is prohibited. There is a \$40.00 charge to replace lost keys. All keys must be returned to the Family Facilitator when the apartment is vacated. For couples intending to be married, keys cannot be assigned more than two weeks prior to the wedding date. Keys should never be loaned out.

**Laundry**

Family Housing apartments are equipped with washer connections only. Dryers are not permitted in Family Housing apartments (they are not wired for them). Family Housing residents are not permitted to do laundry in the residence hall laundry rooms.

A laundry room is provided in Apartment B-7. This facility is for the use of Family Housing only. Family Housing apartment keys will open front and back doors to the laundry room.

**Liability**

The University will not assume responsibility for any loss or damage caused by fire, theft, flood, tornado, or otherwise to any personal property of the student family or any other person on the premises.

If you have any expensive items or equipment (camera, stereo, watch, TV, etc.) you should have these engraved with your name or ID number. This can be done by Public Safety. This identification is helpful in recovering stolen items. You may also consider keeping a personal inventory of items and their serial numbers. To prevent items from being stolen, you should keep your entrance doors and windows locked whenever you are not at home, even if you are next door visiting a friend. The University does not provide insurance for any of your personal belongings to cover theft, fire damage, or water damage. Thus, you need to make your own arrangements to insure these through an individual of your family's homeowners policy.

**Lock-Outs**

The Family Facilitator or the Office of Residence Life should be contacted in the event a resident is locked out of their apartment (460-1045).

**Outside Attachments or Structures**

All types of outside attachments to the building of Family Housing are prohibited. Outside antennas are not permitted on or attached to University structure. Neither is it permitted to construct homemade storage rooms, fences, clothes lines, or any other outside structures not approved by the Family Facilitator.

**Outside Fires**

Outside fires are prohibited except for the use of a barbecue grill. The residence using the grill shall be responsible for the proper disposal of all trash.

**Parking**

Cars will be parked only in the designated parking area around the housing area. A total of two vehicles per apartment are allowed to be parked in front of each apartment. Boats and RV's must be parked in the field across from B - wing and next to Faculty Housing. At no time and under no circumstances are cars or boats allowed to park on the grass around Family Housing.

**Painting**

A request for painting of an apartment by maintenance personnel should be made to the Family Facilitator. Painting and/or wall papering by anyone other than UAM authorized maintenance personnel is prohibited. Any damages done to the apartments as a result of any unauthorized painting or papering will be billed to the resident.

**Pets**

Pets of any kind are prohibited in family housing. Pets found in a Family Housing apartment will justify grounds for eviction.

**Quiet Hours**

Quiet hours for Family Housing residents are daily from 10:00 p.m. until 8:00 a.m. Quiet hours are intended to provide an atmosphere conducive to study. If your music or television can be heard

outside your apartment, it is too loud. Family Housing residents are requested to respect the rights of their neighbors. If a problem arises with noisy neighbor, please contact the Office of Residence Life at 460-1045 or the Department of Public Safety at 460-1000.

### **Repair Requests**

Request for repairs or pest control are turned in by the Family Facilitator. Repairs are then turned into the Maintenance Department. Reports of gas leaks should be reported immediately. If you are leaving for the weekend, or for an extended period of time, please check to make sure that all appliances are turned off.

### **Right of Entry**

*University officials may enter the apartment of a student only with the consent of the student except in the following cases:*

- If an emergency condition exists, University officials may enter a student's apartment. Emergency circumstances are defined as those in which the physical or emotional safety and well-being of any person may be affected or institutional property may be damaged or destroyed.
- When reasonable grounds exist to suspect that a violation of law or policy is taking place.
- If there is a valid search warrant or incident to an arrest.
- For maintenance inspection purposes.
- To accompany pest control personnel.

### **Sanitary/Health Living Environment**

Because unsanitary and unhealthy living environments attract pests and become health issues for residents living in the apartments, **the following are prohibited:**

- filthy apartments
- dirty clothes in evidence throughout the apartment
- open containers of food left for extended periods of time
- trash that has not been disposed of properly
- other conditions which attract insects and other unsanitary conditions

When the Office of Residence Life comes to the apartment for any reason and finds the apartment in any condition mentioned above, the resident will be given 24 hours to remedy the situation. If after 24 hours the apartment has not been cleaned, you will be considered in violation of policy and the proper procedures will be instituted.

### **Smoke Detectors**

Smoke detectors are provided by the University. Each Family Housing apartment must have one operational smoke detector at all times. If you need a battery, please contact the Office of Residence Life at 460-1045. **DO NOT UNPLUG SMOKE DETECTORS!**

### **Solicitation**

The University does not allow any type of sales or solicitation in Family Housing. Persons selling door to door or setting up demonstration parties should be reported to Public Safety at 460-1000.

**Sublease**

At no time shall residents sublease premises.

**Windows**

In order to provide an attractive appearance in Family Housing, residents are requested to not attach aluminum foil, plastic, contact paper, sun screen, or anything else on their windows.

*Note: You must use a street address when calling to have gas, or electric service turned on. The addresses you can use are:*

AA@ 1 - 6: 164 Stadium Drive

AB@ 7 - 12: 115 Student Circle

AC@ 13-18: 137 Student Circle

AD@ 19-24: 161 Student Circle

AE@ 25-30: 128 Student Circle