Residential Life and Housing’s apartment community guide and residential policies

2016-2017

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 assistance. It includes information on services, policies and procedures, and resources, as well as standards for decision-making and conduct with 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 mansion Hill at (314) 516-6448.

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 live. We encourage and invite you to become an active and contributing member of the community.

Please read this guide thoroughly.
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Mission Statement

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

Taking Care of Business

Business Information

The Mansion Hill Office is open Monday through Friday from 8am to 7pm. You can utilize this office for community information. You can call our office during business hours at (314) 516-6448. If you would like to email us, you can send your email to mansionhills@umsl.edu.

After Hours Contact Information

After hours or on weekends, if you need immediate assistance, please contact the Community Advisor (CA) by calling the on-call phone at (314) 229-5154.

Billing

Apartment room and board charges are billed to the student’s account on a per semester basis. The student’s chargers 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.

Chargers are billed using the following billing cycles:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Dates Included</th>
<th>Approximate Billing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>July 1 – December 31</td>
<td>July 14th</td>
</tr>
<tr>
<td>Spring</td>
<td>January 1 – June 30</td>
<td>November 14th</td>
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If a student is expecting financial aid assistance, any financial aid will first be applied towards tuition and fees. If the student’s financial aid does not cover all the housing chargers, 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.

What to Know About Your Apartment

Mail
Mailboxes are located in the stairwells at Mansion Hill. You will receive your mailbox key once you have returned your apartment move-in 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 US Postal Service Mail address (at Mansion Hill) should be addressed as follows:

Your Name
Unit Number Normandy Trace Drive
Apt Letter
St. Louis, MO 63121

Fedex, UPS, and other delivery services will deliver your package to the Mansion Hill Office. Once we have received the package, our office will send an email to your UMSL email account notifying you that we have received your package. Please ensure that you bring photo identification with you when you collect your 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 the form or complete the form online and the requested amount of declining balance to be added. Their student accounts will subsequently be billed with the corresponding amount.
**Pets**
The University of Missouri – St. Louis does not encourage residents to keep pets in their apartment. 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 **unfurnished units** are allowed to have pets. Residents planning on having a pet must first complete a Pet Agreement Addendum to be approved by the Resident Director and submit a $500 nonrefundable fee assessed upon move out, BEFORE the pet is brought to the premises.

Guide dogs (or similar domesticated animals) are permitted within the apartment for persons with a documented disability.

Fish tanks may not exceed five (5) gallons in size without paying the despot.

*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 furnished, all-inclusive units. See Pet Agreement Addendum located in the Mansion Hill Office.*

**Cable TV, Internet, and Phone Policy**
In an unfurnished unit, 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 Unit Information and Policies**

All-inclusive unit rates include sewer, water, trash, basic cable TV, Internet, a $90 electricity allowance per apartment, and furniture, as well as access to all on-site amenities.

In all furnished units, the following furniture is provided: bed(s), frame(s), chest of drawer(s), two (2) love seats, one (1) coffee table or two (2) end tables, lamps, and dining room table and chairs.
1. Furnished units are **NOT** permitted to have pets.

2. Residents will be given the opportunity to submit an inventory move-in sheet noting the condition of the furniture that must be returned within 72 hours of moving in. Failure to return the move-in inventory sheet means that the resident accepts that all furniture pieces are present and that the furniture has no flaws.

3. Residents 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. Charges will be divided evenly among all the residents on the lease.

4. The University will pay for sewer, water, trash, and an electricity allowance of $90 per apartment per month. Electric costs in excess of the listed amount will result in the resident(s) being billed for the balance of the amount on a monthly basis. These charges will be billed directly to the student’s account and would be split evenly between all residents listed on the 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 below the above stated amount of $90.

5. 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 interruptions. Residents will be responsible for providing electronics such as wireless routers, televisions, computers, and any other addition materials needed (i.e. cables, etc.). Please call the office at (314) 516-6448 if you experience any issues with service.

**Patios and Balconies**

To protect the apartment’s interiors from water damage, please keep your sliding doors and windows closed and locked when you are not at home.
Please take note of the following guidelines:

- Ground floor unit patios are equipped with a patio board to limit damage from excessive rain. Patio boards are not to be removed. Residents that remove patio board will be charged the cost of replacement plus a fine.
- Flammable materials must not be stored on patios, 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 apartments during severe storms.
- Patios 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 the season’s end.
- BBQ pits are **not permitted** for safety reasons. Community grills are available for residents to use. Residents 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 Mansion Hill Office on (314) 516-6448.

**Dishwashers**
- Please do not overload with dishes.
- Only use detergents made for automatic dishwashers.

**Kitchen Disposals**
Place larger leftovers in your trash can and then use the garbage disposal for smaller food items.
1. Turn on cold water in the 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 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 in the hope of clearing the line. It will not work. Immediately report this problem to the office during office hours, of the CA on-call after hours, or the Resident Director. Water coming up in your sink could indicate a blocked line and may result in flooding in your apartment and the apartment below yours.

**Furnace**
Furnace filters should be changed every three (3) months. Changing the filter regularly may help reduce your utility bill and keep your apartment cleaner. Replacement filters are available in the office for your convenience. In addition, make sure that the drain hose of your furnace is placed into the tray under your water heater, as this is necessary for the proper functioning on your air conditioner.

**Refrigerators**
Do not use sharp objects to remove ice from your freezer. This could puncture freezer walls. Keeping Baking Soda in your freezer and fridge compartments will keep them smelling fresh.

**Smoke Detectors**
It is recommended that you replace your smoke detector battery every six (6) 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 Mansion Hill office ((314)-615-6448) 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 Mansion Hill 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, call the Mansion Hill office ((314)-516-6448) or the CA on-call ((314)-229-5154) immediately. Residents who tamper with the fire extinguisher will be fined a minimum of $100. Fire extinguishers should only be used in an emergency. If a fire extinguisher is rendered useless (i.e. discharged in a non-emergency or broken) residents will be fined 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
For Mansion Hill, the thermostat is located in the hallway and controls both the air conditioning and the heating. It is suggested to leave your thermostat on ‘Auto’ and 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 Resident Director.

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 the unit. Any damage due to the 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 laws require the water heater thermostat in your apartment be set no more than 120° Fahrenheit. We will change the setting to a higher temperature and we urge you not to raise it.

The Apartment Complex

Campus Shuttle
The campus shuttle does service Mansion Hill. Shuttle schedules are available in the Mansion Hill Office or online at the UMSL Parking and Transportation website.

Clubhouse
The Mansion Hill Clubhouse is available for rent. Reservations need to be made at least seven (7) days in advance and payment is expected at the 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 room 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 swipe card in order to access the laundry facilities.
Laundry Room Hours and Rules

1. The Mansion Hill laundry room is open every day from 6am to 12 midnight, including weekends and holidays. If a resident does not retrieve their laundry before 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 will be billed to your student account. Replacement cards will only be issued during normal office hours.

4. It is your responsibility to report lost or stolen cards to the Mansion Hill Office immediately.

5. Misuse of cards 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 the 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 the 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 have 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 specific residents, and / or fire lanes, and any area areas that obstruct dumpers and / or walkways.
- The speed limit in the community is 10mph.
- 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 owner’s 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 a valid license plate. Any derelict and / or noxious or disturbing vehicles are subject to tow at any time at the vehicle owner’s expense.

Pests
Residents are responsible for keeping the inside of their apartments clean. This includes monitoring and spraying for pests. Please ensure that you keep your apartment clean to avoid the accumulation of bugs and pests.

If you notice pests outside your apartment, please let the Resident Director know as soon as possible.
Swimming Pool
The Mansion Hill pool is open from Memorial Day to Labor Day from 8am to 8pm. All residents are allowed to use the pool during the hours of operation. Residents are allowed up to four (4) guests and the resident must be with the guests at all times. Residents are responsible for the behavior of their guests at all times.

There is no lifeguard on duty. Residents swim at their own risk.

Children under the age of 14 years old cannot swim without the supervision of a parent or guardian. Proper swimming attire is required.

Please report concerns or problems at the pool to the Resident Director. The emergency telephone is located on the building inside the red box marked ‘Emergency’.

Rules and Regulations

Apartment Cleaning
Residents are responsible for the cleaning of the apartment during the course of the semester. We ask that you do your part of 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 is not properly disposed of will result in a fine.

During health and Safety Inspections and at the discretion of the Residential Life and Housing staff, a resident may be asked to clean their apartment for the wellbeing of the apartment community. If the resident fails to clean the apartment after notification, the Residential Life and Housing staff may have the apartment cleaned at the resident’s expense. Unkempt apartments can lead to a variety of community problems including pest problems.
**Alcohol**
Residents aged 21 and older living in Mansion Hill are permitted to have alcohol within their apartments. The University of Missouri – St. Louis abides by all state and federal laws regarding drinking. The consumption of alcohol in open spaces is strictly prohibited. All alcohol is to be consumed inside of apartments only.

**Candles**
For reasons of health and fire safety, the lighting of candles is not permitted within apartments in Mansion Hill. Candles without the wicks or that have the wicks removed are allowed for decoration. Scents and scent-type warmers are also not permitted within the complex.

**Capacity**
The resident to guest ratio may not exceed four (4) to one (1). This means that each resident is allowed to have a total number of four guests in their apartment. In a two-bedroom apartment where two residents are living together, there are to be no more than 10 people in the apartment at any one time.

**Criminal Activity**
If you notice a crime being committed:

- **DO NOT INTERVENE.** Remove yourself from the situation as calmly and quietly as possible.
- Call University Police at (314)-516-5155.
- Have as much information available as possible: who, what, where, and when.

**Damage Charges**
The resident of each room / apartment is responsible for keeping the apartment and its contents in good working order and free of 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 resident’s
stay. Damages to the room that are beyond normal wear and tear will be billed to the University’ account of the apartment’s assigned resident(s). Extraordinary cleaning of the facilities, as well as excess trash left in the room and / or apartment will also be billed to the resident’s account. Notification will be sent to the student’s UMSL email account informing them of the damage charges. If the resident chooses to appeal the assessment, the appeal must be made in writing to the Mansion Hill Office within seven (7) days of the billing notification.

**Fires**
Please contact UMSL PD ((314)-516-5155) if you need the fire department to respond. No matter how small the fire, or even if it is extinguished, report it to the CA on-call or the Mansion Hill Office immediately. Appropriate action will be taken. Smoke detectors and fire extinguishers are located in each apartment for your safety.

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

**Gambling**
Gambling is prohibited on all University property.

**Medical**
If you need help:

- Assess the situation to the best of your ability.
- Call University Police ((314)-516-5155) with as much information as possible.
**Missing Persons**
Every resident who lives in on-campus housing shall have the opportunity to identify a confidential individual to be contacted by the University in the event that the resident is determined missing in accordance with the procedure outlined below. Only authorized campus officials and law enforcement officers in furtherance of a missing person investigation may have access to this information. For more information on this policy, please visit: [http://www.umsl.edu/services/reslife/current/missingperson.html](http://www.umsl.edu/services/reslife/current/missingperson.html).

**Operating a Business**
Residents of University Housing are not permitted to carry on any organized business from their room and / or apartment or within any on-campus residential area. No sign, advertisement, or announcement promoting such business may be displayed on the outside of inside of any University Housing building premises, this includes, but is not limited to your apartment and the Mansion Hill Clubhouse.

**Quiet and Courtesy Hours**
In order to create an environment conducive to learning 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 other at all times.

**Quiet hours are every day from 10pm to 8am.**

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 the following disciplinary action:

1\textsuperscript{st} Offense: Verbal warning / CA intervention
2\textsuperscript{nd} offense: Meeting with Residential Life staff member / written warning
3\textsuperscript{rd} offense: Violation will be sent to Student Affairs for possible sanction

\textbf{Smoking}
The University of Missouri – St. Louis is a tobacco free campus. Residents of Mansion Hill are \textbf{not} permitted to smoke inside or on the patio of their apartment, or in the stairwells. This applies to any guests visiting the resident. Any damages to the apartment, that is, on the carpets, wall, etc. from smoking is billable back to the resident.

\textbf{Space Heaters}
Because of fire hazards, unauthorized space heaters are not permitted in the apartments.

\textbf{Weapons}
Weapons, firearms, and ammunition of any kind (including nerf guns or anything similar) are prohibited at the apartment complex and on all University property.

\textbf{The Moving and Living Processes}

\textbf{Moving In Procedures}
Take the time to thoroughly inspect your apartment for exiting damages using the move-in inventory sheet as a guide. List all exiting damages on the move-in inventory sheet. The listing of apartment damages is important, as you will be personally responsible for any damages found at the time of your check-out. The inventory form needs to be returned to the office within 72 hours from the day you move in. You will receive the key
to your mailbox and your laundry room access card one you have returned your move-in 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**
The resident will receive a move out packet prior to their move out date. Keys are to be returned to the Mansion Hill Office. And 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 will be charged directly to the student(s) account. Residents are to give 30-days notice to the Mansion Hill Office prior to moving out. Failure to give notice or vacate the 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 the resident(s) fails to do general cleaning. Additional fines for cleaning may be incurred for failure to clean overs, stove tops, refrigerators, and / or bathtubs.

1. Complete a Change of Address Form

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 with them. Do not 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 Ameren ((314)-342-111) to take your name off of the account

**This is applicable to unfurnished units only.** Please be sure to give Ameren your move out date and forwarding address. If the University of Missouri – St. Louis is required to become involved in the disconnection or billing process, you may be charged a $20 per resident service fee.

**For all residents:** Please remember to contact other service providers (Charter, AT&T, etc.) to disconnect services. Be sure to schedule the pick-up 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

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 lightbulbs.

4. Complete the front of the envelope provided

If a forwarding address is not given on the move out packet, we are not able to forward any mail to the resident. Remember to include your apartment key, mailbox and bedroom keys, and laundry room access card (if applicable). Any items returned after move-out will be charged as unreturned items.

5. Apartment Walkthrough

We will document all cleaning and damage charges and compare your unit condition report. If the damage was noted on your Move-In Inventory form, 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. If you would like to be present during the walkthrough, appointments can be scheduled during regular business hours and must be scheduled before turning your keys in.

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

**Evacuation Protocol**

In case of a fire, earthquake, or other emergency requiring evacuation outdoors, please exit your apartment as quickly as possible. Please move as far away as possible from the building. Ensure that your neighbor has evacuated their apartment and that either the Mansion Hill Office has been notified or if the emergency occurs after hours, that the CA on-call has been notified.

**Severe Weathers / Tornadoes**

**Tornado Watch:**

This is when conditions are favorable for the formation of a tornado in the area. This is a time to prepare and be aware of where you will go to seek shelter. In your apartment, it is in your bathroom, in your bathtub. When a watch has been issued for St. Louis County, University Police and the Residential Life and Housing staff will monitor the situation for additional information. You can stay alert by listening to the radio, televisions, or a weather radio for the latest weather information.

**Tornado Warning:**

A tornado has been spotted in the area or the Doppler radar has indicated an area of rotation. When a warning has been issued for St. Louis County, it is time to take immediate shelter.
When the Civil Defense Sirens are going off, know that the severe weather has hit the county over or is in the county. Make your way to your bathroom and into the bathtub (this is the safest place in your apartment) and wait for the warning to pass.

**Building Violence or Hostage Situation**

If you hear gunfire and / or notice a hostage situation:

- **DO NOT INTERVENE.** Remove yourself from the situation, preferable to a location that can be locked from the inside (remain still and quiet).
- If you think it is safe to use a telephone and one is available call University Police ((314)-516-5155).
- Provide as much information as possible.

**A Few Things to Remember**

**Keys / Security**
You will be issued an apartment key upon moving into 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 the changing of the locks and replacing the keys. Costs are as follows:

- Apartment door lock and key $ 113.30
- Mailbox lock and key $ 25.00
- Laundry room access card $ 50.00

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 renters 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 Mansion Hill Office during normal business hours or you will need to contact the CA staff member on-call after hours (314)-229-5154. The resident will be allowed into the apartment two times per semester. After the second lock out, the resident will be assessed $25 for each additional lock out. **Only the resident who is on the lease can request to be let into the apartment for a lock out. If the student cannot provide ID or 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 (314)-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 and/or 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, sales persons, or repairmen before admitting them.
- If you are planning to be away for an extended period of time, inform the office of where you can be reached. STOP newspaper and/or mail delivery.

**Apartment Changes**
Residents can request to change apartments by filling out a form located in the Mansion Hill Office. The room transfer fee is $200 and will be billed to the student account. The Office of Residential Life and Housing will make every effort to accommodate change requests based on availability and reason for request. Apartment changes, however, are not guaranteed.

**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 alternations should be made to the apartment. Small nail holes are permitted to hang small items such as pictures.
- Questions pertaining to apartment personalization should be addressed to the Resident Director. Permission to alter the apartment should be requested in writing to the Resident Director before alterations take place.
**Room Repairs**
All maintenance problems and repair requests should be reported to the Residential Facilities team. Please submit a maintenance request as the preferred means of notification. When the resident submits a maintenance request, the resident authorizes the staff to enter the unit to attend to the request. They will occur whether the resident is at home or not. 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 should be reported to the staff member on call immediately ((314)-229-5154).

Routine maintenance problems should be reported before 2pm.

**Emergency Maintenance Requests**

When making an emergency maintenance request, please call the CA on-call and give them 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 make as to whether a maintenance staff member will respond to the call immediately or wait to resolve the problem to the next working day, depending on severity.

<table>
<thead>
<tr>
<th>Type of Emergency</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken water line</td>
<td>Considered an emergency</td>
</tr>
<tr>
<td>Broken windows</td>
<td>Considered an emergency only when it affects the safety or security of the residents or could cause damage to the structure.</td>
</tr>
<tr>
<td>Door security system</td>
<td>Considered an emergency if the resident is unable to secure the door with at least one lock.</td>
</tr>
</tbody>
</table>
Electrical shorts

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

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

Lock outs and broken locks

Residents should call the Mansion Hill Office of the CA on-call after hours if they are locked out. Each resident receives 2 free lock-outs per semester. Any further lock-outs will result in a $25 charge per lock-out.

Lost keys

Lost keys will be replaced the next scheduled workday.

Loss of air conditioning

This is considered an emergency if the outside temperature is below 50° Fahrenheit.

Loss of hot water

This will be addressed the next scheduled workday.

Loss of lights

Loss of power affecting only one apartment may be addressed by contacting the CA on-call after hours, or the Mansion hill Office during normal business hours. Power outages affecting the entire building are the responsibility of Ameren UE. This, however, should be reported to the Mansion Hill Office or CA on-call.
Housing maintenance will not respond to call for individual lights out (that is, burned out bulbs).

Pests and / or rodents Call the Mansion Hill Office staff or the CA on-call.

Roof leaks
This is 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
This is considered an emergency only when the commode or shower line is blocked and leaking onto floors. Housing maintenance will not respond to an emergency for sinks or bathtubs that will not drain.

Water leaks
This is 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 note: if any of these problems occur, it is a good idea to contact the CA 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 maintenance or Mansion Hill staff at (314)-229-5154, the sooner it can be resolved.

Helpful on Campus Numbers

<table>
<thead>
<tr>
<th>Admissions</th>
<th>(314) 516-5451</th>
<th>UMSL Police</th>
<th>(314) 516-5155</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics</td>
<td>(314) 516-5661</td>
<td>Registrar</td>
<td>(314) 516-5545</td>
</tr>
<tr>
<td>Bookstore</td>
<td>(314) 516-5760</td>
<td>Residential Life</td>
<td>(314) 516-6788</td>
</tr>
<tr>
<td>Department</td>
<td>Phone Number</td>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Campus Rec</td>
<td>(314) 516-2348</td>
<td>(314) 516-4255</td>
<td></td>
</tr>
<tr>
<td>Career Services</td>
<td>(314) 516-5111</td>
<td>(314) 516-4696</td>
<td></td>
</tr>
<tr>
<td>Cashier’s Office</td>
<td>(314) 516-5151</td>
<td>(314) 516-5291</td>
<td></td>
</tr>
<tr>
<td>Sodexo</td>
<td>(314) 516-7301</td>
<td>(314) 516-5300</td>
<td></td>
</tr>
<tr>
<td>Counseling Services</td>
<td>(314) 519-5711</td>
<td>(314) 516-6034</td>
<td></td>
</tr>
<tr>
<td>Financial Aid</td>
<td>(314) 516-5526</td>
<td>(314) 516-6500</td>
<td></td>
</tr>
<tr>
<td>Health Services</td>
<td>(314) 516-5671</td>
<td>(314) 516-4933</td>
<td></td>
</tr>
<tr>
<td>Honors College</td>
<td>(314) 516-6870</td>
<td>(314) 516-4100</td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>(314) 516-5050</td>
<td>(314) 516-5531</td>
<td></td>
</tr>
<tr>
<td>MCS</td>
<td>(314) 516-5022</td>
<td>Mansion Hill Office</td>
<td></td>
</tr>
<tr>
<td>Parking / Transportation</td>
<td>(314) 516-4190</td>
<td>(314) 516-6448</td>
<td></td>
</tr>
</tbody>
</table>

### Useful Information for Facilities around Mansion Hill

#### Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ameren Electric</td>
<td>(314) 342-1111</td>
</tr>
<tr>
<td>Laclede Gas</td>
<td>(314) 621-6960</td>
</tr>
<tr>
<td>Charter Cable (Unfurnished units)</td>
<td>888-Get-Charter (438-2427837)</td>
</tr>
<tr>
<td>Charter Cable (Furnished units)</td>
<td>1-888-345-7139</td>
</tr>
</tbody>
</table>

#### Auto Licensing

**Driver’s License and License Plates**

21 S. Florissant Road, St. Louis, MO
63135

(314) 521-2360

#### Library

**St. Louis County Library**

7606 Natural Bridge Road, 63121

(314) 382-3116

#### Hospitals

**DePaul Hospital**

12303 DePaul Drive, 6(314)4

(314) 344-6000

**Barnes Jewish Hospital**

1 Barnes Jewish Hospital Plaza, 63110

(314) 747-3000

#### Post Office

**US Post Office**

7450 Natural Bridge Road, 63121

(314) 385-2694

#### Pizza Delivery

**IMO’s**

(314) 427-4141

**Domino’s**

(314) 389-3030

**Papa John’s**

(314) 423-7474
### Stores

<table>
<thead>
<tr>
<th>Store</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schnucks</td>
<td>1225 South Florissant Road, 63121</td>
<td>(314) 524-8633</td>
</tr>
<tr>
<td>Target</td>
<td>25 Brentwood Promenade, 63144</td>
<td>(314) 918-9500</td>
</tr>
<tr>
<td>Walmart</td>
<td>1900 Maplewood Commons Drive, 63143</td>
<td>(314) 781-2165</td>
</tr>
<tr>
<td>Walmart</td>
<td>10835 St. Charles Rock road, 63074</td>
<td>(314) 344-3042</td>
</tr>
<tr>
<td>Walgreen's</td>
<td>7199 Natural Bridge Road, 63121</td>
<td>(314) 382-9926</td>
</tr>
</tbody>
</table>

### Quick Reference Guide

<table>
<thead>
<tr>
<th>Category</th>
<th>Information</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Hours</td>
<td>Monday – Friday 8:00am – 7:00pm</td>
<td></td>
</tr>
<tr>
<td>Quiet Hours</td>
<td>Monday – Sunday 10:00pm – 8:00am</td>
<td></td>
</tr>
<tr>
<td>Mansion Hill Office Contact</td>
<td>(314) 516-6448</td>
<td></td>
</tr>
<tr>
<td>CA on-Call Contact</td>
<td>(314) 229-5154</td>
<td></td>
</tr>
<tr>
<td>University Police</td>
<td>(314) 516-5155</td>
<td></td>
</tr>
</tbody>
</table>