


RESIDENTIAL LIFE AND HOUSING'S  
APARTMENT COMMUNITY GUIDE  
AND RESIDENTIAL POLICIES  
2013  2014

**UMSL**

Mansion Hill  
Condominiums

# ***WELCOME HOME!***

On behalf of the Mansion Hill staff, it is our pleasure to welcome you to your new “home”. The UMSL residential community is growing rapidly and is one of the most exciting and active places to be on campus. You have a variety of interesting and friendly neighbors living around you, so we encourage you to get out and meet your fellow residents in the apartments at every opportunity.

This guide is for your reference and guidance. It includes information on services, policies/procedures and resources, as well as standards for decision-making and conduct within the residential facilities. All residents are responsible for the contents of the guide, so please take adequate time to read it. If you have any questions or would like clarification on any part of the guide, please feel free to contact the Mansion Hill at (314) 524-3446.

The UMSL residential community is a learning community that supports academic success, personal development and involvement of all residents and encourages learning in all aspects of life. We encourage and invite you to become an active and contributing member of the community.

*Please read this guide thoroughly.*

## Table of Contents:

Mission Statement .....	4
Taking Care of Business .....	4
BUSINESS INFORMATION, BILLING, IMPORTANT PHONE NUMBERS.....	4
What to know about your Apartment .....	5
MAIL .....	5
MEAL PLANS.....	5
CABLE TV, INTERNET and PHONE POLICY .....	5
Furnished, All Inclusive Units Information and Policies.....	5
PATIOS AND BALCONIES, APPLIANCES .....	6
The Apartment Complex.....	9
CAMPUS SHUTTLE.....	9
CLUBHOUSE, LAUNDRY FACILITIES .....	9
PARKING LOTS, PESTS, AND POOL .....	10
Rules and Regulations.....	10
DAMAGE CHARGES .....	11
QUIET AND COURTESY HOURS POLICY .....	11
ROOM CLEANING .....	11
FIRE, FIREWORKS, GAMBLING, SMOKING, SPACE HEATERS, AND WEAPONS .....	12
The Moving and Living Processes .....	12
CHECK-IN PROCEDURES .....	12
HEALTH AND SAFETY INSPECTIONS .....	12
CHECK-OUT PROCEDURES .....	13
A Few Things To Remember: .....	14
KEYS/SECURITY.....	14
RENTERS INSURANCE.....	14
LOCK OUTS .....	14
SAFETY AND SECURITY .....	14
APARTMENT CHANGES .....	15
PERSONALIZATION GUIDELINES .....	15
ROOM REPAIRS .....	15
<i>Appendix A</i> .....	16
USEFUL PHONE NUMBERS.....	18

## MISSION STATEMENT

The Office of Residential Life at the University of Missouri - St. Louis is committed to designing and maintaining a living/learning environment that encourages academic success, student engagement, personal growth, and community responsibility.

## TAKING CARE OF BUSINESS

### **BUSINESS INFORMATION**

The Apartment Office is open Monday through Friday from 9 a.m. to 7 p.m and Saturday from 10am to 2pm. You can utilize this office for apartment information. You can call our office during business hours at (314) 524-3446. If you would like to email us you can send your email to MansionHills@umsl.edu. After hours or on weekends, please call the Community Advisor, CA, on call at (314) 229-5154.

### **BILLING**

Apartment room and board charges are billed to the student's University account on a per semester basis. The Student's charges must be paid in full by the end of the semester for which they are billed or the student will be asked to move-out of their apartment and may be prevented from enrolling in courses for the next semester.

Charges are billed using the following billing cycles:

Semester:	Dates Included:	Approximate Billing Date:
Fall	July 1-Dec. 31	July 14 <sup>th</sup>
Spring	Jan. 1- June 30	Nov. 14 <sup>th</sup>

If a student is expecting financial aid assistance, any financial aid will first be applied towards tuition and fees. If the students' financial aid does not cover all the housing charges, the student will be responsible for paying the remainder out of pocket. Please check with the Cashier's Office (314-516-5151) to determine payment due dates and amounts and Financial Aid (314-516-5526) to determine what expenses will and will not be covered.

### **IMPORTANT PHONE NUMBERS**

Mansion Hill Office	(314) 524-3446
After Hours Cell #	(314) 229-5154
Maintenance Voicemail	(314) 516-7540
UMSL Police	(314) 516-5155
Normandy Police	911

## WHAT TO KNOW ABOUT YOUR APARTMENT

### MAIL

Mailboxes are located in all stairwells at Mansion Hill. You will receive your mailbox key once you have turned in your apartment inventory form. It is recommended that you put a label with your last name on the outside of your mailbox to ensure proper mail delivery. Please return mail that is not yours to the Mansion Hill Office. Your U.S. Postal Service mail (at Mansion Hill) should be addressed:

**Mansion Hill**  
Your Name  
Unit # Normandy Trace  
Apt. Letter  
St. Louis, MO 63121

FedEx, UPS and other Delivery Services are expected to attempt delivery to the individual apartment. Depending on delivery instructions, they may drop the package off at the Apartment Office. They should leave a note on your door letting you know the package has been delivered to the office. Once we have received the package, our office will email your UMSL email account within 24 hours of receipt of the package.

### MEAL PLANS

Meal plans are not required for residents living in the apartments. If a resident wishes to add Condo Dining dollars to their student ID, they will need to come to the office to fill out a form and the requested amount of declining balance will be added and their student account will be billed.

### PETS

The University of Missouri-St. Louis does not encourage residents to keep pets in their apartments. Pets are allowed at Mansion Hill as a substantial accommodation to residents, and residents have complete responsibility for their pets kept in the apartment. Only residents living in non-furnished units are allowed to have pets. Residents planning on having a pet must first complete a Pet Agreement Addendum to be approved by the Apartment Manager and submit a \$500 non-refundable fee assessed upon move out, BEFORE the pet is brought to the premises. Guide dogs (or similar domesticated animals) are permitted within the apartments for persons with a documented disability. Fish tanks may not exceed five (5) gallons in size without paying the deposit. *Residents who fail to register their pets prior to bringing the pet to the apartment may be assessed a \$200 fee. **Pets are not permitted in the furnished, all inclusive units. See Pet Agreement Addendum located in Apartment Office.***

### CABLE TV, INTERNET and PHONE POLICY

In unfurnished units, you are responsible for contacting a local provider for your cable, internet and phone service needs. In the event you have trouble with your service, please contact your service provider directly. See addendum for furnished units.

## FURNISHED, ALL INCLUSIVE UNITS INFORMATION AND POLICIES

All inclusive unit rates include sewer, water, trash, basic cable TV, internet, \$70 electricity allowance per apartment, and furniture as well as access to all on-site amenities.

Furniture to be provided included in furnished units are bed(s), frame(s), chest of drawers(s), two loveseats, 1 coffee table or 2 end tables, lamps and dining room table and chairs.

- 1) Furnished units are NOT permitted to have pets.
- 2) Resident will be given the opportunity to submit an inventory sheet noting the condition of furniture that must be returned within 72 hours of moving in. Failure to return the inventory sheet within 72 hours means the resident accepts that all furniture pieces are present and the furniture has no flaws.
- 3) Resident will be responsible for any damages to the furniture including but not limited to theft, repairs, cleaning charges, etc. Charges will be billed directly to the student's account or withheld from deposit. Charges will be divided evenly among all the residents on lease.
- 4) If resident would like to store certain pieces of furniture, the moving and storage fee is \$50 per piece of furniture. Furnished unit rates are not discounted if resident chooses to have furniture stored. Furniture must remain inside apartment otherwise. Residents are not permitted to store furniture outside of their apartment.
- 5) The University will pay for sewer, water, trash and an electricity allowance of \$70/apartment per month. Electric costs in excess of the listed amounts will result in resident(s) being billed for the excess amount of electric on a monthly basis. These charges will be billed directly to the students account and would be split evenly between all residents listed on lease. Our office is not liable for any interruption, surge or failure of any utility services provided by us or any damages directly or indirectly resulting from an interruption, surge or failure. Credits will not be issued for electric usage under listed amounts.
- 6) Basic cable television and internet will be provided within the living room of each unit. Our office is not responsible for any interruption in service and credits will not be issued for interruption. Residents will be responsible for providing electronics such as, wireless routers, televisions and computers and any additional materials needed (i.e. cables, etc). Please call the office at (314) 524-3446 if you experience any issues with service.

## PATIOS AND BALCONIES

To protect the apartment's interiors from water damage, please keep your sliding door and windows closed and locked when you are not at home.

- Ground floor units' patios are equipped with a patio board to limit damage from excessive rain. Patio boards are not to be removed. Residents that remove patio boards will be charged the cost of replacement plus a fine.
- Flammable materials must not be stored on patio, stairwells, or storage areas. Such storage is in direct violation of fire codes and may carry civil or criminal penalties.
- No clothes, laundry, garbage or signs shall be exposed or hung on the patios and balconies.
- Patio drains need to be kept clear of all materials. Blockage of the drain may result in water seeping into the lower level apartment during severe storms.
- Patio areas may be decorated for holidays and special events, provided that fire and safety codes and insurance requirements are followed. Seasonal decorations must be removed at season's end.
- BBQ pits are **not permitted** for safety reasons. Community grills are available for students use. Students must clean up after using community grills and follow all posted policies.

## APPLIANCES

Below are some helpful hints on how to use and maintain the various appliances in your apartment. If you ever have any questions about your appliances, please contact the Apartment Office at (314) 524-3446.

Dishwashers                      Please do not overload with dishes and use only detergents made for automatic dishwashers.

Kitchen Disposals              Place larger leftovers into your trash can, and then use the garbage disposal for smaller food items.

- 1) Turn on cold water in kitchen sink
- 2) Turn on the garbage disposal (switch located near kitchen sink)
- 3) Feed the disposal a little at a time. Take care to keep utensils and your hands out of the drain
- 4) Let the food clear the disposal completely
- 5) Turn the disposal switch off

- 6) Let the water run for 15-30 seconds to flush the pipe
- 7) Turn the water off

**Do not put any of the following down drains, garbage disposals or toilets:** Grease, animal fat, chicken fat, fish or any type of meat bones, stringy vegetables such as onions, celery or carrots, starches such as potatoes, rice, pasta or flour, paper products such as paper towels, diapers or feminine products or any other foreign object.

In the event that you experience water rising up in your kitchen sink, please do not run the garbage disposal hoping it will clear the line, it will not. Immediately report this problem to the office during business hours, CA on call after hours, or Apartment Manager. Water coming up in your kitchen sink could indicate a blocked line and may result in flooding into your apartment and the apartment below yours.

Furnace	Furnace filters should be changed every 3 months. Changing your filter regularly may help reduce your utility bills and keep your apartment cleaner. Replacement filters are available in the office for your convenience. In addition, make sure that the drain hose on your furnace is placed into the tray under your water heater, as this is necessary for the proper functioning of your A/C.
Refrigerators	Do not use sharp objects to remove ice from your freezer. This could puncture freezer walls. Keeping Baking Soda in the freezer and fridge compartments will keep them smelling fresh.
Smoke Detector	It is recommended that you replace your smoke detector battery every six months or as necessary. If your smoke detector is not working properly (there is a test button on each unit), report it immediately to the Apartment Office (524-3446) or submit a maintenance request. Smoke detectors found to have the battery removed or found disabled will result in a \$75 fine to the residents. Residents who are determined to have tampered with the smoke detector may be referred to Student Affairs for additional sanctions. If your smoke detector is beeping intermittently, it means that the battery needs to be replaced. Smoke detector batteries are available in the Main Office upon request.
Fire Extinguishers	Fire extinguishers are located on your kitchen wall facing away from your kitchen. Fire extinguishers are not to be removed from the holder on the wall unless needed in an emergency. Painting over or covering it with anything is prohibited. The instructions for use and pressure gauge must be visible at all times. If your fire extinguisher gauge does not indicate full or you use the fire extinguisher to put out a fire, call the Apartment Office (314) 524-3446 or the CA on call (314) 229-5154 immediately. Students who tamper with the fire extinguisher will be fined a minimum of \$100. Fire extinguisher should only be used in case of an emergency. If a fire extinguisher is rendered useless (i.e. discharged for non-emergency use or broken) students will be charged a minimum of \$150. Residents who are determined to have tampered with the fire extinguisher or rendered it useless may be referred to Student Affairs for additional sanctions.
Thermostat	The thermostat is located in the hallway and controls both your air conditioning and your heating. It is suggested to leave your thermostat set to Auto not on. Leaving the thermostat set to on runs the fan continuously and will lead to larger electricity bills for residents. If you have questions on how to set your thermostat, please contact the Apartment Manager.
Bathtub/Shower	All residents are required to install a vinyl shower curtain. Shower curtains can be purchased at any general store. The vinyl shower curtain needs to hang inside the bathtub when showering to prevent water from splashing out onto the floor and damaging your unit. Any damage caused due to a lack of shower curtain is billable back to the resident; if damage does occur a shower curtain will be installed by maintenance and billed back to the resident as well.

## Water heater

To save energy and avoid accidental scalding, state law requires the water heater thermostat in your apartment be set at no more than 120 degrees Fahrenheit. We will not change the setting to a higher temperature and we urge you not to raise it.



# THE APARTMENT COMPLEX

## **CAMPUS SHUTTLE**

The campus shuttle service does service Mansion Hill. Shuttle schedules are available in the Apartment Office or online at the UMSL Parking and Transportation website. <http://www.umsl.edu/~transportation/>

## **CLUBHOUSE**

The Mansion Hill Clubhouse is available for rent. Reservations need to be made at least 7 days in advance and payment (\$50) is expected at time of reservation. The resident is expected to clean the Clubhouse and return it to the original condition immediately following the event. Additional rules and information can be found on the Contract for Clubhouse Rental form in the Mansion Hill Office. Student groups may reserve the Clubhouse free of charge if the event is open to and advertised to all residents.

## **LAUNDRY FACILITIES**

Laundry facilities are available at Mansion Hill in the basement of the Mansion Hill office building. All machines are coin operated, but no coin machines are in the laundry rooms so you will need to bring your own quarters. You are expected to leave this facility clean at all times. Dye or caustic materials should not be used in the machines. Mansion Hill residents must be issued a laundry room swipe card in order to access the laundry facilities.

### **Laundry Room Hours & Rules**

1. The Mansion Hill laundry room is open every day from 6am-12 midnight including weekends and holidays. If a resident does not retrieve clothing before 12 midnight, they will have to wait until 6am the following morning to have access to the laundry room.
2. Each resident listed on the lease can be issued a laundry room access card. Cards can only be issued to individuals listed on the lease.
3. The cost to replace an access card is \$50.00. This charge cannot be billed to your student account and must be paid before a replacement card is issued. Replacement cards will only be issued during normal business hours.
4. It is your responsibility to report lost or stolen cards to the Mansion Hill Office immediately.
5. Misuse of card may result in laundry room privileges being revoked. The access card should never be loaned or given to another person.
6. The laundry room door should not be propped open at any time.
7. Laundry room cards that are locked in laundry room can be retrieved during normal business hours.
8. The University has no liability if the card reader should fail in any way. If the card reader should fail (meaning no lights flash on reader when access card is swiped), residents should contact the office during business hours.
9. Laundry hours and rules are subject to change without notice.

## PARKING LOTS

For the convenience and consideration of everyone in the community, we've established the following parking requirements.

- All motor vehicles must be parked in designated parking spots only. We reserve the right to immediately tow all vehicles parked in areas not designated for their use. Such areas include yellow curb areas, the lawn, areas marked "NO PARKING" or spaces designated for a specific residence, and/or fire lanes and any areas that obstruct dumpsters and/or walkways.
- The speed limit in the community is 10 mph.
- Washing of cars is prohibited. The use of a water hose will not be permitted for any purpose.
- Automotive maintenance and repairs are not permitted within the community. Inoperative vehicles are subject to towing at the vehicle owners expense.
- Recreational vehicles, boats, trailers and unmounted trailers may not be parked or stored in the community.
- Motorcycles may not occupy an entire parking stall unless that is the resident's sole form of transportation, motorcycles may not be parked on sidewalks, lawns or in walkways in the parking lot. If the resident has an automobile and a motorcycle, the two vehicles must occupy the same parking space.
- All vehicles brought to Mansion Hill by a resident for personal use must be legally registered and have valid license plates. Any derelict and/or noxious or disturbing vehicle is subject to tow at any time at the vehicle owner's expense.

## PESTS

If you notice pests in your room or apartment, immediately contact the custodian supervisor, Renee Crothers, at (314) 516-4563 to report the pest issues. Don't forget to mention your apartment and letter. For more information regarding pests, visit: <http://www.umsl.edu/services/reslife/current/pests.html>

## POOL

The Mansion Hill Pool is open from approximately Memorial Day to Labor Day from 9am-8pm. All residents are allowed to use the pool from 9am-8pm. Residents are allowed **up to 4 guests** and the resident must be with the guests at all times. There is no lifeguard on duty, so residents are to swim at their own risk. Children under 14 years old cannot swim without supervision of a parent or guardian. Proper swimming attire is required. Please report concerns or problems at the pool to the Apartment Manager. The emergency phone is located on the building inside the red box marked emergency.

Residents must have a laundry room access card on them in order to swim at the pool. This is to serve as your authorization to swim. Residents that do not have their laundry room cards on them may be asked to leave the pool area. Residents are responsible for the behavior of their guests at all times.

## **RULES AND REGULATIONS**

## **DAMAGE CHARGES**

The occupant of each room/suite is responsible for keeping the room and its contents in good working order and free from damage. Prior to residents moving in, room condition inventory reports are completed. When a resident moves out, the room is checked again for possible damage which may have occurred during the occupant's residency. Damages to the room that are beyond normal wear and tear will be billed to the University account of the room's assigned resident(s) or retained from a deposit if applicable. Extraordinary cleaning of the facilities, as well as excess trash left in the room and/or the common areas will also be billed to the resident's account or retained from a deposit. Notification will be sent to the students' UMSL student account informing them of the damage charges. If the resident chooses to appeal an assessment, the appeal must be made in writing to the Mansion Hill Apartment Office within seven (7) days of the billing notification.

## **QUIET AND COURTESY HOURS POLICY**

In order to create an environment conducive to studying and privacy, any activity such as playing stereos and televisions loudly, yelling, tap dancing, slamming doors, horseplay, running or any other activity that creates a disturbance is prohibited in the apartments. *You are asked to exercise good sense and consideration of others at all times.*

### **Quiet hours are every day from 11 p.m.-7 a.m.**

Quiet hours are defined as times when the highest priority is given to the conditions necessary for students to sleep and/or study within their apartments. No other activity is deemed more appropriate during these hours. Any activity that produces noise that interferes with quiet hours is prohibited. Residents are expected to be mindful of their neighbors at all times and not cause disturbances to other residents even outside of the quiet hours established. Violations of quiet hours and/or disturbing the general atmosphere of the apartment complex outside of the quiet hours established may result in disciplinary action.

- 1<sup>st</sup> Offense: Written Warning/CA Intervention
- 2<sup>nd</sup> Offense: Meeting w/ Residential Life Staff Member
- 3<sup>rd</sup> Offense: Violation will be sent to Student Affairs for possible sanction

## **ROOM CLEANING**

Residents are responsible for the cleaning of the apartment during the course of the semester. We ask that you do your part to keep your building as clean as possible. Do not leave trash outside your apartment. All trash needs to be placed in the proper receptacles, which are located in the parking lots near all buildings. Trash that is not properly disposed of will result in a fine. During Health & Safety Inspections and at the discretion of the Residential Life staff, a resident may be asked to clean apartment for the well-being of the apartment community. If the resident fails to clean the apartment after notification, the Residential Life Staff may have the apartment cleaned at the resident's expense. Unkept apartments can lead to variety of community problems including pest problems.

## **FIRE**

Please contact 911 if you need the fire department to respond. No matter how small the fire, or even if it is extinguished, report it to the staff member on call or Mansion Hill Office immediately. Appropriate action will be taken. Smoke detectors & fire extinguishers are located in each apartment for your safety.

## **FIREWORKS**

Fireworks and explosives of any type are not permitted in the apartment complexes. This includes any fuels or similar type of combustibles.

## **GAMBLING**

Gambling is prohibited on all University property.

## **SMOKING**

The University of Missouri-St. Louis is a tobacco free campus. Residents of Mansion Hill are permitted to smoke outdoors, but never inside their apartment. Residents are asked to always dispose of their cigarettes into an appropriate container. Throwing cigarettes outside your apartment is strictly prohibited. Any damage to the apartment i.e. carpets, walls, etc. from smoking is billable back to residents.

## **SPACE HEATERS**

Because of fire hazards, unauthorized space heaters are not permitted in the apartments.

## **WEAPONS**

Weapons, firearms and ammunition of any kind are prohibited at the apartment complexes and on all University property.

# **THE MOVING AND LIVING PROCESSES**

## **CHECK-IN PROCEDURES**

Take the time to thoroughly inspect your apartment for existing damages using the room inventory sheet as a guide. List all existing damages upon your check-in on the apartment condition report. The listing of apartment damages is important, as you will be personally responsible for any damages found at the time of your checkout. The inventory form needs to be returned to the office within 72 hours from the day of your move-in. You will receive the key to your mailbox and your laundry room access card once you have returned the inventory form.

## **HEALTH AND SAFETY INSPECTIONS**

The Department of Residential Life and Housing reserves the right to inspect student apartments for potential health and safety hazards. These inspections may occur as often as once a quarter. You do not need to be present for this inspection. Please consult your lease for housing procedures, policies and regulations.

Any violation endangering the immediate safety of all occupants constitutes a direct violation of the Apartment Housing Contract. Failure to correct the problems identified may lead to judicial review and/or termination of your housing contract. Please note that any drug paraphernalia will be confiscated.

## **CHECK-OUT PROCEDURES**

Resident must contact the Mansion Hill Office to schedule a walk thru inspection of their unit 48 hours in advance. At the time of the walk thru, the unit must be clean and empty of all belongings. The resident must be present at the walk thru. Any abandoned property will be stored for 30 days. The resident will be billed storage costs. After 30 days abandoned items will be disposed of at the Resident(s) expense. Any damages to the unit in excess of the security deposit (if applicable) will be charged directly to the student(s) account. Residents are to give 30-days prior notice to the Management Office before moving out. Failure to give notice or to vacate apartment on the contract end date may result in a \$150 improper check out fee. Residents are required to remove all personal belongings and to clean the apartment upon move out. A \$150 cleaning fee may be assessed if resident fails to do general cleaning. Additional fines for cleaning may be incurred for failure to clean ovens, stove tops, refrigerators, and/or, bathtubs.

**1: Complete a Change of Address Form as soon as possible.** If you do not change your address with the post office, your mail will be returned to the original sender. You may not check your mailbox after turning in your keys. It is recommended that you call important companies such as credit card companies or your bank directly to change your address directly with them. Don't forget to call employers or former employers and update your address with them so you will receive your W-2's. Mail forwarding services can cause a delay in mail delivery.

**2: Call AmerenUE at (314) 342-1111 to take your name off of the account.** Please be sure to give them your move out date and forwarding address. If the University of Missouri-St Louis is required to become involved in the disconnection and or billing process, you may be charged a \$20 per resident service fee. Please remember to contact other service providers (i.e. Charter, AT&T, etc.) to disconnect services. Be sure to schedule the pickup of any cable boxes or modems prior to your move out date. We are not responsible for returning cable/internet equipment. If you are renting furniture, be sure to schedule the pickup of furniture prior to your move out date.

**3: Clean your apartment from top to bottom.** Your apartment must be ready for the next person to move in when you move out. Pay special attention to the bathroom, kitchen and replacing light bulbs. Hill. Please note that items must be physically brought to the office and not left behind in the apartments.

**4: Complete the front of the envelope provided.** If a forwarding address is not given on the move-out packet we will not be able to return deposits to the residents. Remember to include your apartment keys, mailbox keys and laundry room card (if applicable). Any items returned after move-out will be charged as unreturned items.

**5: Apartment Walk Thru.** We will document all cleaning and damage charges and compare them to your Unit Condition Report. If the damage was noted on your Unit Condition Report at move in, you will not be charged. Any charges for damages will be posted to your student account. Any disputed deductions must be done in writing within 30 days of the notification of the charges being applied to your account. Unfortunately, due to the large volume of calls, we are not able to discuss disputed charges on the telephone. To avoid surprise charges, you must be present at your walk thru inspection.

\*All roommates will be equally assessed for damage and cleaning charges in common areas unless one person takes responsibility by submitting a letter in writing.

# A FEW THINGS TO REMEMBER:

## KEYS/SECURITY

You will be issued an apartment key upon moving in to your unit. Each resident listed on the lease will receive one set of keys for the apartment. If you lose your keys, you will be responsible for the costs associated with changing the locks and replacing keys. Apartment door locks are \$113.30, mailbox locks are \$25.00 and laundry room cards are \$50. Prices are for parts only and do not include labor or keys being made. Lock changes for lost keys are not optional and will be completed whether the resident requests it or not.

*University of Missouri System Policy states:*

- (a.) No person may duplicate a university key or request the unauthorized duplication of a university key.
- (b.) No person may transfer any university key from an individual entrusted with its possession to an unauthorized person, or be in unauthorized possession of a university key.
- (c.) Keys in the possession of unauthorized persons may be confiscated.
- (d.) No person shall replace without permission, damage, tamper with or vandalize any university lock or security device.

## RENTERS INSURANCE

**The university assumes no responsibility for loss or damage to the personal property of a student. Residents are strongly urged to obtain renter's insurance. Without insurance, the resident is personally liable for damage, loss or injury. The University insurance does not cover any personal belongings.**

## LOCK OUTS

If you are locked out of your apartment, you may contact the Apartment Office during normal business hours or you will need to contact the staff member on-call by calling the after-hours cell phone number, (314) 229-5154, if it is after normal business hours. The resident will be allowed into the apartment 2 times per semester. After the 2nd lock out, the resident will be assessed \$25 for each addition lock out. **Only the resident who is on the lease can request to be let into an apartment for a lock out. If a student cannot provide ID or provide proof of who they are they will not be let into an apartment.**

## SAFETY AND SECURITY

- Report any suspicious persons, strange vehicles or unusual activity to the police.
- The apartments are patrolled by both Normandy Police (911) and University Police (516-5155). Incidents occurring inside your apartment should be directed to the University Police. Incidents occurring outside your apartment should be directed to Normandy Police.
- Putting boxes and/or trash in the stairwells/hallways presents a distinct fire hazard and is prohibited.
- Notify office staff of any burned out exterior lights, faulty locks, lost keys, etc.
- Identify all guests before granting entry.
- Demand positive identification from all service, salesmen or repairmen before admitting them.
- If planning to be away for an extended period, inform the office of where you can be reached. STOP newspaper/mail delivery.

## **APARTMENT CHANGES**

Residents can request to change apartments. The room transfer fee is \$200 and will be billed to the student account. Residents should request an apartment change in writing to the Apartment Manager at [petersla@umsl.edu](mailto:petersla@umsl.edu). The Office of Residential Life will make every effort to accommodate change requests based on availability and reason for request.

## **PERSONALIZATION GUIDELINES**

Here are some helpful guidelines for you to use.

- When you check out, your apartment needs to be left in the same condition it was in on the day you moved in. You need to remove all your belongings when you move out.
- No painting or other alterations should be made to the apartment. Small nails holes are permitted to hang small items such as pictures.
- Questions pertaining to apartment personalization should be addressed to the Apartment Manager. Permission to alter the apartment should be requested in writing from the Apartment Manager BEFORE alterations take place.

## **ROOM REPAIRS**

All maintenance problems and repair requests should be reported to Residential Facilities Team at the Residential Life website (<http://www.umsl.edu/services/reslife/>) where you will fill out a maintenance request form. If no internet access is available, you may report maintenance concerns to (314) 516-7540. When the resident submits a service request, the resident authorizes the staff to enter the unit to provide the service. This will occur whether or not the resident is at home. Repairs that occur as a result of damage or neglect may be billed to the resident of the room/apartment. Emergency repairs in the evening or on weekends may be reported immediately to the staff member on call at (314) 229-5154.

Routine maintenance problems should be reported before 2:00pm for faster service.

## APPENDIX A

### EMERGENCY MAINTANCE REQUESTS

When making an emergency maintenance request, please call the CA on duty and give your name, apartment number, and telephone number. The Maintenance staff member receiving the emergency call will determine the exact nature of the emergency. A decision will then be made as to whether a Maintenance staff member will respond to the call immediately, or wait to resolve the problem the next working day depending on severity.

#### Type of Emergency

BROKEN WATER LINE

BROKEN WINDOWS

DOOR SECURITY SYSTEM

ELECTRICAL SHORTS

GAS LEAKS

LOCK-OUTS AND BROKEN LOCKS

LOST KEYS

LOSS OF A/C

LOSS OF HEAT

LOSS OF HOT WATER

#### Action

Considered an emergency.

Considered an emergency only when it affects the safety or security of occupants or could cause damage to the structure.

Considered an emergency if resident is not able to secure door with at least one lock.

Considered an emergency if there is a "sparking" of wires or there are exposed wires that could be touched. Broken light fixture (other than ceiling), switches, receptacles etc., are considered emergencies if bare wires or contacts are exposed and are likely to be touched.

Gas leaks will be evidenced by a gas odor. All calls of this type considered as emergencies.

Resident should call the Main Office or CA on-call after hours if they are locked out. Each resident is receives 2 free lock-outs per semester. Any further lock-outs beyond 2 will result in a \$25 charge per lock-out. Broken or damaged locks will be considered an emergency only when the resident does not have access to his apartment or cannot secure the room to leave.

Will be replaced the next scheduled workday.

Considered an emergency, if the outside temperature is above 85 F.

Considered an emergency, if the outside temperature is below 50 F.

Will be addressed next working day.



Type of Emergency (continued)

Action

LOSS OF LIGHTS

Loss of power affecting only one apartment may be addressed by contacting the afterhours number. Power outages affecting entire buildings or the entire complex are the responsibility of Ameren UE and should be reported directly to Ameren UE at (314) 342-1111. Housing maintenance will not respond to calls for individual lights out (i.e., burned out bulbs).

LOSS OF WATER

Loss of water to an apartment will be considered an emergency.

PESTS and/or RODENTS

Call the apartment staff at (314) 524-3446 or (314) 229-5154.

ROOF LEAKS

Not normally considered an emergency, as roofs cannot be repaired while wet. In cases of extreme leaks, the Housing Maintenance staff may investigate the situation on an emergency basis.

SEWER LINE BLOCKED

Considered an emergency only when the commode or shower line is blocked and leaking onto floors. Housing Maintenance will not respond to an emergency call for sinks or bathtubs that will not drain.

WATER LEAKS

Considered an emergency only when placing a pail, pan, etc. to catch the water cannot contain the water leak or flooding. Leaky or dripping faucets are not considered an emergency.

General: If any of these problems occur, it is a good idea to contact the Community Advisor on-call. They may be able to help resolve the problem. Other items not covered above may be emergency situations that need to be reported immediately. The sooner you report a problem to the Maintenance or apartment staff at (314) 229-5154, the sooner it can be resolved.

## USEFUL PHONE NUMBERS

### **Mansion Hill Office**

Main Office (314) 524-3446  
On Call CA (314) 229-5154

### **Utilities**

Ameren Electric (314) 342-1111  
Laclede Gas (314) 621-6960  
Charter Cable 888-Get-Charter

### **Auto Licensing**

Driver's License & License Plates (314) 521-2360  
21 S. Florissant Road, St Louis, MO 63135

### **Libraries**

St. Louis County Library (7606 Natural Bridge Road, 63121) (314) 382-3116

### **Hospitals**

DePaul Hospital (12303 DePaul Drive, 63144) (314) 344-6000  
Barnes Jewish Hospital (1 Barnes Jewish Hospital Plaza, 63110) (314) 747-3000

### **Pizza Delivery**

IMO's (314) 427-4141  
Domino's (314) 389-3030  
Papa John's (314) 423-7474

### **Post Office**

U.S. Post Office (7450 Natural Bridge Road, 63121) (314) 385-2694

### **Stores**

Schnucks (1225 South Florissant Road, 63121) (314) 524-8633  
Target (25 Brentwood Promenade, 63144) (314) 918-9500  
Target (8007 W Florissant Ave, 63136) (314) 513-0194  
Wal-Mart (1900 Maplewood Commons Drive, 63143) (314) 781-2165  
Wal-Mart (10835 Saint Charles Rock Road, 63074) (314) 344-0342  
Walgreen's (7199 Natural Bridge Road, 63121) (314) 382-9926

### **Transportation Services**

Bi-State Development Agency (314) 982-1555  
Metro-Link (314) 231-2345  
ABC Taxi (314) 725-2111